



HOMEOWNERS ASSOCIATION (HOA)

EMERGENCY RESPONSE SCHEME (ERS) COMMITTEE

Version 2

January 2026

1. ESTABLISHMENT OF THE ERS COMMITTEE

- 1.1 The Emergency Response Scheme Committee (ERS-Com) is constituted in terms of paragraphs 26.5 and 46.5 of the RLE HOA Constitution.
- 1.2 The elected ERS-Com shall consist of 2 members.
- 1.3 HOA Members nominate and elect members to the ERS-Com at every AGM.
- 1.4 The elected Committee members serve a 1 year term of office --- all committee members vacate their positions at the next AGM but remain eligible for re-election.
- 1.5 The duly elected ERS Committee Members shall elect a Chairperson amongst themselves within 7 days after the AGM.

2. STATUS AND OPERATION OF THE ERS COMMITTEE

- 2.1 The Chairperson of the Board of Trustees will automatically have permanent seating at ERS-Com meetings.
- 2.2 Decisions will be passed by unanimous vote.
- 2.3 The ERS-Com will meet as its Chairperson determines appropriate from time to time.

3. DUTIES AND RESPONSIBILITIES OF THE ERS COMMITTEE

The ERS Committee shall in general terms be responsible for the operational oversight of the ERS, including but not limited to:

- 3.1 Maintaining the user database and coordinating the registration and deregistration of Panic Button users.
- 3.2 Reminding all users from time to time to ensure that their personal data is accurately captured on the MyLifetime and Control Centre platforms.
- 3.3 Receiving quarterly reports from the applicable Service Providers and addressing any concerns or anomalies regarding:
 - 3.3.1 The number and nature of activations;
 - 3.3.2 Response times and outcomes;
 - 3.3.3 Trends or gaps in service delivery.
- 3.4 Acting as the primary liaison with the applicable Service Providers for all administrative, financial and operational matters.
- 3.5 Assist with complaint and feedback communication.
- 3.6 Resident Liaison, Awareness and Communication:
 - 3.6.1 The ERS Chairperson shall serve as contact person for current and future ERS participants.
 - 3.6.2 Communicate updates and changes regarding fees, software, processes or terms regarding any aspect of the ERS.
 - 3.6.3 Facilitate education or awareness campaigns.
 - 3.6.4 Encourage resident participation.
- 3.7 Escalate any concern to the Board of Trustees.

4. REVIEW

This document shall be reviewed annually by the ERS Committee and Board of Trustees to ensure relevance, clarity and legal compliance.

5. AUTHORIZATION

Signed at Robertson on *02 February 2026* .

JF van Zyl

DEVELOPER

JD Smit

RLE HOA CHAIRPERSON