Christon Bank Security and Governance Meeting — Detailed Summary

Date of Meeting: 5th March 2026

Prepared from: Otter.ai transcript of community meeting

Coordinators

Jurgen Wicke (Chairman)
Stephen Enderby (Interim Committee Member)
Richard Conway (Interim Committee Member)
Thomas Wicke (Administrator

Attendance

Name	Address / Plot
Emily Enderby	Plot 112
Tina Wicke	Plot 240
Rutendo Movhu	Plot 136
Pauline Saungweme	Plot 136
Jeremy Brickhill	35 Maputi Drive
Barry Cordell-Sleight	No. 2 & No. 3 Oswald
Ant Hiscock	33 Maputi Drive
Gary Walsh	Plot 58
Graeme Bennett	38 Maputi Drive
Craig Elcombe	31 Maputi Drive
Cowden Chikombah	125 Blue Hills
Fadé Chikombah	125 Blue Hills
Hannah Conway	309 Allendale Drive
Jan-Christian de Fleurot	235 Allendale Drive
Carna de Fleurot de la Coliniere	235 Allendale Drive
Muno Manyevere	Plot 4 of 2A, CB
Sam Miller	231 Allandale Drive
Carl van der Riet	115 J. Houghton Close
John Viljoen	Plot 1
Dave Adams	
Angus Wakeling	
Lara Beachyhead	

---

1. Purpose of the Meeting

The meeting was convened as a follow-up to a special interest elders' gathering held on 12th February 2026, called by the Christon Bank Ratepayers Association (CBRA) chairman due to concerns that community security and governance were getting "out of hand." Two urgent issues drove the agenda:

1. **Help24Seven departure** — The current contracted security provider, Help24Seven (managed by Help24Seven), gave formal notice on the **12 February 2026** that they would cease "Boom Gate" operations in Christon Bank on **31 March**. Necessitating that from **1 April,** the community must take back full control of their "Boom Gate" operations.
2. **Structural reform of the CBRA** — The Christon Bank Ratepayers Association has been run by a single person for 15 years, without a formal constitution, committee, or legal structure. This is no longer sustainable given the growth and complexity of Christon Bank.

---

2. Background and History of How We Got Here

The Christon Bank Neighbourhood Watch (CBNW) was established in **2005** under Jurgen Wicke, Peter Bowen and John Viljoen, who set up the structure of the booms and watchmen. This ran well for many years but gradually fell apart as committee participation dried up and meetings became infrequent. Peter Johnson was the last person actively holding things together.

Key problems identified over time:

- Labour contracts for the watchmen **expired in 2022** and were not renewed, resulting in the watchmen becoming **permanent employees** of the CBRA from February 2023 — with all associated legal and financial obligations.
- Contributions from residents began dropping, making wages difficult to pay.
- Accommodation at the Tinker barracks became complicated, with family members of watchmen moving in contrary to the original arrangement.
- Residents proposed bringing in a professional security company. Help24Seven and HealtHelp24Seven were engaged as a **bridging and consulting service** to manage the guards and upgrade security.

Mr Rick Conway shared the sub-committee's timeline of engagement with H24 :

- **Late April 2025:** Discussions began with Help24Seven about their possible assistance with security management in Christon Bank. The initial indicative fee per household was quoted at $45/month.
- **May/June:** A larger community meeting was held at the Botanical Gardens. Help24Seven's plan was not communicated clearly. There was some confusion about

who held authority and what services would be delivered. Sean Quinlan tried to clarify this but much uncertainty remained.

- **End of June:** Help24Seven began making unilateral decisions, not consulting the community. A figure of **$57/month** was eventually agreed upon after contested negotiations.
- **July–August:** An interim sub-committee formed (Rick Conway and Steve Enderby, initially just two concerned residents, with Sean Quinlan later joining as chairperson), primarily trying to establish accountability and get Help24Seven to commit to deliverables in writing. An MOU was drafted for Help24Seven to sign.
- **September:** The financial reality of the security management by Help24Seven was assessed — the model was shown to be unsustainable. Shortfalls were being covered by individual community members. Help24Seven acknowledged that the services promised were not being fully delivered.
- **November:** Help24Seven intimated at a meeting held at 36 Walmer Drive, Harare with the interim sub-committee that, due to the limited numbers of subscribers, there would be the possibility that they could no longer operate the boom gates. Help24Seven agreed to step back and allow a community-driven arrangement. They requested their brand be protected as they exited from the arrangement — the interim committee honoured this, which they acknowledge may have led to the interim committee appearing to be "the problem."
- **Late November:** At a Residents' Meeting, Sean Quinlan (Interim Committee Chairman/Help24Seven liaison), representing the Interim Committee, presented a $50 community-run option. The presentation was poorly received, and those present at the meeting voted to stay with Help24Seven, with the monthly contribution increasing to $90. Sean Quinlan resigned as chair of the interim sub-committee soon thereafter
- **December:** A new officer in charge was introduced by Help24Seven to replace a problematic OC — but this was done days before Christmas and was not handled well. This caused conflict among the guards and escalated into a labour issue. Help24Seven reverted to the original OC.
- **February 2026:** An alcohol incident at the barracks, in violation of the lease agreement between Help24Seven and the landlord (Mr Tinker) resulted in a request by Help24Seven to dismiss the watchman concerned. It was highlighted that the interim sub-committee had no ability to dismiss the watchman because the watchmen living at the barracks had not signed a Code of Conduct (including rules governing use of the barracks), with Help24Seven, the lessee. Help24Seven made disingenuous statements to the community that the interim sub-committee did not support Help24Seven. The landlord subsequently cancelled Help24Seven's lease.
- **February 12th February:** A special interest meeting was called by the CBRA chairman with community elders to provide an update of security-related events and seek guidance on how to bridge a draft a "Boom Gate" MOU impasse with H24. In the afternoon of this meeting Help24Seven submitted a **termination letter** which was tabled at the special interest elders' meeting at 6pm. Mr Tinker simultaneously cancelled the lease on the barracks. The CBRA responded formally, acknowledging the end of Help24Seven's role advising that the handover process has now begun.

3. Governance Reform — CBRA Reconstitution

The chairman was clear that Christon Bank has outgrown one-person governance. The community is growing — new stores, new homes, younger residents — and a proper structure is essential.

The proposal:

- Formally reconstitute the **CBRA (Christon Bank Ratepayers Association)** as the parent governing body with a properly elected committee, defined roles, and term-based accountability.
- Anchor the **CBNW (Christon Bank Neighbourhood Watch)** as a formal pillar under the CBRA, rather than a separate standalone entity. This avoids duplicating committee structures in a small community.
- The CBRA constitution (currently dating from the 1980s) must be modernised and formally adopted.
- Sub-committees (called "pillars") will cover: Security/Neighbourhood Watch, Environment/Green Spaces, Schools, Roads. Pillar leads will be called **coordinators** — volunteer roles, not full-time commitments.
- Committee meetings to be held **quarterly** during the setup phase, then every six months once established.
- The CBRA must appoint **two members to represent Christon Bank at the Rural Council**, as required for the ratepayers association to be formally endorsed by council.

Process for reconstitution:

- A **digital application form** (via QR code) will be used to invite residents to nominate themselves for the committee, specifying which pillar/role they wish to represent.
- Applications will close on the 31st of **March**.
- An **AGM** will be held shortly after, at which the rate payers will vote in the new committee.
- The first elected committee meeting is targeted for **13 April 2026**.

Governance principles to be embedded:

- Full financial transparency — every dollar tracked and reported.
- Published meeting minutes and decisions.
- Formal contracts with all service providers.
- Digital records stored centrally.
- Inclusive representation (including consideration for non-ratepaying residents, headmen, and local authority – note: fewer than 30% of Christon Bank residents are ratepayers).

4. Watchmen — Employment, Pay and Accommodation

- The watchmen are now **permanent employees** of the CBRA (since February 2023). A labour lawyer has been consulted and confirmed that formalising their contracts is straightforward.
- New formal employment contracts need to be drafted immediately.
- The committee is recommending the watchmen be covered by **medical aid insurance** and registered with NSSA — appropriate for the nature of their work and a legal obligation.
- Pay is proposed at slightly above the minimum wage of $150/month, roughly **$200/month**, to attract better dedication and quality of service. Shift structure under discussion: potentially **4 days on/3 days off** with 12-hour shifts.
- The number of watchmen: historically 8, currently 12 — the committee believes **8 watchmen plus casuals** is more appropriate.
- An **Officer in Charge (OC)** is to be appointed to manage day-to-day operations of the guards, budgeted at approximately **$700/month**.

Accommodation: Mr Tinker has cancelled the barracks lease and the watchmen must vacate. Options being explored include the current or new police station and council offices. The committee is firm on the point that watchmen must not end up on residents' doorsteps or without shelter. An accommodation allowance was one of Helpl24Seven's ideas but the preference is to find a designated barracks as accommodation to rent is short in Christon Bank.

---

5. Financial Model

Analysis of Help24Seven's Financials

Steve Enderby presented a financial analysis using Help24Seven's own P&L figures, which Rodney had shared with the community WhatsApp group ahead of the November 2025 meeting. The analysis covered a four-month period with contributions at $57per subscriber.

The key finding was: **despite receiving approximately $4,000 in additional donations from community members on top of regular subscriptions, Help24Seven still recorded a net loss of around $6,000**. This raised an obvious question — if the model couldn't work, even with the extra support provided, how was this ever going to be viable for Help24Seven?

Reverse-engineering of the Help24Seven numbers using $90 was done to understand the monthly cost model. Working through Help24Seven's figures, it was estimated that Help24Seven were paying watchmen approximately **$140/month** and was likely making a **profit of $1,500** in addition to a **month management of $700.**

When the model was rebuilt from scratch to use for a community-run basis, using the assumption of **60 households paying $90/month = $5,400/month income**. Against this the model showed:

- 8 watchmen at ~$200/month (up from Help24Seven's $140) to attract better quality and commitment from the watchmen)
- An Officer in Charge at $700/month
- The PJM reaction service at $3,300/month
- Vehicle maintenance and running costs

This produced a **funding gap of approximately $800–$900/month**, the interim sub-committee was confident this could be bridged by community donors in the short term, with the gap closing further as more households sign up.

An alternative scenario was presented without a reaction service — at $90/month across 60 households the community would generate a **sinking fund of approximately $2,000–$2,500/month —** but stressed this made no sense as a goal, since the whole point is to deliver a proper security service, not accumulate surplus.

The broader concept of **inelastic demand** was discussed ie residents used to pay $25 just to open and close the booms and now pay $90 for marginal difference in service. People will pay for security regardless of price, as long as the service is fully delivered. The community-run model at $90, with a professional reaction service included, represents an enhanced value proposition.

One additional note raised was that Help24Seven **never provided a VAT invoice** for any of their charges — it was pointed out that this position needs to be clarified with an accountant regarding CBRA's own VAT position going forward.

In addition, the following Payment channels are being set up to include:

- **Drop safe** at the local supermarket (envelope with name and amount)
- **EcoCash** to a designated CBRA number
- **CABS bank account** (the old security bank account will be closed and replaced)
- Online payment options via the new website

A treasurer is urgently needed. Financial management will be onboarded to **Xero** for proper accounting. All reporting will be published.

---

6. Security Model — PJM Reaction Service

Rather than continuing with an informal neighbourhood watch ("Dad's Army"), it is proposed that the community transition to a professional, integrated security model built around **PJM (Patrick Malon) Security**.

The PJM proposal:

- A **dedicated reaction vehicle stationed in Christon Bank 24/7** (six to six), stationed at the guard barracks:
- Operates on the **VHF radio network**
- Each household receives a **panic button** that triggers a siren at the property (not silent) and sends an alert to the OC and reaction vehicle.
- The OC coordinates with ZRP, Mytrees, Police support unit, and radio network members.
- PJM requires a minimum of **50 subscribing households** at a **total of $3,300/month total** (i.e., $66 per household for the reaction service component).
- Each household must purchase a panic button hardware unit: **$382 initial once-off**, or spread over two years at **$15/month extra** (bringing monthly total to $105 instead of $90).
- The panic button system also funds an **upgrade to the radio network**, including tower repairs and repeater coverage across all of Christon Bank.

The coordination model:

- Alarm triggers → OC and Reaction vehicle receive alert → Reaction vehicle dispatched → OC if required notifies ZRP → MyTrees → Police Support unit engaged → Radio network members informed.

  The radio network is considered the most valuable existing community asset. Integration of the VHF network with the panic button system is being explored technically. Radio network membership is currently a $30 license fee. It is a possible model that radio access be folded into the $90 security package — if you want the radio, you should be contributing to security.

Note: Help24Seven is **not** fully leaving Christon Bank — they will continue to service his existing private customers in the area through their fob service. The security community is simply opting out of this service and choosing the above-proposed model instead.

---

7. Environmental, Social and Governance (ESG) Commitments

The committee presented a broader ESG framework:

- **Environmental:** Management of green spaces and common areas, smart CCTV, solar/off-grid power for boom gates and cameras, water conservation awareness, and improved waste and litter management (identified as a significant problem in Christon Bank).
- **Social:** Security that protects all residents equally, fair contracts and decent pay for guards, inclusive decision-making through meetings and surveys, and particular attention to the elderly (defined as over 70) who may not be able to afford full contributions.

- **Governance:** Elected committee, full financial transparency, formal contracts with all service providers, published minutes and decisions.

---

8. Communications and Digital Infrastructure

A key theme throughout was the breakdown of communication under the previous arrangement. The committee presented a new communications framework:

- **Dedicated CBRA WhatsApp number:** replacing the current Help24Seven-owned group (which Help24Seven removed people from). A new group specifically for Christon Bank Neighbourhood Watch will be created.
- **Central CBRA email address:** all security, environment, and association queries to one inbox.
- **New website**: in development, with two sections:
  - A **public-facing tourism page** for Christon Bank (including Miombo lodge, Thetford Estate Gardens, the Botanicals).
  - A **password-protected residents' login** where minutes, documents, votes, and financial reports will be stored and accessible.
- The development of the website was identified by multiple attendees as a top priority. The committee acknowledged this and indicated their commitment to moving rapidly to get this done.
- **Boom gate redesign:** Several residents flagged that the current boom looks "farm grade." The committee is planning to upgrade its appearance.

---

9. Relationship with Council and ZRP

- The CBRA must formally engage with the **Mazowe Rural District Council —** the ratepayers association must be endorsed by council, and two committee members must be appointed to sit on an area committee to represent Christon Bank at council level.
- Closer collaboration with council is needed to ensure that **rates paid by residents are reinvested in the area**.
- The relationship with the **ZRP** needs to improve. The police station in Christon Bank needs to be properly manned — the meeting noted that finding a police officer during an incident is currently "a bit of a mission."

---

10. The Mandate — CRITICAL

At the close of the meeting, the chairman put the question directly to residents: do you support this plan and give us the mandate to go ahead?

A formal motion was proposed by Mr Brickhill recommending that the house **endorse the proposal in full**. The motion was seconded. A vote was called.

The proposal was passed unanimously, with no objections.

This mandate is the foundation on which everything proceeds. It authorises the interim committee (Rick and Steve, with support from the chairman's son, Thomas, and others) to:

- Proceed with the CBRA reconstitution and AGM process
- Implement the PJM reaction service
- Formalise watchmen contracts and accommodation
- Set up new financial systems and banking
- Modernise communications and the website
- Engage with council and the ZRP

Without this community mandate, none of the governance reforms, security contracts, or financial commitments could be entered into legitimately. The unanimous vote gives the interim committee the clear authority to act on behalf of Christon Bank residents immediately.

Key Dates

Milestone	Date
Help24Seven cease operations	31 March 2026
Committee applications close	End of March 2026
First elected committee meeting and AGM	21st April 2026
