



Dear Resident

Important Notice - New Emergency Number for Ambulance Services

In Pearl Valley and Val de Vie Estates' ongoing commitment to ensure that emergency medical assistance is managed swiftly and effectively, a key change will take place from 1 December 2025.

All calls for ambulance assistance should be directed to the Titanium Securitas Call Centre at the following number: +27 (0)21 982 8055 (press 1 for medical) or dial +27 (0)64 890 5274. You won't need to contact the Val de Vie Estate Security Control Room for ambulance assistance. If you do call them out of habit, Security will liaise directly with the Titanium Securitas Call Centre.

This change ensures that medical emergencies are managed as efficiently and accurately as possible. The Titanium Securitas Call Centre is staffed by trained emergency call operators who are equipped to:

- Ask the most relevant medical questions.
- Gather essential details such as the nature and severity of the incident; and
- Coordinate the immediate dispatch of emergency resources.

Direct communication with the emergency control centre allows for accurate, timely, and efficient management of critical situations. It ensures that vital information, such as your exact location, symptoms, and the urgency of the call, is clearly understood and acted upon without delay.

By contacting the Titanium Securitas Call Centre directly, you help ensure that:

- Ambulances are dispatched without delay.
- The relevant hospital can be pre-notified in advance; and
- The situation can be monitored and managed in real time to achieve the best possible outcome.

We encourage all residents to save the new numbers on their mobile devices and include them in their list of important emergency contacts.

Kind regards

Pearl Valley HOA & Val de Vie HOA
26 November 2025