CCPOA

A shared approach to safer stays

CCPOA visitor and incident coordination

Veyra proposal for discussion
24 November 2026



A new booking.
A familiar group

Changing the lead guest can hide a previous problem.



The proposed service checks the actual guests.

One precinct. Connected buildings

CCPOA coordinates relevant visitor and incident information.



Existing providers participate through controlled connections.

Know who is arriving

The owner authorises the stay.
Security verifies each guest.



Day visitors follow the building’s approval process.

Access with clear responsibility

Each guest receives access for the approved visit.



Every unit has a responsible host and a backup contact.

Support security at every step

Record the concern.
Make contact.
Check the outcome.



Escalate repeated disturbance or serious safety concerns.



Cooperation counts

A guest who responds to an intervention deserves an accurate record.

Resolved after intervention and repeated disturbance have different outcomes.

Relevant history. Careful decisions

A returning guest may prompt an authorised review.



A flag starts a review. The evidence informs the decision.



Owners are part of the solution

Repeated problems at a unit need attention too.

Track registrations, host response and substantiated incidents.

Shared information. Protected records

Only authorised people see the information they need.



POPIA assessment and any required authorisation precede live sharing.

A focused first pilot

Register each guest
Issue individual access
Reach the owner
Guide incident handling
Review recurring unit issues

Later options: noise alerts and emergency visitor accounting.



A practical next step

Bring willing buildings and providers together to design the pilot.

Agree governance, operating costs and measures of success.



CCPOA visitor and incident overview

1 Owner authorises stay



2 Guests register



3 Security verifies arrival



CCPOA

Controlled records and reviewed alerts

Authorised verification

4 Stay and visitor access



5 Report, intervene, record outcome



- Resolved after cooperation
- Escalate for review

6 Investigate and review



Registrations and incident reports

Permitted checks and limited alerts

Third-party systems

Access providers / Booking systems / Building platforms

Controlled API

Scoped permissions • Audited access

Controlled exchange

Reports require review. Sharing is subject to POPIA and agreed permissions.