



**Mooikloof Glen- HOA (NPC)**

## **Security Rules – Access Procedures**

The rules reflected in paragraph **1 & 2** below relate to ***registered owners, residents and their visitors exclusively.***

The rules reflected in paragraph **3** relate to ***Domestics, Gardeners, Grooms & others allowed access by the HOA exclusively.***

The rules reflected in paragraph **4** relate to ***occasional & permanent contractors exclusively.***

These rules will become effective from the date that the HOA publishes same to all owners.

- 1.)** Security is as much a mind-set as it is the application of a set of rules. Each and every owner/resident must take responsibility for his/her actions as it may ultimately affect the other owners/residents. As owners/residents we are, as a collective unit, responsible for the safety and security of all individuals & property in the Estate.
  - a. Registered owners (and those reflected in i to iv below) must apply for an access tag to be issued. The **Vehicle Tag Registration Form**, must be completed, signed & submitted to the office of the Estate Manager together with a copy of all the necessary identity documents and proof of ownership. The following individuals will be allowed to apply for access tags, which applications will have to be submitted with the consent of the registered owner/s:
    - i. *Registered owner/s* - limited to 2 (two) tags per stand.
    - ii. *Permanent residents* living with the registered owner/s – limited to 2 (two) additional tags per stand.
    - iii. *Tenants* renting from the registered owner/s - limited to 2 (two) tags per stand.

- iv. *Temporary residents* (These may be residents who reside in the residence of the registered owner/s for a holiday period to look after their home/ pets etc. These tags will be issued with an expiry period and will be limited to 2 (two) tags per stand.

For security reasons the total number of tags to be issued to any one stand will be limited to 6 (six) at any given time. Owners wishing to have more than the prescribed number issued will have to apply in writing to the HOA.

- b. Visitor access to the estate will be via ClickOn's Communication System. The **Call Access Registration Form** must be completed. Inclusion on the system will be determined by the HOA and conditions may be set. Should the requirements be met and on the conditions determined by the HOA, from time to time, the individual owners' details including name and cell phone number will be activated on the system.
- c. A tag is issued exclusively to the owner and may never (under any circumstances) be given to any third party to use as intended by the owner of such a tag.
- d. The cost of a tag is R75.00 which is payable in advance and will be debited to the registered owner/s levy account.
- e. The cost of a replacement tag is R75.00 which will be added to the owner/s levy statement
- f. The owner/s must notify the Estate Manager, as soon as possible after a tag is discovered to be lost/stolen or change of ownership has taken place.
- g. Any owner/s not issued with a tag will be treated as visitor/s, see point 2 below.
- h. Each recipient, once the process has been completed will be furnished with his/her own tag, which is for the sole & exclusive use of the recipient. To avoid proximity the recipients of tags will be referred to as tag holders hereinafter.
- i. Should any access tag be used by any third party, with the permission/ consent/knowledge of the tag holder, the registered owner will be liable for a fine of R5000.00 (Five thousand Rand) which will be added to the registered owner/s levy account. The HOA may also, in its sole discretion and in addition to the fine imposed, cancel the registered owner's tag and refuse to re-issue the transgressor/s with new tags, in which case the process for visitors will have to be followed to gain access to the Estate.
- j. The access tag must be presented, by the tag holder, to the scanner upon entry & exit in combination with a unique pin code followed by the # key.
- k. Upon completion of the above process the boom will open to allow entry/exit to the tag holder.
- l. Tag holders should take great care and be aware as to not allow another vehicle to gain access/exit directly behind their own vehicle. There may be a time delay from when the boom opens to closing again and this may be used by perpetrators to gain entry/exit to the Estate.

- m. A vehicle security spike barrier is installed under each boom (Resident and visitor entrance and resident and visitor exit). Please ensure that the spikes have retracted in full, before proceeding. Do not reverse at any time. The HOA will not be liable for any damages should the registered owner/s, their visitors, service providers, contractors or anyone given access by the registered owner/s and those given permission by the registered owner/s to allow access to anyone, fail to adhere to this warning.

## 2.) Visitors

- a. Pre-authorized pin code method:
  - i. Pre-authorized pin codes may only be requested by residents.
  - ii. The resident may SMS (using the mobile phone number that has been authorised on the Communication System) the word "C", space, followed by the number of visitors to 082 661 7651
  - iii. The resident will receive a SMS with the code.
  - iv. Present the code together with a genuine valid driver's license at the entrance and access will be processed.
  - v. Owners should take note that the pin codes expire after 24 hours and visitors wishing to enter/exit the Estate after this period should be furnished with a new pin code.
  - vi. Requested codes for extended periods can be requested by residents.
  - vii. The owner may forward these codes to the visitor/s, who should in turn present them to the security team on duty. The owner in this instance will not be contacted telephonically to grant entry/exit to the visitor/s.
  - viii. Should the Communication System not be functional for whatever reason and the visitor cannot receive the pin codes or not be able to present the pin codes, the owner will be phoned to authorise entry/exit for the visitor/s, see b. below
  
- b. Non- pin code method:
  - i. The Visitor will have to identify the owner/s by name and/or stand number
  - ii. The number loaded on the communicator will be dialled for the owner to allow/refuse entry. Should the preferred number not be available or no answer received the 2<sup>nd</sup> number created for the owner/s will be phoned. This process will be repeated for all the numbers registered on the system.
  - iii. The owner will press "9" whilst still on the call to the Guardhouse to allow entry
  - iv. A printed slip with a code will be given to the visitor which will then be used by the Visitor when exiting the Estate.
  
- c. Conditions relating for all visitors:

- i. The conditions stipulated below will apply to all visitors, irrespective of the method used in gaining access to the Estate.
- ii. The driver of the visiting vehicle will have to present a valid South African issued driving license - as is required by South African Law to drive such a vehicle.
- iii. The driving license will be scanned by the guard/s on duty,
- iv. The vehicles registration disk will be scanned by the guard/s on duty - the display of such disk as stipulated by Law.
- v. The visitor's driver's license and vehicle registration must be valid to allow entry to the Estate.
- vi. There may be circumstances where the requirements, as stipulated hereinabove (ii-iv) may not be available, including but not limited to, a new vehicle not yet registered and therefore not reflecting a registration disk, a driver with a temporary driving license, a foreign citizen not issued with a valid South African Driving License, etc. In these circumstances their entry may be allowed/refused by the Guard on duty/Estate Manager and subject to conditions determined by them.
- vii. The actual cost of the access control system generated by each registered owner will be charged/debited to the levy account of the owner/s. Actual costs can be obtained from the Estate Manager.
- viii. The rules reflected in this section may not, under any circumstances, be used to gain entry/exit for anyone else other than those provided for. Domestic, gardeners, grooms & contractors (occasional or permanent) are provided for in separate sections below. Should any tag holder transgress on this prohibition the registered owner will be liable for a fine of R5000.00 (Five thousand Rand) which amount will be added to the levy account of the registered owner/s.
- ix. The Estate Manager has been tasked & authorised to, from time to time, do spot checks on all aspects relating to these rules and specifically to check that the tag holder is in fact the one presenting the tag at the gate.

### **Domestics, Gardeners & Grooms**

- 3.) The rules reflected in this section relate and is applicable to the access control of Housekeepers, Gardeners & Grooms & the like. Registered owner/s are again made aware of the provisions and are urged to familiarise themselves with the provisions thereof.
  - a. The registered owner/s and/or resident/s ultimately remain responsible for the conduct of the permanent residential employees.
  - b. The total number of permanent resident employees will be limited to 3 (three) per stand.
  - c. The registered owner and/or resident/s will be entitled to apply for a security access card to be issued to permanent resident employees (listed below) once an occupational certificate has been issued by the relevant authority and the registered owner/s or resident/s have been issued with an access tag in terms of paragraph 1 hereinabove. A “**security card**” shall mean a card

issued by Mooikloof Glen Estate after all due checks and investigations have been completed. The card will display the person's name, stand number and a photo of that person. The following employees will be considered to be issued with an Estate security card.

- i. Domestic
  - ii. Gardener
  - iii. Groom
  - iv. Au Pair
  - v. Driver
  - vi. Other individuals (To be confirmed upon an application to the HOA)
- d. The application for a security card will be made in writing to the Estate Manager.
  - e. The cost of issuing a security card is R170.00 (one hundred and seventy rand) which cost will be added to the levy account of the registered owner/s
  - f. The cost to re-issue a security card is R50.00 (fifty rand) which will be added to the levy account of the registered owner/s
  - g. To ensure the safety & security of all residents, all applicants for a permanent resident employee will be requested to undergo a Criminal Record & Background Screening test.
    - i. The test is conducted by a reputable third party and initial results are usually made available within 48 hours.
    - ii. The cost of this test is included in the card charge.
    - iii. The HOA may, within its sole discretion, refuse to issue a permanent security card based on the outcome of such a test alternatively the individual's refusal to grant permission for such a test to be conducted, in which case the refusal will be communicated to the applicant (owner/resident) in writing. Such refusal may also include refusal of any access to the estate for the individual concerned.
  - h. The security card must be carried by the individual at all times when:
    - i. Entering the estate
    - ii. Exiting the estate
    - iii. Walking around within the perimeter of the estate
  - i. The security card must be presented to the card reader at the turnstile with the employees pin code to obtain entry/exit to the estate
  - j. Permanent resident employees may enter/exit the estate in the vehicle of the owner/resident on condition that the owner is driving the vehicle and that the permanent resident employee has been issued with a security card.
  - k. The general rule is when the individual issued with a security card gains entry using the turnstile the same method must be used when exiting. The same will apply when entering whilst inside the vehicle driven by the owner/resident. To gain access by walking through the turnstile in the morning and then exiting with the owner by vehicle is not allowed. It is also not permitted for the employee to gain access by vehicle in the morning and exit through the turnstile in the afternoon.
  - l. Employees that have not been issued with a security card, or the application to have same issued is still pending, must present themselves to the guard/s

on duty in person with a South African Identity Document, Passport or a genuine valid identity document.

- m. Any registered owner/s or resident/s found transgressing on the above rule as reflected in 3 j and k hereinabove may be fined an amount of **R1000.00** (One thousand Rand) per individual transgression, which amount will be added to the levy account of the registered owner/s.
- n. The onus vests with the registered owner/s or resident to notify the HOA, in writing, when the individual to whom a security card had been issued has resigned, been dismissed from service or lost/misplaced their card.
- o. This section relates exclusively to permanent resident employees of registered owner/s or resident/s only and contractors are specifically excluded. Any registered owner/resident that abuses the system and rules to gain entry/exit to a contractor may be fined an amount of **R5000.00** (five thousand rand) per individual transgression, which amount will be added to the levy account of the registered owner/s.

#### **Contractors (Occasional & Permanent)**

- 4.)** The rules reflected in this section relate and is applicable to the access control of all contractors, project managers, builders, site managers, engineers, foremen, labourers and the like.
- a. For sake of these rules all individuals employed and who access the estate on 10 (ten) or more occasions will be considered **permanent contractors** and must have a Mooikloof Glen Security Card.
  - b. All individuals employed for a shorter period than mentioned hereinabove in 4(a) will be considered **occasional contractors**.
  - c. Over a period of time an **occasional contractors** individual number of visits and/or frequency to the estate may dictate that he/she becomes a **permanent contractor**
  - d. An individual and/or team carrying out work at a resident's home will be known as a "**service provider**". Although construction work over weekends and public holidays is still not permitted by a service provider, the decision to allow access to the estate rests with the resident.
    - i. All permanent contractors will apply for and be issued, once approved, with a security card.
    - ii. An appointment to register all staff for a security card can be made by contacting Tactical Edge Security on (012) 111 0264 Ext 3. An original, genuine and valid identity document must be produced to apply for a security card. The security card fee of R170.00 (one hundred and seventy rand) is to be paid in cash at the time of registration.
    - iii. The process to verify, check and create the security card will under normal circumstances take approximately one (1) week. Owners/ Contractors should however take note of the fact that the HOA relies on external service providers for these services and as the HOA has no direct control unforeseen/unexpected delays may occur.
    - iv. Until such a time that an individual is issued with a security card such individual will be treated as an **occasional contractor**

- v. To enter/exit the Estate an individual will have to present his/her security card to the card reader at the turnstile in conjunction with the card of the security officer – known as “dual swipe”.
  - vi. Every contractor occasional & permanent will have to disembark the vehicle that they may be entering the estate with and present themselves to security to enter the estate. The exception would be the driver of the vehicle whom would be granted access by the owner by pressing “9” after receiving the call to do so from the guard/s on duty.
  - vii. The exact same procedure would apply when exiting the estate with only the driver allowed to remain in the vehicle, all others will have to disembark. The driver then hands the security officer the slip with his code on the exit the estate.
  - viii. The registered owners remain responsible for all contractors and their employees. The duty to grant access may not be delegated/ transferred or deferred to in any way by the registered owner(s)
  - ix. The security card is issued to an individual - reflecting the individuals’ details, stand number and photo and it is for the exclusive use of the individual – the security card may under no circumstances be used by anyone but the issuer.
  - x. Should any individual allow anyone else to use his/her card with his/ her consent/permission the registered owner(s) of the stand will be liable for a fine of R5 000.00 (five thousand rand). The HOA may in addition and within their sole discretion blacklist the security card holder and the individual attempting to use the security card to access the estate.
  - xi. Should a security card be lost or suspected to be stolen it must be reported to the office of the Estate Manager with immediate effect.
  - xii. Any security card where the detail is no longer clearly legible or is damaged must be replaced - also refer to e iv below.
  - xiii. A reward amount of R500.00 (five hundred rand) will be paid for any security card found and handed in at the office of the Estate Manager. This amount will be debited to the levy account of the registered owner(s).
- e. To ensure the safety & security of all residents, all applicants of a security card will be requested to undergo a Criminal Record & Background Screening test.
- i. The test is conducted by a reputable third party and initial results are usually made available within 48 hours.
  - ii. The cost of this test is included in the R170.00 (one hundred and seventy rand) paid at the time of registration.
  - iii. The HOA may, within its sole discretion, refuse to issue a security card and/or entry to the Estate, based on the outcome of such a test. Alternatively the individual’s refusal to grant permission for such a test to be conducted, in which case the refusal will be communicated to the applicant (owner/resident) in writing. Such refusal may also include refusal of any access to the estate for the individual concerned.
  - iv. The cost of a replacement security card is R50.00 (fifty rand);

- f. An ***occasional contractor*** will have to present, to the guard/s on duty and/or the Estate Manager one of the following original, genuine and valid documents in order to gain entry to the Estate. Failure to do so will result in entry being refused.
  - i. South African Identity Document
  - ii. South African Driving License
  - iii. South African Passport
  - iv. Foreign Passport
  - v. Asylum Seeker Certificate
  - vi. Temporary Driving License
- g. The original documents mentioned in 4 (f) hereinabove will not be retained by the guard/s on duty or the Estate Manager but must be presented for proper inspection and record purposes.