1. INTRODUCTION

1.1 The security system has been designed to operate in the following manner:

1.1.1 A 2m high wall surrounds the estate. Electric fencing above the structure delivers a non-lethal hock if touched, and triggers an alarm at the security control centre, in which event a patrol will be sent to investigate.

1.1.2 No electric fences will be allowed within the Estate around individual stand

1.1.3 A specialist contractor retained by the directors shall maintain the perimeter fence. Access will only be possible via the main entrance, which will be manned on a 24-hour basis by the security contractor.

1.1.4 A Service Level Agreement will be in place with such security contractor at all times. Standard Operating Procedures or Processes will be provided to such security company on how access and security is
1.1.5 Upon becoming a resident in the estate, each owner will be required to complete a security data sheet (to record details of the residents of the household, emergency contact numbers, specific medical conditions, etc.)

1.1.6 The directors may at their discretion grant access to persons other than owners who regularly require access.

1.1.7 It is recommended that owners install a domestic security system purchased from a reputable supplier, and linked to 24hrs on-site response, the costs of the alarm system and the reaction cost will be for the Owners Account.

1.1.8 All Residents are required to purchase an Access Card for Entry and Exit of the Estate at a fee determined by the board of Directors from time to time, Biometrics systems will also be installed and residents can make use of this when walking in and out the estate.

1.1.9 The onus is on the resident to inform the Estate Manager in writing should an access card be lost or misplaced. The resident must complete a “replacement application form” for each and every card lost. This must be accompanied with a sworn affidavit.

1.1.10 Residents will be required to purchase Access Cards for their domestic servants or gardeners; alternatively they must get an access code via sms for each entry and exit. The resident must complete the application for domestic servants/gardeners before an access card will be issued. Biometrics will also be made available to all domestics and gardeners who make use of the turnstile.

1.1.11 All Contractors working in the Estate will also be required to purchase Access Cards for Entry and Exit – refer to section 6 below.

1.1.12 Restricted Access will be applicable to any Household which is in arrears with their Accounts.

2. PROCEDURES

2.1 All residents must complete the required application form, available from the Estate Manager, to apply for an access cards or cards. No access card will be issued without the application form

2.2 This will allow for the relevant cell phone(s) to be registered through which access codes will be issued to visitors. If this has not been done, the resident will not be able to request Access codes for scheduled Visitors.

2.3 Access cards will be issued to residents who have completed the relevant application form for easy Access.

2.4 Residents or Tenants not in possession of an Access Card at the time of entry must request an Entry code from the Secsys System.

2.5 Residents can apply for access codes for their visitors, which will enable the visitors to gain access into the estate by using the access code procedure via cell phone(s). Please note that there could be time delays for the granting of codes, so please request codes at least 5 minutes before expected guest’s arrival.
2.6 Access will be granted to unexpected guest (i.e. Courier, delivery, etc.) by means of Security calling the resident via the intercom system, the resident will grant access by means of pressing 9 on the their phone. The visitor must then complete the access register. Security slip will be handed to the visitor and must be signed by resident and then handed back to Security Officer on exit of the estate.

2.7 Should a resident allow an unexpected visitor into the estate by means of - point 2.6 above, the resident must then request an exit code for his visitor by following the normal procedure. Failure to do so will result in the visitor having to turn back to stand number visited in order to obtain an exit code.

2.8 It must be noted that the guards are not allowed to open the boom for any guest or resident. The boom can only be opened by swiping the access card, punching the access code or the resident when dialled to announce an unannounced visitor

2.9 Should the SecSyst system be out of order for any reason, the guards will utilize a manual system and visitors will still sign the security log book. The visitor will receive a “visitor” display card which must be displayed on the vehicle’s windscreen. This display card must be handed back to the guard at the gate upon exit in order to allow the boom to open.

2.10 Access will be granted to Armed Reaction Officers of any Security Company which the residents make use of, however the Reaction Officer will be escorted by JC Security. It is the resident’s responsibility to inform the Estate Manager of the company they utilize, so that we can inform Security which Companies are working in the Estate, so they do not delay the reaction.

2.11 Usual protocol for Armed Response Companies is to phone the owner once an alarm has gone off. It would be helpful for such owner to contact the Estate Gate Office telephonically and inform them of the reaction company that will require access – just an extra measure not to delay the reaction.

2.12 Under no circumstance will access be granted to any persons from any of the outside complexes without a resident granting access.

3. GARDENER AND DOMESTIC WORKERS

3.1 All Residents must either apply for the new Access Cards or Biometrics for their Gardeners and Domestic workers.

3.2 It must be understood that the resident remains the responsible person at all times and that they inform their workers of the rules regarding security within the estate. Application forms for Access-cards can be collected from the Estate Managers office.

3.3 Access into the Estate will only be granted to the workers who are in possession of an Access Card or registered on the Biometrics System, Resident may also issue workers with Access Codes on a daily basis.

3.4 They will gain entry and exit from the estate via the pedestrian turnstile.

3.5 The resident must complete the Access Control form in full and hand it in together with copy of workers Identity Document to the Estate Manager. The worker must also report to the Estate-manager’s office in order for a photo to be taken which will be utilized on the access-card as well as the Biometrics System.

3.6 The residents should make sure that they indicate on the form the days and times the worker needs access to the estate.
3.7 In the event that workers are working for other residents in the estate, this must be indicated on the application form; only one access card needs to be purchased for the worker.

3.8 It must be noted that the turnstile have “pass-back” protection. This means that once a worker passed through the gate (entry), they can only go back through the gate to exit after 30 minutes. (This protects the estate from unlawful entry if a worker passes his card back to someone not authorised to enter).

3.9 Workers visitors will need authorisation from the resident to enter the estate. If by car, they will either require an access code or will be handled in the same manner as unexpected guests. If on foot, the resident will be contacted via the SecSyst system for authorisation. They will then hand in an acceptable form of Identification (ID, drivers license, passport or work-permit) and will receive a “tag card”. Upon exit, they will hand back the “tag card” and will retrieve their identification.

4. **EMERGENCY VEHICLES (AMBULANCE, FIRE, POLICE) AND LOCAL GOVERNMENT**

4.1 Emergency vehicles (Police, Ambulance, and Fire Brigade) will be allowed into the estate by Security. Security will accompany such emergency vehicle to the property in question and will then confirm identity and obtain all necessary information to complete the security log book. Thus, access first then obtain log book details – this is not to delay the entry process.

4.2 Police patrol vehicles will also be allowed access, but in cases of non-emergency, identity will first be confirmed and the log book filled in.

4.3 Local government as per legislation must be allowed access to the Estate, however all Log Book details will be filled in first and identity confirmed by security.

5. **TRANSPORT COMPANIES**

5.1 Residents must apply for an Access Card for the company which they use for the transportation of their children.

5.2 It must be understood that the resident remains the responsible person at all times and they need to inform the contracted company of the estate rules regarding driving within the estate.

5.3 In the event that the said contractor works for more than one resident, this must be indicated on the form.

5.4 The residents should make sure that they indicate on the form the days and times the contractor needs access to the estate.

6. **BUILDING CONTRACTORS, MAINTENANCE CONTRACTORS AND GARDEN SERVICES**

6.1 Residents must apply for either Access Cards or Biometrics for the contractor if he/she will be working within the estate for than three days.

6.2 Access Cards for contractors will be given to the contractor upon payment of a refundable deposit (amount determined as per the Board of Directors). Deposit refunded upon return of the card once work is completed. Biometrics will be made available at a rate determined by the board from time to time.
6.3 If the contract duration is less than three days (or initially) the contractor will require an access code or will be handled as an unexpected visitor (see 2.6).

6.4 The Main Contractor (vehicle) will enter with the access card (or code if contract duration is less than 3 days).

6.5 Each worker will have to sign in at the guard house and present an acceptable form of identification (ID, driver license, passport, work-permit). No worker will be allowed into the estate without an acceptable form of identification.

6.6 Upon signing in, the guard house will keep the form of identification and present the worker with a “tag card” which will allow him/her through the turnstile. The ‘tag-card’ must be worn/kept with him/her at all times within the estate.

6.7 Upon exit, the worker will hand in the ‘tag-card’ and will retrieve back his/her form of ID.

6.8 The resident is responsible for all contractors and must ensure that the Main Contractor and all his staff are aware of all the Building and Security Rules of the estate.

6.9 Contractors must proceed directly to the building site and their staff may not walk around the estate, they need to be on the stand they are working on at all times.

6.10 All contractors must be out of the Estate prior to 17:30 Monday to Fridays.

6.11 No Contractors will be allowed entry into the estate on Weekends or Public Holidays without prior approval from the Board of Directors. Such request must be made in writing to Estate Manager by the Wednesday prior to work, as all directors must approve such applications.

7. ESTATE AGENTS

7.1 All Accredited Estate Agents must apply for Access Cards from the Estate Manager.

7.2 Forms can be collected from the estate Manager.

7.3 On show days, show-house visitors will sign in at the guard-house. They will receive a “show house/visitor” display card which must be displayed on the vehicle’s windscreen at all times. Exit will be allowed when the “show-house / visitor” display card is handed back to the guard upon exit.

7.4 Any other viewing, namely Monday to Saturday, confirmation of the appointment must be made with the resident and the resident must apply for the codes for Estate Agents and prospective buyer.

7.5 Estate Agents must accept the responsibility for all prospective buyers which they grant access to the estate and they need to inform the prospective buyer of the rules of the estate regarding security and speed limits prior to the prospective buyer entering the estate. (same principle as when the SecSyst system is down)

8. RESTRICTED ACCESS

8.1 Residents who are in arrears with their account will have the following restrictions applied once they have received final notice from the accounts department.
8.2 All Access Cards linked to the stand will be suspended until account is in good order.

8.3 Gardeners and or Domestic workers access cards will also be suspended and the resident will have to collect and sign them in at Security. They will not be allowed to enter the Estate on their own.

8.4 Residents will have to sign the visitor’s book to gain entrance into the estate. They will receive a “visitor” display card which must be handed back to the guard open exit to allow the guard to open the boom.

8.5 Visitors of residents with arrear accounts will have to park outside the estate.

8.6 Security will not be able to call Residents whose account is in arrears as the systems will not allow them to. The visitor would need to call the resident using their own cell phone.

8.7 The resident will then have to collect his/her visitor in his/her own vehicle and sign in again as per 8.4.

8.8 All the above will also be applicable to any contractor or delivery coming to the applicable resident.

9. SECURITY INCIDENT HANDLING PROTOCOL

9.1 Breach of Security Parameter

9.1.1 Each reported incident will be investigated by the security company and a log of each incident will be maintained by the security company and will be available to the party who has reported the incident.

9.1.2 The security directors must be informed within 24 hours either telephonically, in person or via e-mail that the parameter has been breached.

9.1.3 The log (OB) book will be reviewed and discuss at the monthly security meetings.

9.2 Brake-in or Incident of Crime

9.2.1 Armed response to react (if contracted), outside security companies be allowed access as per 2.11 and 2.12 above.

9.2.2 Security directors to be informed as soon as possible.

9.2.3 Police to be called by the resident or in their absence the Security Company.

9.2.4 Estate Security to investigate the matter (i.e. How access was gained, where breach occurred etc.) and detailed report provided to Security Directors within 72 hours after the incident.

9.2.5 The case is then closed.

9.3 Breach of Security Rules or Vandalism

9.3.1 Security will assist in this matter where necessary or possible.
9.3.2 Should a perpetrator be reported to security or spotted by security, security will investigate and log the matter.

9.3.3 It should be confirmed to which stand number it can be linked to (i.e. vandalism by kids, security to confirm which stand the kids live in, Speeding – which stand the car belongs to or which stand was visited by the driver).

9.3.4 The matter will be reported to the security Directors.

9.3.5 The Board of Directors will make a decision on how to pursue the matter further (i.e. Fine the resident, criminal case, etc.)