



CYCAD ESTATE HOME OWNERS ASSOCIATION NPC

Security Protocol



SECURITY PROTOCOL

Introduction

This document is to serve as guideline for all role players concerned with Cycad Estate security. This would include residents, visitors / contractors and especially security guards. As security is the primary reason for all of us to be involved with the Estate it is expected of every role player to abide by these principles. Actions that undermine the security of the estate will under no circumstances be tolerated. Any incidents- or evidence of security breach should be reported to the Directors of the Estate although it is preferred that incidents be reported directly to the director involved with security. The following principles and rules apply. No domestic / contractor / gardener of any person delivering a service are allowed into the estate without a valid ID or work permit.

“The new Consumer Protection Act will not give homeowners in residential estates unlimited rights to do as they please without regard to the management and conduct rules of their homeowners' associations (HOAs).

"There would soon be chaos in an estate - and an ensuing decline in property values, security and lifestyle - if everyone just ignored the HOA rules and did their own thing. It's the existence and effect of certain rules that make estates desirable in the first place.

"Rules are made for the common good of the community of residents who have chosen to live in that area - as are those put in place by any well-run HOA for the residents of a particular estate.

"In this regard, it is also important to note that HOAs are not voluntary or informal bodies run by a handful of owners having fun and making up rules as they go along.

Most HOAs are registered Section 21 companies of which every homeowner in that particular estate is automatically a member, and thus has a very clear say in what rules are made and how the estate is run.

"The only volunteerism taking place is usually on the part of those elected by their fellow homeowners in the estate to be directors of the HOA, who often do the job on a voluntary basis despite the heavy management and fiduciary responsibilities involved.

While it is everybody's "right to choose" not to buy into a complex governed by certain management or conduct rules, those who do buy there are effectively agreeing to live by those rules, even if this means giving up some of their common law rights.”

IT IS ESSENTIAL TO HAVE STRICT RULES



1. Access Home Owners

- *All residents must be registered on the Biometric (Fingerprint Access) Control System.*
- *If a resident does not have Biometric Access he will be required to sign in on each occasion that he enters the Estate*
- *A log (**Residents without Biometric Access**) must be filled in of residents entering without Access Cards so that HOA can keep a record and rectify the situation with the Home Owners.*
- *Permanent biometric access is allowed for permanent residents only. Regular visitors must enter the estate through the visitor's entrance – via registration on scanner.*
- *Visitors visiting for more than three days register their fingerprint at the office for the period of visiting.*
- *Under **NO** circumstance can anyone be permitted onto site if they have not signed the register and/or are not in possession of a Biometric Approved Fingerprint.*
- *Under no circumstances will Biometric Access be given to a Resident (or his Tenant) – if there are any outstanding Fines or Levies. This will be confirmed by the Estate Manager as part of the Access Control process.*
- *Members who have not paid the levy to date, will deny themselves access to the Estate. All members acknowledge that no member will have the right to access the Estate. Home Owners Association will suspend access to resident with levies overdue for more than 3 months*
- *Residents who received a special entrance code. Distributing the special access code to friend /family is prohibited and will result in suspension of resident.*
- *Children over the age of 10 are entitled to register for fingerprint*
- *Permanent fingerprint access are for permanent residents only*



2. Access Visitor

- *Home Owner must be contacted via the Comb Intercom system before any Visitor is allowed in site.*
- *Visitor is allowed on site once confirmed by resident.*
- *If the Home Owner cannot be contacted then the visitor will be required to wait outside until the Home Owner can be reached.*
- *Security guards have no access authority to open any gate for the visitor. The site supervisor will open for the visitor to be escorted outside until home owner is reached.*
- *The above rule does not apply to the SAP (Police) and/or Sherriff of the Court*
- *The SAP (South African Police), Emergency vehicle, Sheriff, Fire brigade has authority over Estate Security staff. Estate Security cannot DENY access to the any authorised vehicles. Security cannot prevent these from entering the Estate.*
- *The Security staff will contact the Home Owner as a courtesy, but are not obliged to. If the SAP expressly instruct the Security staff not to notify the owner, then Security staff are obliged (by law) to afford SAP entry after checking their identification.*
- *Before entry, each visitor will be required to register on the Biometrics Fingerprint System. Drivers licence, Vehicle registration disc and fingerprint will be scanned (1 entry per vehicle)*
- *Visitor has one access in and one access out within 48hours.*
- *Visitors calling on their own cellphones to owners will not be granted access, as we cannot confirm the validity of the call; Children under 10 years answering the phone cannot give authorization*
- *Where access has been pre-arranged through a Pre-Clearance access will be granted. The registration number on the device must correspond with the registration number of the vehicle.*



3. Domestic workers

- *All Domestic Workers are required to be in possession of Biometric Access Fingerprint*
- *Foreign domestic workers must in possession of a valid work permit.*
- *Domestic Workers must access the Estate through the turnstiles*
- *If a Domestic Worker is not in possession of a Biometric Control Fingerprint, the Home Owner must be contacted via the Comb Intercom system.*
- *The Home Owner must then collect the Domestic Worker from the gate*
- *No Domestic Worker will be allowed on site unaccompanied if they are not registered on the system, or collected by the Resident.*

-Domestics to return their DOM card upon exiting the gate.

-All domestic cards will be verified first before domestic can enter the estate.

-Domestic Workers are not allowed to be pre-authorized on the Expected Visitors Log (Pre-Clearance System).

4. Access Contractors

- *Contractor Access is only allowed on the Estate Mondays to Fridays from 07h00 to 17h45 and Saturdays from 08h00 to 13h00*
- *Only main contractor is registered on the biometrics system and registered on the construction period as per Architectural Guidelines.*
- *A Permit at a cost of R20.00 must be issued by the Security Officers to allow the contractor to work on site.*
- *Contractors will be restricted to the site that they are working on only.*
- *Any contractor found walking on other sites in the Estate will be spot fined and escorted off the Estate immediately by security.*
- *Workers on the contractor vehicle will have to disembark; their contractor's cards verified and enter through the turnstile.*
- *Contractor to return their contractors card upon exiting the gate.*



NOTE : Without identification, Contractors will NOT be permitted entry!

5. Labourers

- Each laborer will hand in his/her South African ID or work permit book. These ID books will be handed back at the end of the day when the laborer leaves the complex under supervision of the contractor. No foreign labourer will be allowed in the side if he / she do not have a valid work permit.
- Food provision for laborers during the working day must be made by the contractor, as no laborers will be allowed to leave or enter the estate on their own. No casual wandering will be allowed in the Estate at any time and laborers found doing so will be escorted out of the Estate.

6. Access Estate Agents

- Only Estate Agents Accredited by the HOA will be allowed on site. These documents and guidelines are available at the Estate office
- The Accreditation List will be displayed in the Guard House, and only agents who are on that list will be permitted entry.
- The approved agents list will be updated as new agents are added, and automatically expire in February of each year.
- All Accredited Estate Agents will be required to sign in on the **Biometric Fingerprint system**, and to follow the guidelines they agreed to during the accreditation process.

-In addition to the above, the Security Officers are required to fulfil the duties prescribed to them by the selected Security Company and the HOA. (Patrols, logs, etc)

7. Disturbance visitors / residents

- The volume of music or electric instruments, partying and the activities of domestic help should be at a level so as not to be heard on adjoining properties, should there be any disturbance or a complaint of disturbance the guard should inform the person involved should the person not comply contact SAPS or patrol car.

8. Deliveries

- All deliveries of non-building material will be treated as visitors.



9. Delivering of building material

- *The delivery of building material will only be allowed during “building contractor” hours*

10. Other Maintenance Contractors

- *Maintenance Contractors (e.g. plumbers and electricians doing maintenance and repairs) will be treated as visitors. Maintenance contractors to ensure their staff have their ID Documents / work Permits to be handed in at security. No entry for maintenance staff without the ID of their workers*

11. Emergency Services

- *All marked police **vehicles, SAPS, ambulances, sheriff, fire brigade vehicles and “Armed response”** vehicles will be granted instant access by the guard, no registration is required.*
- *The registration number or call sign of the vehicle will be noted in the occurrence book by the guard on entry or afterwards.*
- *All marked vehicles to be allowed using emergency access code at the residents entrance*
- *Emergency vehicles sounding sirens should be given the highest priority. An entry will be made in the occurrence book to explain the use of the security disk.*

12. Council

- *All marked vehicles of the city council should be granted after registration. The address visited or the type of service must be stated in the address column.*

13. Garbage truck

- *The municipal garbage truck and its crew do not have to sign in as they are clearly marked. Garbage truck to enter through the resident’s entrance. Emergency code can be used or supervisor can assist with the entrance.*



14. Duties of Security Guards

- *Guards are to be courteous and polite at all times.*
- *All irregular incidents should be reported to their supervisor who in turn will convey important irregularities to the Estate Director concerned.*
- *Guards are not registered on the biometric fingerprint system therefore cannot open for anyone. The site supervisor is registered to handle incidents and have the authority to open.*

15. Electricity cuts

- *Report to supervisor immediately. Gates are to be “dislodged” and access blocked by an object or cone in each entrance and exit.*
- *Both guards are to be outside the guardhouse. Access/exit can be granted to owners/tenants/workers.*

16. Telephone breakdown

- *Report to supervisor immediately. The Estate Director concerned or the Chairman should be notified immediately.*

17. Large delivery truck

- *The truck will proceed through the residents gate – Security guards to use Emergency access code or supervisor to assist with entry.*

18. Emergency Procedures

Troublesome visitors:

- *Call supervisor and note the vehicle particulars. From previous experience it was found that troublesome visitors where actually trying to gain access to the complex illegally without being related to anybody inside.*

19. Suspicious persons

- *Note full details and descriptions and contact supervisor or SAPS.*

20. Unauthorised forceful entry

- *Contact Security immediately, press panic button, notifies supervisor and SAPS immediately before proceeding after the intruder.*



21. Security Fence

- *The security fence is our second most important security asset. All residents residing on the border stands are responsible to check the fence regularly and remove any plant material from the fence. Plants touching the fence will cause short-circuiting and render the fence ineffective on that section of fencing.*
- *Any malfunction or short circuit (normally indicated by sparks) should be reported immediately. Mimic board will sound an alarm. Persons will be notified via sms. Security Company and Contractor will investigate the matter.*