



HOMEOWNERS' ASSOCIATION

ACCESS CONTROL POLICY & PROCEDURES

JANUARY 2025

Preamble

White River Country Estate (WRCE) is a secure residential estate which has the right to conduct access control in terms of its Township Establishment conditions. In order to enter or exit the Estate at any of its Gates, the following private property, owned by WRCE HOA, needs to be traversed:

- Main Gate (off Pine Lake Drive) – Stand RE 2062
- Club Gate (off Pine Lake Drive) – Stand 2234
- South Gate (off Njanje Close) – Stand 2494
- Oliver's Gate (off Pine Lake Drive) – Stand 2478

The Board of Directors (BoD) of WRCE HOA hereby grants permission for passage through the abovementioned private properties, provided the conditions of its Access Control Policy, Memorandum of Incorporation and House Rules are adhered to.

Access Control Principle

Access Control to WRCE is based on the principle that the guards at the gates have no authority or means of opening or closing the gates themselves. An electronic impulse is required to open the gates. The impulse can only be provided by an authorised resident, whose name and telephone details appear on the access control database.

All access and egress at the gates will be electronically recorded and video footage will be taken. The BoD reserves the right to use the recordings for any action, if required, regarding transgressions at the gates, whether the transgressor is a resident or a visitor.

Categories

Persons can enter the Estate in the following categories:

1. Residents

2. Visitors

- 2.1 Announced (Pin Access)
- 2.2 Un-Announced (Precleared)
- 2.3 Holiday Home
- 2.4 HOA (Estate Office) Visitors
- 2.5 Key Holders

3. Country Club

- 3.1 Member
- 3.2 Visitor
- 3.3 Delivery
- 3.4 Caddies

4. Contractors

- 4.1 Contractors
- 4.2 Services Contractor

5. Emergency Vehicles (E.G. Fire Brigade / Ambulance)

6. Deliveries

7. Pedestrians

- 7.1 Residents (Joggers/Walkers)
- 7.2 Non-Residents (Joggers/Walkers/Club Visitors)
- 7.3 Domestics / Gardeners
- 7.4 Under 18's / School children

8. Cyclists

9. Legislative Entries

Registration Procedures

All registrations shall take place at the Security Office. (Certain categories-after hours). Registrations of Residents will only be undertaken during office hours. The following procedures shall be followed when registering:

1. **Residents**

Definition and Conditions

A permanent resident can either be the owner or the long-term tenant of a property.

The definition of permanent resident is “any person who resides for an uninterrupted period of 3 (three) months per year on a property.”

A resident qualifies for bio-metric registration, once he / she is:

- (a) A permanent resident on WRCE, and
- (b) The holder of a valid driver's license.

The owner of a vacant stand shall be entitled to the bio-metric registration of 1 (one) person.

The number of bio-metric registrations per house will be limited and subject to the number of occupants permissible per dwelling unit as stipulated in terms of the town planning scheme regulations of Mbombela Local Municipality and other applicable legislation.

Preclearance

The system is capable of allowing a user to generate an electronic preclearance code to allow a visitor entry into WRCE. A precondition for this function is the use of a South African cellphone number and *smart phone*.

The registered Homeowner or Principal Tenant of a house shall be entitled to nominate a maximum of 2 (two) cellular smart phone numbers (including the Homeowner / Principal Tenant's own number) to be uploaded on the access control database, which numbers shall be able to generate preclearance codes (via the system) for the entry of visitors. The uploading of a number on the preclearance database is subject to the following conditions:

- i. The person nominated by the Homeowner / Principal Tenant to generate preclearance codes acknowledges and confirms that he / she is a permanent resident of WRCE;
- ii. The person who generates a pre-clearance code shall be held jointly responsible together with the registered homeowner of a property for the entry, whereabouts, adherence to WRCE HOA Rules & behavior of the precleared visitor.
- iii. The person who generates a preclearance code agrees to be called before a committee of the HOA to answer and / or explain any deviations from the WRCE HOA rules, protocols and / or policies.

- iv. The person who generates a preclearance code agrees and acknowledges that the BoD reserve the right to cancel the authority to generate such a preclearance code by such person, should the HOA rules be transgressed and / or security be blatantly disregarded.

The owners of the above nominated cellular numbers will be entitled to download the required cellular application to enable the generation of preclearance codes.

The following conditions are applicable for the clearance of visitors:

- i. A Resident may only clear a maximum of 5 (Five) vehicles per occasion. Permission in terms of House Rule 2.14 needs to be obtained from the Estate / Security Office for visitors in excess of 5 vehicles.
- ii. A preclearance code can only be used once, and an “anti-pass back” will be locked on the electronic system which will mean that once a visitor enters with a specific code, the code cannot be used again.
- iii. A preclearance code will only be valid till the same day 23:59 pm after issue.

Procedures for biometric registration

Residents must register in person at the Security Office, during normal office hours. A Resident must produce the following for registration:

- Completed Residents Biometric Application Form
(*Obtainable from the Security or Estate Office*)
- Valid S.A. drivers' license or international driver's license.
- Provision of a maximum of 3 South African telephone numbers of which a maximum of 2 numbers can be presented for preclearance authorizations.
- Homeowners should demonstrate proof of ownership (Deed of Sale / Municipal Account / WRCE HOA Levy Account)
- Long term Tenants should demonstrate proof of residency (current Lease Agreement / Tenant Certificate)

The BOD reserves the right to register and upload only fully paid-up members. Members in arrears with their Levy Account, first need to visit the Estate Office before applying for registration. A lessee or visitor of a property of which the owner is in arrears with their levy, will not be registered and uploaded until the member has made arrangements with the HOA regarding arrear levies.

- Once all documents have been inspected and found in order, the driver's license of the resident will be scanned into the system.
- Thereafter the resident's biometrics will be uploaded.

Procedures to enter and exit the Estate

- Residents will approach the gate in the **Residents Lane** and stop at the biometric scanner . Once your biometric is presented the boom will open.
- The same procedure will be followed by a Resident to exit the Estate.
- Residents may enter or exit the Estate at any one of the Gates.

- All access transactions will be recorded on video footage. The BOD reserves the right to take appropriate action for non-adherence to the Access Control Procedures.

Procedures to enter and exit the Golf Club Property: Pinehurst Boom

- The access booms between the Estate and the Golf Club can only be activated by the biometric scanner.

2. Visitors

NB: In the majority of transactions referred to below, the use of a “*smart phone*” (cellular phone) is a prerequisite. Kindly note, not all cellular phones are “*smart phones*”.

We distinguish between the following categories of visitors:

- 2.1 Announced (Pin Access)
- 2.2 Un-Announced (Precleared)
- 2.3 Holiday Home
- 2.4 HOA (Estate Office) Visitor's

NB: The driver of a visitor vehicle MUST be in possession of a valid driver's license to enter WRCE.

NO DRIVERS LICENSE – NO ACCESS.

Authorised resident

- The authorised resident is a person whose South African cellular number was uploaded on the system to generate a preclearance code.
- The authorised resident can download the Application (App) on his / her smart phone.
- The authorised resident can enter the App and request a preclearance code.
- The system will generate a preclearance code electronically and the resident must then ensure the code is forwarded to the visitor via the app.

2.1 Announced Visitor

An announced visitor is a visitor who received a preclearance code from an authorised resident for entry into WRCE for a specific day.

The procedures for entry are as follows:

- The announced visitor will enter the estate in the **Visitor lane** and will inform the guard on duty that he / she is in possession of a precleared code and will present the code to the guard either by reading the code or show the display of it on his cellular phone.
- The guard will enter the code into the access system and will also scan the driver's license of the driver and the license disk of the vehicle.
- After the successful scanning, the visitor will be provided electronic access.

- The registered homeowner / tenant will then receive a message on their app to state that their visitor has arrived at the gate.

2.2 Un-Announced Visitor

The un-announced visitor arrives at the gate without a preclearance code and requests that he/she wishes to visit a specific resident.

The procedures for entry are as follows:

- The unannounced visitor will enter the estate in the **Visitor lane** and will inform the guard on duty that he/she wishes to visit a certain resident and will provide the name or address to be visited.
- The guard on duty will contact the nominated resident telephonically and will request the resident to authorise entry by pressing “9” on his phone. (Could be a landline or cellular phone)
- After confirmation, the guard will scan the license of the driver and the license disk of the vehicle.
- After the successful scanning, the visitor will be provided a slip with a code for exiting the estate.
- The registered homeowner / tenant will then receive a message on their app to state that their visitor has arrived at the gate.

Exit (Egress)

When a visitor wishes to exit the Estate, the pin received upon entrance for egress Needs to be used at the bio-metric scanner.

If the visitor had stayed overnight, a new code would need to be generated by the resident for his / her exit.

2.3 Holiday Home Visitor

A Holiday Home visitor is a visitor who normally spends overnights on the estate up to a maximum of 30 consecutive nights.

NB: All Holiday Home Visitors MUST on first arrival enter WRCE at Main Gate, off Pine lake Drive.

The procedures for the first entry are as follows:

- An access application form for a Holiday Home Visitor needs to be completed. ***(Preferably beforehand and / or a notification form has to be forwarded to the Estate and Security Office in advance. Email addresses to be used: estate@wrce.co.za, security@wrce.co.za.***

- The Holiday Home visitor will enter the estate in the **Visitor lane** and will inform the guard on duty that he / she is in possession of some form of notification or proof of booking for a stay at a specific address on the estate for a specific period of time.
- The Guard will scan the driver's license of the Holiday Visitor and enter the Estate Office / HOA Visitors QR-code for quick entry to the Estate or Security Office, which needs to be visited on arrival.
- The Holiday Home Visitor's details will be captured / confirmed at the office and biometric registration will take place at the office for the duration of his / her stay.
- No Holiday Homes visitor will be allowed to enter the Estate after registration without an Agent / Homeowner present.
- No Holiday Home visitor is allowed to bring any pets onto the estate.

2.4 HOA (Estate Office) Visitors

Visitors to the Estate or Security Office may only enter at Main Gate.

The following procedures will be followed:

- The HOA visitor will enter the estate in the **Visitor lane** and will provide the guard on duty with the name / position of the official he / she wish to visit in the Estate or Security office.
- The Guard will scan the vehicle and driver's license of the Visitor and enter the Estate Office / HOA Visitors QR-code for quick entry to the Estate or Security Office, which needs to be visited on arrival.
- After the successful scanning, the visitor will be given a slip with the exit code that must be used at the gate upon egress

2.5 Key Holder

A Key Holder is a person responsible for a property on the estate for a specific period, appointed in writing (Keyholder application form). Such an appointment would entail the acceptance of the ad hoc responsibility, which are traditionally carried out by the Homeowner. This appointment, however, does not exempt the Homeowner from his/her liabilities.

We distinguish between the following categories of Key Holders:

- 2.5.1 Key holder (emergencies like house alarms, etc. / manager of the house / in case of emergency contact person)
- 2.5.2 Dog / House sitter

NB: All key holders MUST register prior to uploading biometrics at the WRCE Estate Office at Main Gate, off Pine lake Drive. The consent of the Homeowner / Tenant in writing is required for this registration.

The procedures for the first entry are as follows:

- An application form for a Key Holder needs to be completed. (*Preferably beforehand and / or a notification form has to be forwarded to the Estate or Security Office in advance.*)
- The Key Holder's details will be captured / confirmed at the office and biometric registration will only be granted provided a start and end date (maximum 12 months) is authorised.
- This registration can only be conducted during normal office hours.
- The Key Holder biometric access will remain on the system, however activation will only be commissioned after submission of all required and signed documents.
- The Key Holder will not be allowed to pre-clear (ClickOn pre-clearance system) any visitors / contactors / service providers for this property – this remains the responsibility of the Homeowner / tenant.
- The Key holder / dog sitter / House sitter will be contacted in the event of any emergency / complaint relating to the property for the period that he / she has been appointed/ nominated.
- The Homeowner's / tenants' biometric access shall be suspended for the period that a non-resident Key Holder Visitor has biometric access.

3. Country Club Gate

We distinguish between the following categories of entries at Club Gate:

- 3.1 Country Club Member
- 3.2 Country Club Visitor
- 3.3 Country Club Delivery
- 3.4 Caddies

NB: The driver of a vehicle MUST be in possession of a driver's license to enter WRCE.

NO DRIVERS LICENSE – NO ACCESS.

3.1 Country Club Member

Registration

White River Country Club (WRCC) members who are not resident on WRCE will be entitled to biometric registration to Club gate only. Country Club members must register in person at the Security Office.

The following is required for registration:

- Completed application form (which can be obtained from the club).
- Valid Driver's License
- Proof of membership of WRCC

Country Club member's biometrics will only function at the Club Gate and will be restricted for use whilst the Country Club is open. (05h00 to 22h00).

Members of the Country Club who are also members of the HOA, will be registered and uploaded as a HOA member. The BoD will upload Country Club members for entry at Club Gate on authority from the White River Country Club who reserves the right to register and upload only fully paid-up members. Members in arrears first need to visit the Club House before applying for registration.

Uploading

- Once all documents are inspected and found in order, the driver's license of the member will be scanned into the system.
- Thereafter the member's biometrics will be uploaded.

Procedures to enter and exit the Golf Club Gate

Country Club Member

- A Country Club member will approach the Golf Gate in the **Club Lane** and stop at the reader. Once your biometrics is presented the boom will open.
- The same procedure will be followed by a member to exit.
- Club members will enter or exit the Country Club only at Club Gate.
- All access transactions will be recorded on video footage. The BoD reserves the right to take appropriate action for non-adherence to the Access Control Procedures.

3.2 Country Club Visitor

Visitor

The Club visitor arrives at the gate and requests that they wish to visit the Country Club.

The procedures for entry are as follows:

- The visitor will enter the Country Club at Club Gate in the **Club lane** and will inform the guard on duty that he / she wishes to visit the Club.
- The Country Club hereby authorises the HOA to grant access to the visitor.
- The guard will scan the driver's license of the driver and the license disk of the vehicle. *In the event of a non-barcode passport or no Driver's license or ID, the guard will contact the Control Room for instruction who may authorise the taking of a photo of the vehicle plates/disk/passport and driver.*
- The guard will enter the cell phone number of the driver-visitor. *In the event that the driver-visitor does not have a cell phone with him / her, the cell phone number of a passenger with the driver-visitor can be presented.*
- After the successful scanning, the visitor will be given a slip with the exit code that must be used at the gate upon egress

Exit (Egress)

When a visitor wishes to exit the Estate, the guard at the gate will assist the visitor by entering the pin received upon entrance for egress to be granted.

- Visitor entrance at Club Gate to the Country Club will be restricted between 05h00 and 22h00 daily.
- All access transactions will be recorded on video footage. The BOD reserves the right to take appropriate action for non- adherence of the Access Control Procedures.

3.3 Country Club Deliveries

The procedures for entry for deliveries are as follows:

- The driver of the delivery vehicle will enter the Country Club at Club Gate in the **Club lane** and will inform the guard on duty that he / she wishes to make a delivery to the Club and will state the name of the delivery company, goods to be delivered and contact person in the Club to receive the delivery.
- The guard on duty has the authority to request the driver to open the cargo compartment and to inspect the vehicle and cargo.
- The guard on duty will contact the WRCC telephonically and will request the official to authorise entry by pressing “9” on his phone. (Could be a landline or cellular phone)
- After confirmation, the guard will scan the driver’s license of the driver and the license disk of the vehicle.
- After the successful scanning, the visitor will be given a slip with the exit code that must be used at the gate upon egress
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Exit (Egress)

When a visitor wishes to exit the Estate, the guard at the gate will assist the visitor by entering the pin received upon entrance for egress to be granted

- The duty guard may inspect the delivery vehicle before exit.
- Deliveries entering Club Gate will be restricted between 07h00 and 17h00, Monday to Friday.

3.4 Caddies

Registration

- A caddy needs to complete an Access Control application form, which form needs to be signed by WRCC as “Employer”.
- The registration of a caddy will be undertaken at the Security Office and the caddy needs to present the following documentation:
- Completed application form.
- Valid SA ID or foreign Passport (in which instance a valid work permit is required)

- If requested, proof of residence.

Uploading

- Once all documents are inspected and found in order, the biometrics of the caddy will be uploaded.

Conditions

- Should the HOA have reasonable doubt about the security clearance of a caddy, or should the caddy have transgressed the Rules of the HOA in the past, the HOA reserves the right to cancel the access of a specific caddy.

4. **Contractors**

The following categories of contractors are distinguished:

- Contractors
- Service Contractors (Municipality/Vodacom, etc.)

The following distinction will be made between Contractors:

4.1 **Contractors**

Definition

- Entry required once off or on a daily basis for more than one (1) consecutive day.
- Entry required for multiple residents as customers and / or subcontractor to a contractor.
- Maximum of 25 (twenty-five) workers.
- Example: Electricians / Plumbers / Tilers / Solar Panel Installers / Building Contractor / Sub-Contractor / Garden Services / Pool Services / Pet Grooming / Home Office Worker / Property Practitioners, etc.

Conditions

- NO CONTRACTORS will be allowed to enter the Estate with a Pin
- The Contractor shall obtain and complete an application form, co-signed by **every** resident who is a client.
- On first time entry the Contractor and his co-workers will proceed to Main gate to the Security Office for registration with a completed application. (contractors are not allowed to drive through the Estate upon first entry if they have not been registered)
- A Contractors agreement shall be concluded, and the biometrics of all workers shall be uploaded onto the system.
- A contractor shall be registered for a period associated with the work to be undertaken, which registration shall carry a start and end date.
- No contractor shall register for a period longer than 12 months and all registrations shall expire annually on the 15th of December.
- Entry only between Monday to Friday, 07h00 to 17h00

- All contract workers wear a brightly colored bib or an identifiable overall or uniform.

Entry Procedures

The procedures for entry are as follows:

- The contract workers will get off or out of the vehicle prior to entering the Estate.
- The contract workers will enter the Estate via the pedestrian turnstile.
- Once registered the driver will enter the estate in the **Residents lane** at the gate closest to the resident the work needs to be undertaken.
- The driver will present his bio-metric to enter.
- The contract workers will join the driver and travel to the work address.

Exit (Egress)

- When arriving at the gate to exit, the co-workers will get off / out of the vehicle and exit via the turnstile.
- The Contractor-driver will exit the Estate with his/her biometrics.

General

It is accepted that certain contractors will in the short term receive entry pin codes from residents. Such contractors will however **not be allowed to transport any workers into the Estate**. Any co-worker needs to register first at the Security Office and shall enter via the turnstile, even if it includes only one entry.

4.3 Services Contractors

Definition

- Entry required as and when maintenance, repairs, or upgrades to public and / or private services are needed.
- A maximum of 5 (five) contract workers (when additional contractor workers is required, security will be requested to escort the team)
- Entry for maximum period of 12 months
- Example: Municipality / Telkom / Vodacom etc.

Conditions

- The Services Contractor shall obtain and complete an application form for access.
- The Services Contractor shall attach a letter on the letterhead of the Department / Institution he represents with the contact details of his / her senior and identifying the type of work he / she is authorised to do.
- On first time entry the Services Contractor and his contractor workers will proceed to the Security Office for registration with a completed application.
- A Contractors agreement shall be concluded, and the biometrics of all contract workers shall be uploaded on the system,

- Initial entry only between Monday to Friday, 07h00 to 17h00, save from after hour emergency work which access the Security Manager needs to authorise.
- All co-workers shall wear a brightly colored bib or an identifiable overall or uniform.

Entry Procedures

The procedures for entry are as follows:

- The co-workers will get off or out of the vehicle prior to entering the Estate.
- The contract workers will enter the Estate via the pedestrian turnstile.
- The driver will enter the estate in the **Visitor lane** at the gate closest to the resident the work needs to be undertaken.
- The driver will present his driver's license to the guard who will scan the driver's license.
- After the successful scanning, the Control room will be contacted to authorise access for the service contractor.
- The contract workers will join the driver and travel to the work address.

Exit (Egress)

- When arriving at the gate to exit, the contract workers will get off / out of the vehicle and exit via the turnstile.
- The Contractor will be assisted by the Guard to exit the Estate.

5. Emergency Vehicles

Emergency vehicles will be scanned in. This means the boom will open once the EMS function is activated and simultaneously a report / SMS will be generated and forwarded to the Security Control Room and / or other nominated recipients. (Security & GM, etc.)

Following the notification (in addition to the available video footage) the Security Control Room shall immediately dispatch a patrol vehicle to escort the emergency service vehicle.

6. Deliveries

The procedures for entry for deliveries are as follows:

- The driver of the delivery vehicle will enter the Estate in the **Visitor lane** closest to the delivery address and will inform the guard on duty of the delivery address. In addition, he will state the name of the delivery company, goods to be delivered and on request will produce the waybill.
- The guard on duty shall have the authority to request the driver to open the cargo compartment and to inspect the vehicle and cargo.
- The guard on duty will contact the recipient resident telephonically and will request authorization of entry by pressing "9" on his / her phone. (Could be a landline or cellular phone)
- After confirmation, the guard will scan the driver's license of the driver and the license disk of the vehicle.

- The guard will also enter the number of co-workers in the system. No more than 5 (five) co-workers may accompany a delivery vehicle. If more co-workers are required, the required authorization will be verified by the guard who will enter this as required, electronically.
- The guard will ensure the driver understands the shortest route to the delivery address; alternatively, the guard will call the Control Room to provide an escort.
- After the successful scanning, the delivery will be provided with electronic access.

Note: In the event of deliveries to multiple residents by one vehicle, the driver must inform the guard accordingly who will then pass the information to the Security Office for the arrangement of either the escort of the vehicle or telephonic informing of the recipients.

Exit (Egress)

When a visitor wishes to exit the Estate, the guard at the gate will scan the drivers' license, vehicle registration number and request the pin received upon entrance for egress to be granted.

- The guard at the exit lane needs to count and enter the number of co-workers into the system and if this corresponds with the entry input, the guard will be able to enter an exit code jointly with the delivery driver, before the boom opens.
- The guard again shall have the right to inspect the cargo of the vehicle.
- Deliveries is restricted to 07h00 and 17h00, Monday to Friday.

NB: No heavy vehicle exceeding 26 tons may cross the bridge in Bay Hill Drive.

7. Pedestrians

There are 4 (four) categories of Pedestrians:

- 7.1 Resident Pedestrian
- 7.2 Non-Resident Pedestrian
- 7.3 Staff Pedestrian (Domestic / Gardener)
- 7.4 Under 18 years / Scholars

7.1 Resident Pedestrian

A resident can request the upload of his / her biometrics to activate the pedestrian turnstile for access and egress per foot (this includes joggers)

7.2 Non-Resident Pedestrian Visitor

A non-resident can enter the Estate without a vehicle as a visitor and will follow the following procedures:

Un-Announced

- The pedestrian shall report to the turnstile and request the resident they wish to visit.

- The guard on duty will contact the nominated resident telephonically and will request the resident to authorize entry by pressing “9” on his / her phone. (Could be a landline or cellular phone)
- After confirmation, the guard will allow entry.

Precleared

The preferred method for the non-resident pedestrian who regularly wish to enter the Estate is to register at the Security Office.

- An Access application form needs to be completed, which form needs to be signed by a resident who accepts responsibility for the non-resident pedestrian entry.
- The registration will be undertaken at the Security Office and the non-resident pedestrian needs to present the following documentation:
 - Completed application form.
 - Valid SA ID or Passport (in which instance a valid work permit is required)
 - If requested, proof of residence.

Uploading

- Once all documents are inspected and found in order, the biometrics of the non-resident pedestrian will be uploaded.
- The non-resident pedestrian can enter / exit via the turnstile with biometric recognition.

Egress

- The Non-Resident Pedestrian Visitor can egress through a turnstile (at the specific gate uploaded to)

7.3 Staff Pedestrian

Definition

The Pedestrian Staff Member would require frequent access to the Estate.

The following are examples:

- Domestic
- Gardeners
- HOA General workers
- Security Staff

Registration

- A Staff Pedestrian needs to complete an Access application form, which form needs to be signed by every resident by whom the staff member is employed, as “Employer”.

- The registration of a Staff Pedestrian will be undertaken at the Security Office and the staff member needs to present the following documentation:
- Completed application form.
- Valid SA ID or Passport (in which instance a valid work permit is required)
- If requested, proof of residence.

Uploading

- Once all documents are inspected and found in order, the biometrics of the staff member will be uploaded.

Conditions

- Should the HOA have reasonable doubt about the security clearance of a pedestrian staff member or should the staff member have transgressed the Rules of the HOA in the past, the HOA reserves the right to cancel the access of a specific person.

Important:

The HOA relies on the Employer (Resident) to inform Security immediately of any change in employment in order to remove the particular Pedestrian Staff member from the system. A failure to do so compromises the security of the WRCE and the Employer may in future be denied registration of staff in the sole discretion of the BoD.

7.4 Under 18 years / Scholars

Definition

An under 18 years / scholar is not in possession of a driver's license and wishes to exit or enter the Estate per foot or per bicycle. (*Mainly at South Gate*)

Registration

- A scholar or their parent / guardian needs to complete an Access application form, which needs to be signed by a resident as parent / guardian.
- The biometrics of the scholar will be uploaded

Procedures

- The scholar can enter / exit via the turnstile with biometric recognition.
- The scholar can also present his / her biometrics at the vehicle boom for entry or exit if registered to ride a bicycle.

8. Cyclists

NO NON-RESIDENT CYCLIST IS ALLOWED TO ENTER THE ESTATE WITH A BICYCLE.

Residents, including Holiday Home Visitors, who wish to exit and re-enter the Estate on bicycle can do so by following the following procedure:

- Use the biometric system to open the vehicle lane boom.

9. Legislative Entries

Definition:

The following entries would be considered as legislative entries:

- SA Police member with valid Police ID and appropriate case documents / explanation. This will include a detective in civilian clothes with valid Police ID.
- Sherriff of the Court with valid ID and appointment letter and legal documents stamped by the Court.
- Vehicle Tracking Company with valid ID and appointment letter with legal documents stamped by the Court or accompanied by a SA Police member or following an active hijacked / stolen vehicle where the SA Police have been notified.

The above definition **EXCLUDES:**

- Private tracing companies, Debt Collectors, Private Detectives or Security Companies.
- Service of any civil court process or documents, unless through the Sheriff.

Legislative entries will be gained as follows:

- 9.1 All persons qualifying for legislative entry **MUST** report to the Security Control Room and submit valid reasons and proof supporting a request for access.
- 9.2 All requests for legislative enrolment need to be approved by either the Security Manager or General Manager of WRCE.
- 9.3 Approval of access by the Homeowner or Resident will not be required, provided that the police officer, Sheriff, or vehicle tracking officer has met the requirements above.
- 9.4 A security officer will at all times accompany the person (s) who was granted access as a legislative entry and will also escort such an entry out of the Estate.
- 9.5 The WRCE HOA or its staff is not accepting any liability or claim which might be forthcoming from a legislative entry and as a law-abiding company, the HOA will comply in every respect with all prevailing legislation.

10. General

- No goods, other than those transported by a Resident, may leave the Estate, be it carried by a Pedestrian or inside a car or on the back of a LDV/Truck, without a current and signed pass out document from the Resident. The guards on duty will undertake sporadic and random inspection of the goods and / or demand a signed consent letter.

- Any deviations from these Access Control Procedures will be recorded in the Occurrence Book (OB) and will be linked to the electronic document trace.
- Residents who bypass procedures, names and vehicle registration will be recorded in the OB and brought to the attention of the General Manager on the first working day after the incident.
- Residents/Visitors/Contractors who use abusive language at the Gates, names and vehicle registration will be recorded electronically in the OB and brought to the attention of the General Manager.
- Similarly, Residents/Visitors/Contractors are allowed to request an OB entry to be made in respect of Security Officers and Guards who are rude or use abusive language or fail to comply with procedures.
- As a general rule, Visitors in vehicles need to be advised by Residents to enter and exit the Estate at the gate closest to the property to be visited.
- Contractors will not be allowed to enter South Gate if any other gate is closer to their working site. Residents also need to make Contractors aware that the maximum load capacity to enter South Gate is 15 (Fifteen) tons.

Final Thoughts

WRCE has concluded that Main gate will be closed between the hours of 18h00 till 06h00 where Club gate will be used as the main entry to the estate.

Access control forms the heartbeat of Security on the Estate.

By ignoring the correct procedures, not only yours, but all the Residents on the Estate security is put at risk.

Do not hesitate to report a breach of the procedures as soon as possible. We will always be in the position to review an incident at the gates with our electronic systems.

Be Security wise; follow the correct procedures!!!

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