

LALELA ESTATE **SECURITY PROTOCOL**

Lalela Estate is a residential Estate and the security procedures, together with the alarms and fence protection in place, have been developed to maximise protection of residents against external threats.

The awareness of, and adherence to, security procedures in place for Lalela Estate together with the home security arrangements made by each resident which may include an Armed Response company, is each homeowner's contribution to a secure environment.

The perimeter fence of the development is permanently electrified and is monitored by the control room. When an alarm is received from a fence zone a roaming guard will be despatched to the zone to investigate and will report any findings to the control room. (Note that an alarm will only be activated when the electric wires are earthed. Merely touching the electric wires will result in a shock but not an alarm).

The fence wires are positioned on the inside of the fence and are exposed. All persons on the Estate are warned of the dangers of coming into contact with the electric wire and the Association does not accept responsibility if such an event were to occur.

Plants shall be planted in such a position that they do not come into contact with the electric wires.

Access to, and egress from the Estate is by means of an electronic access control system which can be activated using proximity discs or biometric access 24 hours a day. Each activity is electronically recorded. The intercom panel outside the entrance gates allows communication with the guards in the gatehouses when the gates are closed for the night. The guards can communicate with each resident via the internal intercom infrastructure.

The perimeter fence, as well as the internal roads will be patrolled at regular intervals both day and night. Both entrances control access by means of motorised booms for vehicles and turnstiles for pedestrians. Entrance gates will be closed from 23.00 to 06.00 daily, to complete the perimeter security, and reopened in the morning. Access during this period will be achieved by using the electronic access control or via the security guard at the gate.

The areas around the gatehouse and entrance gate are permanently monitored by CCTV. These images are recorded so that they can be used for incident investigations, should the need arise.

1. PROXIMITY ACCESS DISCS

Should proximity access discs be utilized, then residents purchase discs from the Association. Access discs are issued to individuals. Those members of each household who come and go separately, must have individually issued access discs.

To purchase a disc, you will complete an application form. This form, together with a copy of your ID, will be kept by the Association.

In the case of a disc being lost or stolen, you must report to the Association office as soon as you are aware of the problem. This disc will then be cancelled and you will purchase a new replacement disc.

It is the responsibility of each resident to make sure that correct procedures for use of discs are adhered to, so that a breach of security is traceable.

All disc applications are to be authorised by the Estate Manager. The authorisation and programming of discs will be completed within 24 hours and will be available at the gatehouse for collection.

Please never leave your access disc in your vehicle.

2. **ACCESS AND EGRESS**

2.1 **On a Day to Day Basis**

a. If you are a **resident or property owner** arriving in a vehicle: -

You will present your disc to the proximity reader or use the biometric reader so that the boom will open and you may enter or leave.

Tailgating is strictly prohibited.

b. If you are a **visitor**:

The resident you are visiting must issue you with an access code on the VMS (My Estate Life). Visitors will not be allowed access without a code. Security are not permitted to contact Residents on your behalf to obtain a code.

All visitors will have their driver's licence and car licence disc scanned.

A visitor's card may be issued to the driver. This will be returned to security when you leave. All visitor's cards will be checked by security by 09:00 each day, to ascertain if any cards have not been returned. Should any discs issued within the previous 24-hour period be unaccounted for, the relevant resident(s) will be contacted.

2.2 **Special cases**

a. **Extended Stay visitors**

Those who may need to enter and leave while not in the company of a resident.

A temporary disc will be issued to the visitor, after the completion of an application form by the resident being visited. This disc will be valid only for the dates requested. No charge will be levied for this temporary disc.

It will be handed in as the visitor leaves the development on the last exit of the stay.

c. **House Sitters / Holiday Letting of Homes**

A temporary disc will be issued to each visitor or the visitor will be logged onto the biometric system, after completion of an application form by the resident. The disc will be valid only for the dates requested.

It will be handed in as the person leaves the Estate on the last exit of the stay.

d. A Tenant Who is Renting a Home on the Estate

This includes any person who will be resident in a home for longer than 3 months.

With written consent from the homeowner, the tenant will apply either to be logged onto the biometric system or receive a disc. Should a disc be issued the tenant will be responsible for their own discs at the prevailing standard cost per disc, so accepting responsibility for adherence to the security procedures for the Estate.

Should the tenant leave, it is the responsibility of the homeowner to inform the homeowner's association so that the access discs may be cancelled.

3. **CONTRACTOR**

Contractors are defined as any individual/company appointed to construct buildings, do alterations or maintenance to houses/units or property and installations of any kind related to property and equipment.

All contractors must be registered through the Association before entry is allowed.

Short term sub-contractors must complete a temporary work permit. This permit must either be completed by the home owner or the principle contractor who has authorised access.

The presentation of the temporary permit duly authorised, will result in a sub-contractor's access being granted for the day. All labour belonging to the sub-contractor must produce ID documents, and a visitor's disc will be issued so that they can use the turnstiles.

N.B. The Association reserves the right to undertake searches of vehicles and persons as and when required.

To register as an approved long term contractor:

An application form must be completed at the Association office.

Details to be supplied are:

1. Company name, address and telephone details.
2. Name of a contact person for the company.
3. Name of contractor representing the company and his ID.
4. Name and ID of all workers who will be requiring access.
5. Dates for which access will be required.

On correct completion of the form:

1. For a *long term contract*, a proximity disc (to be purchased) or biometric access will be granted for each individual. Access will be allowed for the following hours:

Monday to Friday	07:00 – 17:00
Saturday	07:00 – 14:00
Sunday	No work permitted

2. For a *short term contract*, a work access permit will be issued, listing each individual who will be working on the job. Access will be allowed for the hours listed above, on the days requested and ID books of each labourer must be produced to arrange a visitor's disc or biometric control for access through the turnstile.
3. No weekend or public holiday work will be permitted once units are occupied unless the work relates to emergency repairs.

Contractors Access Rules

a. Long term contractors (more than 3 days' work)

The contractor's vehicle and driver will enter through the vehicle entrance boom by the driver presenting his access disc or using the biometric scanner. The passengers will enter through the pedestrian access by each presenting their access disc or using the biometric scanner. They must get back into the vehicle and be driven to their site. No person may walk on the road.

b. Short term contractors (less than 3 days)

The contractor and staff will enter and exit in the same way but the procedure will be as follows:

Contractors will received a code from the main contractor. The main contractor is responsible to download the VMS (My Estate Life) to the site address.

The contractor will be deleted from the home VMS once the house is completed.

c. Contractors who have a regular maintenance contract with a homeowner

See section "Employees of Residents".

Contractors are not permitted to walk around on the Estate, even if a contractor is simultaneously working on two properties.

In the interests of optimising security, the rules for contractors will be strictly imposed and the penalty for non-compliance will be as follows:

- (a) A suspension of access for three working days (excluding weekends and public holidays) for a first offence.
- (b) A suspension of ten working days (excluding weekends and public holidays) for a second offence.
- (c) Permanent suspension of access to the Estate for a third offence.

- (d) Fines may be imposed for any or all of the offences at the discretion of the Association.

4. **EMPLOYEES OF RESIDENTS**

All domestic employees requiring access to the Estate will be required to sign a consent form for the taking of fingerprints and criminal checks for security clearance purposes which shall at all times be subject to security safeguards in compliance with sections 19 - 22 of the Protection of Personal Information Act No. 4 of 2013.

All domestic employees of residents must be registered either for a disc to be purchased or logged onto the biometric system for entry to the Estate. The registration will take place at the Association office.

The disc or the biometric log will be valid for one year, from January to December. Domestic must be registered on an annual basis during December for the forthcoming year.

The registration will specify all addresses and days on which the domestic is employed at each address. The disc issued will be validated for these days from 06:00 to 18:00.

Should the domestic be required at any other time, the employer must inform security in writing, 24 hours prior.

5. **SERVICE PROVIDERS, MESSENGER OF THE COURT, SHERIFF OF THE COURT, POLICE OFFICERS, ETHEKWINI MUNICIPAL WORKERS, i.e. ELECTRICITY, WATER, REFUSE REMOVAL, SEWER**

Due to the nature of this category of persons, access cannot be denied and confirmation with the person/s to be served etc. will not be obtained. Security must ask for identification before allowing them access.

Security will ensure that valid court orders, warrants etc. are produced before they are allowed in.

Security will escort such persons to the premises and ensure that all relevant law ordinances are followed.

6. **EMERGENCY SERVICES**

Should a resident need to contact an emergency service (for example fire or ambulance), the resident is to inform security that they will be arriving.

Security will have procedures in place for dealing with such situations.

7. **ARMED RESPONSE COMPANIES**

Such companies will be allowed immediate access. However, a roving guard will accompany them while they are on the Estate. Security will have procedures in place for dealing with such issues.

8. HOLIDAY HOMES

It is advisable to report vacant or unoccupied houses to security. Contact numbers and key holder information must be supplied.

Security will conduct daily inspections on the property to ensure that all is well for the period that the house is not occupied. Please ensure that burglar alarms are armed and all windows and doors are secured before you leave.

9. EMERGENCY EVACUATION

If, at any time, a need arises to evacuate a part or the whole of the Estate, residents will be instructed where to congregate.

This will be at the gatehouses unless otherwise advised.

Please ensure that, if an evacuation is required, each person on the property has been evacuated to the congregation point.

10. GENERAL INFORMATION

It is in the interest of all concerned that all residents take an active part in the security of the development.

To this end, any resident who witnesses any suspicious activity, must report it to security immediately.

Weekly meetings will take place on site between the security manager and The Estate manager. All issues for the week to be discussed and resolved.

Residents, contractors and developers to liaise directly with the Estate Manager, who will respond directly to their concerns.

11. ESTATE AGENTS

Only agents and agencies registered with the Association will be allowed on to the Estate

The agent will be required to complete the proximity disc or biometric application form and submit to the Association. Once approved, the Association will arrange for a disc or biometric log on to the Estate. Agents are only allowed access to the Estate between the following hours:.

The following rules apply to agents either selling a completed unit or selling off plan: -

	START		FINISH
Monday to Friday	08.00	To	20.00
Saturday	08.00	To	20.00
Sunday	08.00	to	20.00

Prospective buyers will not be allowed to enter the Estate unless accompanied by an authorised Estate agent or assistant.

12. **DISCLAIMER**

While every effort will be made to provide a safe and secure environment, the Association shall not be responsible or liable for any claims which any member, his family or invitees or any contractor may have for personal injury or loss of or damage to property, arising from any breach of security or the failure of or inadequacies of the security system with the Estate.

Such member or contractor hereby waives the rights accordingly and in so far as is necessary, such member hereby indemnifies the Association against any claim by his family or invitees.