

SPRINGERBAAI ECO ESTATE

GATE CONTROL PROCEDURE



SEC001

	TRUSTEE NAME	DATE	APPROVED	DATE
Reviewed by:	Pieter van Greunen	March 2018		
Reviewed by:	Gawie de Beer	March 2018		
Reviewed by:	Andre Nel	March 2018		
Reviewed by:	Mark Rosenbaum	January 2019		
Reviewed by:	Trustees	April 2019	<u>Trustees</u>	<u>April 2019</u>
Reviewed by:	Trustees	August 2023	<u>Trustees</u>	<u>August 2023</u>
Reviewed by:				

CONTENTS

1	Purpose	3
2	Scope	3
3	Definitions & Abbreviations.....	3
4	Responsibilities.....	3
5	Gate Control Procedure.....	3
5.1	Gate control at entrance.....	3
5.2	Gate Control at Exit	4
5.3	Owners / visitors house keys.....	4
5.4	Deliveries/Washing.....	4
5.5	Visitors	4
5.6	Contravention.....	5
6	Annexures	5

1 Purpose

To ensure an effective gate control process and procedure

2 Scope

This procedure is applicable to all contractors, visitors and owners entering Springerbaai Eco Estate.

3 Definitions & Abbreviations

Term	Definition/Explanation
Estate	– Springerbaai Eco Estate

4 Responsibilities

Trustee of Portfolio: Security: Provides guidance on Operating procedures and recommend policy changes for approval by Trustees.

The Estate Manager Train staff on the procedures to be followed and to ensure that it is implemented by the gate controller.
Ensure that all contractors entering the Estate have a police clearance certificate
Address any reported issues from Gate Controllers

Superintendent If the Estate manager is not available, he /she will oversee the responsibilities related to Gate Control

Gate Controller Registers all people entering the Estate
Check and ensure that all contractors working on the Estate have a police clearance certificate and escalate to Estate manager if non-compliance
Check and confirm that all contractors exit the estate on a daily basis
To issue and record the housekeys to owners and or their visitors
Ensure that all keys signed out are returned
To record all visitor details
Contractor Induction to Springerbaai policies
Receive and sign for homeowner deliveries

5 Gate Control Procedure

5.1 Gate control at entrance:

- The main gate will be opened manually for all contractors and visitors between 7:00 am and 6:00 pm.
- The wooden gate will be opened manually between 8:00 am and 5:00 pm.
- All contractors must be signed into the vehicle control register, and management will be notified via the WhatsApp group. Records are maintained both in a hard copy (Control Register) and a digital backup (Excel).

- All workers must exit the vehicle, provide their names, and receive Estate-issued ID cards.
- Confirm that all workers have a valid police clearance certificate.
- Record the contractor company name, number of workers, and worksite location daily for monitoring purposes.
- Entry and exit of property owners through the main gate are logged and recorded in an Excel sheet for control and emergency reference, whenever possible.
- The following information is then sent via WhatsApp to the Estate Group consisting of the Estate Manager, Superintendent, Gate Controller, General worker and Suiderkruis Security
 - Name of Contractor, Owner or Visitor,
 - Contact Number,
 - Vehicle registration number and
 - Property to be visited
- If a contractor, visitor, or owner needs a house key, it must be recorded and signed out in the key register.
- For owner or visitor arrivals after hours, the house keys will be signed out and placed in the external safe.
- No personal information shall be shared with anyone without the consent of both the Estate Manager and the owner.

5.2 Gate Control at Exit:

- All contractors must stop at the exit for a vehicle inspection when leaving the Estate, regardless of whether they are accompanied by workers.
- All workers must exit the vehicle before reaching the wooden gate and use the pedestrian gate. During this time, the Gate Controller will verify workers against the entry register and collect the Estate-issued ID cards.
- House keys must be returned and signed back into the key register.

5.3 Owners / visitors house keys:

- If an owner or their visitor arrives after working hours, their keys will be placed in the safe at the office for collection by prior arrangement with Management.
- If an owner or their visitor depart after working hours, they are to leave the keys in the drop safe at the office.

5.4 Deliveries/Washing:

- Gate controller to accept deliveries from courier companies/suppliers
- A WhatsApp is sent to the homeowner to inform of the delivery
- Big items deliveries like fridges etc. get delivered to the house (this is recorded as per normal gate access procedure)
- Prior key arrangements need to be made.

5.5 Visitors:

- If owners rent out their property, an email/whatsapp must be sent by the owner to the Estate Manager confirming names & contact numbers of all visitors with their date & time of arrival. This information is handed to the Gate Controller.
- It is the owners' responsibility to ensure that all visitors receive the rules of the Estate
- All visitors' names, contact numbers and car registration number to be recorded by the Gate Controller
The information will be shared on the Estate WhatsApp Group and used to communicate in case of an emergency.

- Waiver forms to be completed if this was not received by owner.
- When guest arrives after hours during the week, this will be signed for the following day.

5.6 Contravention:

- If a contractor does not abide by the rules of the Estate, they may be refused entrance to the Estate.
- If a complaint is received regarding a visitor not abiding by the rules and regulations the Estate Manager will contact the Owner responsible for the visitor.
- If a complaint is received regarding a Owner /contractor not abiding by the rules the Estate Manager will try and resolve the complaint with a visit or phone call. If the complaint cannot be resolved the Estate Manager will then contact a Trustee to assist.
- If not resolved by the assigned Trustee, information of complaint will be provided to all Trustees for further action.

6 Annexures

- A. Waiver form
- B. House rules – Regulations
- C. Visitors/owners log
- D. Incident log
- E. Memo to all contractors

THE HOA AND THEIR REPRESENTATIVES, IN TAKING THESE PRECAUTIONS AND IMPLEMENTING THESE CRITICAL STRATEGIES, REACTION PLANS AND PROPOSALS IN GOOD FAITH AND DILIGENCE DO NOT ACCEPT ANY LIABILITY WHATSOEVER FOR ANY INJURY OR DEATH OF ANY PERSON OR THE LOSS OR DESTRUCTION OF OR DAMAGE TO ANY PROPERTY, WHETHER ARISING FROM FIRE, THEFT OR ANY OTHER CAUSE WHATSOEVER AND BY WHOMSOEVER CAUSED OR ARISING FROM NEGLIGENCE OR GROSS NEGLIGENCE BY THE HOA AND OR THEIR REPRESENTATIVES OR ANY EMPLOYEES. BY ENTERING THESE PREMISES, YOU OR YOUR HEIRS, EXECUTORS AND ADMINISTRATORS ALSO AGREE THAT YOU WILL INDEMNIFY THE HOA AND THEIR REPRESENTATIVES AND HOLD THEM HARMLESS AGAINST ANY CLAIM WHICH MAY BE MADE AS A RESULT OF SUCH LOSS, DAMAGE, DESTRUCTION, DEATH OR BODILY INJURY.