

KINDLEWOOD SECURITY PROCEDURES

The Kindlewood Development 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 Kindlewood, together with the home security arrangements made by each resident and which may include an Armed Response company of the resident's own choice, 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 roving 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 Kindlewood Management 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 development is by means of an electronic access control system which can be activated using remote transmitters or proximity discs 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 access remote 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

Residents purchase discs from the Kindlewood Management 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 Management Association.

In the case of a disc being lost or stolen, you must report to the Management 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 press a button on a remote hand held access transmitter 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 will have requested that you be allowed to enter.

If you are an unexpected visitor, security will check with the resident that your visit is in order. The resident must be at home for you to be allowed to enter.

All visitors will sign the visitor's book, giving their name, vehicle registration, address being visited and number of visitors in the vehicle. A visitor's card will be issued to the driver. This will be returned to security when you leave.

Security will note the number of visitors leaving and the driver will sign the visitor's book. Should the number of visitors entering and leaving in the same vehicle be different, security will contact the resident and note the explanation.

All visitors 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, 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 development 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, this person will apply for and 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 anyone/company appointed to construct buildings, do alterations or maintenance to houses or property and installations of any kind related to property and equipment.

All contractors must be registered through the Kindlewood Management 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 is an authorised access disc holder.

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 visitors disc will be issued so that they can use the turnstiles.

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

To register as an approved contractor :

An application form must be completed at the Management 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.
6. Passport size photographs of the applicant.

On correct completion of the form :

1. For a long term contract, a proximity disc will be purchased for each individual. Access will be allowed for the following hours :

Monday to Friday 06.00 to 17.30

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 visitors disc for access through the turnstile.

3. No weekend or public holiday work will be permitted.

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. The passengers will enter through the pedestrian access by each presenting their access disc. 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:

A temporary permit, correctly authorised, must be presented with the names and ID books of each of his labourers, a visitors disc will then be issued to allow access.

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

See section "Employees of Residents".

Contractors are not permitted to walk around on Kindlewood 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 Kindlewood Estate Management Association.

4. **EMPLOYEES OF RESIDENTS**

All domestic employees of residents must be registered and purchase an access disc for entry to the Kindlewood Estate. The registration will take place at the Kindlewood Management Association office.

The disc will be valid for one year, from January to December. Domestic employees 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, ie. ELECTRICITY, WATER, REFUSE REMOVAL, SEWER, TELKOM**

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 you need to contact an emergency service (for example fire or ambulance), 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 after meeting with the security manager.

11. **ESTATE AGENTS**

1. Only agents and agencies accredited by Moreland or the Kindlewood Management Association will be allowed on to the estate.
2. The agent will be required to complete the proximity disc application form and submit to Moreland's Sales Manager. Once approved, this application form is forwarded to the Kindlewood Management Association who will arrange the access upon purchase by the agent, of a proximity disc.
3. Agents are only allowed access to the estate between the following hours :

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

4. The following rules apply to agents either selling a completed unit or selling off plan :
 - (a) The agent will be accompanied by a second accredited agent from the same company, or an assistant who will sign in as a visitor.
 - (b) The assistant will ferry prospective buyers to and from the gatehouse while the agent remains at the show house or show site.

- (c) All clients will park outside the estate.
- (d) Prospective buyers will not be allowed to enter the estate unless accompanied by an accredited estate agent or assistant.

12. **DISCLAIMER**

While every effort will be made to provide a safe and secure environment, the Kindlewood Management 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 Kindlewood Management Association against any claim by his family or invitees.

KINDLEWOOD ESTATE MANAGEMENT ASSOCIATION
PROXIMITY ACCESS DISC APPLICATION FORM



SURNAME _____
 FIRST NAME _____
 ADDRESS _____

ID NUMBER _____
 TEL. No. (W) _____
 (H) _____
 (C) _____

APPLICATION TYPE :

RESIDENT	<input type="checkbox"/>	ESTATE AGENT	<input type="checkbox"/> *
RESIDENTS' EMPLOYEE	<input type="checkbox"/>	ESTATE MANAGING AGENT	<input type="checkbox"/> *
MANAGEMENT ASSOCIATION STAFF	<input type="checkbox"/>	ACCESS DEVICE REQUIRED :	
CONTRACTOR	<input type="checkbox"/> *	DISC	<input type="checkbox"/>
DEVELOPER	<input type="checkbox"/> *	REMOTE	<input type="checkbox"/>
ARCHITECT/ENGINEER	<input type="checkbox"/> *		

*** COMPANY DETAILS :**

NAME OF COMPANY _____
 ADDRESS _____

TELEPHONE No. _____

I HEREBY ACKNOWLEDGE THAT I HAVE READ, AND AGREE TO ADHERE TO THE "KINDLEWOOD SECURITY PROCEDURES" AND SHOULD I CONTRAVENE THE PROCEDURE, I WILL BE LIABLE FOR A FINE/EXCLUSION OR BOTH.

SIGNATURE _____ DATE _____

DISCLAIMER : WHILE EVERY EFFORT IS MADE TO PROVIDE A SAFE AND SECURE ENVIRONMENT, THE KINDLEWOOD MANAGEMENT ASSOCIATION SHALL NOT BE RESPONSIBLE OR LIABLE FOR ANY CLAIMS WHICH ANY MEMBER, HIS FAMILY OR INVITEES OR ANY CONTRACTOR MAY HAVE VOR PERSONAL INURY 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 KINDLEWOOD MANAGEMENT ASSOCIATION AGAINST ANY CLAIM BY HIS FAMILY OR INVITEES.

OFFICE USE ONLY

ACCESS LEVEL ASSIGNED _____

AUTHORISATION :

DATE ISSUED _____

PROCESSED BY :

CHECK LIST COPY OF ID

NAME _____

PAYMENT

SIGNED _____

CONTRACTOR'S PHOTOGRAPH

DATE _____

AUTHORISED BY :

NAME _____

SIGNED _____

DATE _____

CONTRACTOR'S PHOTOGRAPH
 ATTACHED