19 April 2024

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The Owners
Garnet Place Body Corporate
3 Vallei Street
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Per email/hand delivery

Dear Owner,

RE: STANDARD OPERATING PROCEDURE TO BE FOLLOWED BY SECURITY

- When a visitor arrives at the entrance he/she must identify themselves and provide a reason, name and unit number of whom they are visiting.
- Visitor must sign the register upon entry with the unit number of the resident (Name and surname and cell phone number must be recorded).
- Security should ask the resident for the unit number upon their arrival at the entrance to see if it corresponds to the number on the register.
- The resident of the unit must come down to collect the visitor and sign the register.
- When the visitor leaves – they need to sign out.
- **Visitors may not bring weapons (knives or guns) or drugs – random searches may be performed to check bags / person.**
- **Visitors are to park in the road. <u>NO PARKING</u> is available inside of the building for visitors.**

B. GENERAL RULES FOR <u>ALL</u> VISITORS

- No Visitor/s must be allowed to loiter in parking bays or between parked cars. Or any other common property including the Security Room and Bin Room
- No visitor/s should be allowed to use the common property ablution facilities (security).
- No Contractor must be allowed onsite without written consent or an emergency exemption granted by the managing agent/trustees
- No Contractor must be allowed onsite on a Weekend (Sat & Sun) as well as Public holidays, unless written consent has been obtained, or the nature of the contractor is in dealing with an emergency such a plumbing or electrical (verbal consent must be obtained from a trustee or managing agent)

C. NOISE MANAGEMENT AND GENERAL CONDUCT

- Silence must be maintained during the following hours: -
    a) Between 22h00 and 07h00 from Monday to Friday;
    b) Between 22h00 and 09h00 on Saturday, Sunday and on public holidays.

- Security must monitor and request tenants to refrain from transgressing and to adhere to the conduct code rule (related to noise)
- Noise complaints must be reported via email by security to the Managing agent who will take the appropriate action.
- No excessive noise may be created at any time. Noisy tenants shall be warned after the first transgression, thereafter a fine shall be imposed. Fines to the value of R500 shall be imposed on the **OWNER's** account.

D. PARKING

- Only vehicles belonging to owners/tenants must be parked in the allocated bays, security to ensure compliance.
- Where a tenant has hired a bay (security must be informed) and visitors to that tenant/owner will be allowed to use that bay should the parking bay not be in use. In this instance the owner/tenant should allow access to the visitor and direct them to the appropriate parking bay and escort them to the unit they are visiting. Visitors are not permitted to access and leave the premises on their own.
- Where a tenant and owner has made a private arrangement for the use of a parking bay the Owner must in writing inform the Managing agent of such arrangement. This in turn need to be communicated to the Security team. Changes to arrangements must be communicated to the Managing agent in writing.
- No Parking In front of Staircases. Security is to approach the transgressing party and request that the vehicle be moved. The incident must be recorded in the OB book with time, date and person spoken to. Security management team must inform the Managing agent, Where-upon the Office must address this in writing with the party (ies) concerned.

E. BINROOM: REFUSE DISPOSAL/ FURNITURE DUMPING

- Security must be alert to any person entering the bin room and where and how refuse is being disposed of. Tenants/owners must reasonably dispose of refuse using the bins that are provided.
- Security must note when refuse is not correctly disposed of, time and date must be noted in OB book.
- No Furniture, Electrical Appliances, Old Bedding, Carpets, Chairs, etc. must be dumped in the refuse/bin room. The above procedure must be applied.
- No person shall remove bins from the Bin/Refuse room without consent. Security must address this in real time and refer to a trustee/Managing Agent to resolve.

Community living requires a heightened sense of neighbourliness as well as an awareness of and compliance with the rules and regulations by all residents in an effort to create a harmonious and pleasant lifestyle

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Copies of the regulatory documents are available on request.

Sincerely,

Naadir Sivai | Senior Property Manager | Broll Property Group