

## Introduction

This document is to serve as guideline for all role players concerned with Meadow Ridge Estate security. This would include residents, visitors and especially security “officers.” As security is the primary reason for all of us to be involved with the Estate it is expected of every role player to abide by these principles. Actions that undermine the security of the Estate will under no circumstances be tolerated. Any incidents or evidence of security breach should be reported to the Directors of the Estate although it is preferred that incidents be reported directly to the Director involved with security. The following principles and rules apply;

### 1. **Access Remotes and behavior towards Security Officers**

All residents must obtain remotes from the ESTATE MANAGER of the estate against payment of the prescribed fee.

The prescribed remotes in the Meadow Ridge Estate are the green Smart 2, two button remotes. Note that these are the only remotes that can be programmed for the receivers used, and all other types of remotes are illegal and cannot be programmed to the receivers.

Abusive or impolite behavior towards the security officers will be dealt with severely. The security of the estate primarily depends on the confidence and positive attitude of the security personnel and any actions that undermine this will not be tolerated.

### 2. **Categories and procedure:**

#### 2.1 **Owners:** All owners, whether resident or not, are entitled to remotes.

Owners arriving at the entrance gate without remotes will follow the existing visitor’s access procedure.

Owners leaving the Estate must use their remotes. Owners attempting to leave without remotes will turn around and fetch the remote. A lost remote is a security risk. Remotes reported as missing or lost will be suspended, and the resident will need to obtain a new remote from the Estate Manager, at the prescribed fee.

#### 2.2 **Tenants:** All tenants are entitled to remotes.

Tenants arriving at the entrance gate without remotes will follow the existing visitor’s access procedure.

Tenants leaving the Estate must use their remotes. Tenants attempting to leave without remotes will turn around and fetch the remote. As a lost remote is a security risk, remotes reported as missing or lost will be suspended.

#### 2.3 **Visitors:** Access will only be granted after telephonic confirmation is received from the household.

Residents can refuse entry and SECURITY OFFICERS must be attentive of the actual answer they get over the phone. If there is no answer no access will be granted. Visitors calling on their own cell phones to owners will not be granted access, as we cannot confirm the validity of the call.

**See the Meadow Ridge Access Control Procedure.**

Infant children answering the phone cannot give authorization.

#### Directors:

Chairperson: François Doman. Hugo Du Preez. Annemarie Allers. Johan Badenhorst.  
Johan Engelbrecht. Vincent Keesenberg. Robert Kingsley Nick Janse van Rensburg.

#### Managing agent:

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Where access has been pre-arranged in writing, access can be granted. The registration number on the form must correspond with the registration number of the vehicle. All visitors will complete the visitor's register after their entry has been authorized.

**2.4 Gardening services:** Gardening services will be treated as visitors to a premises with the exception that their laborers will be signed in individually, same as gardeners. The normal visitor's procedure will be followed and all laborers are checked in with RSA ID documents.

**2.5 Deliveries:** All deliveries of non-building material will be treated as visitors.

**2.6 Delivery of building material:** The delivery of building material will only be allowed during "building contractor" hours as stated below in par. 2.7.

**2.7 Building Contractors:**

**(Definition:** "A Contractor is an independent person or company paid to render constructional building and repair work". This includes any constructional building or constructional repair work done to or on a residential stand-including general area, e.g. pavements). Building contractors should escort all laborers to and from the site in the beginning of the day and out of the site at the end of the day. All Sub-contractors will be seen as contractors in their own right. Contractors will only be allowed in the complex during the authorized building hours (Mondays to Fridays 07:00 to 18:00 and Saturdays from 07:00 to 14:00). No building contractor activities will be allowed on public holidays or during the builder's holidays in December and January. Working outside the prescribed hours will only be permitted after proper arrangement with the Estate Manager and / or Chairperson of the BOD.

**2.8 Laborers:** Each laborer will hand in his/her South African ID book. These ID books will be handed back at the end of the day when the laborer leaves the complex under supervision of the contractor. Food provision for laborers during the working day must be made by the contractor, as no laborers will be allowed to leave or enter the estate on their own. No casual wandering will be allowed in the Estate at any time and laborers found doing so will be escorted out of the Estate.

**2.9 Other Maintenance Contractor:** Maintenance Contractors (e.g. plumbers and electricians doing maintenance and repairs) will be treated as visitors.

**2.10 Emergency services:** All marked police vehicles, ambulances, and fire brigade vehicles and "Armed response" vehicles will be granted instant access by the guard using his security remote. The registration number or call sign of the vehicle will be noted in the occurrence book by the guard on entry or afterwards. If other vehicles block entry channels the exit gate can be used to give access to emergency vehicles. Emergency vehicles sounding sirens should be given the highest priority. An entry will be made in the occurrence book to explain the use of the security remote.

**2.11 Council services:** All marked vehicles of the city council should be granted access after signing in. The address visited or the type of service must be stated in the address column.

**2.12 Garbage truck:** The municipal garbage truck and its crew do not have to sign in as they are clearly marked. An entry will be made in the occurrence book to explain the use of the security remote.

**2.13 Domestic/garden assistants:** Residents must register domestic and garden assistants using the prescribed form. Domestic and garden assistants whom are not registered must be fetched by the resident at the gate. Only South African citizens or foreigners in

possession of a valid work permit will be registered. A domestic/garden assistant whose application is in progress will be treated like a visitor an updated list of applications in progress must always be available in the guardhouse.

**NOTE: The following apply to all categories of visitors;**

**IF THE TELEPHONE CALL IS NOT ANSWERD, THE SUCURITY OFFICERS WILL NOT PERMIT ENTRY TO THE VISITOR.**

**ALLVISITORS ALLOWED INTO THE ESTATE WITHOUT THE OWNER OR RESIDENT BEING CONTACTED SHOULD BE REPORTED TO THE ASTATE MANAGER CONCERNED.**

### **3. Security Officers**

- 3.1. Security officers are to be courteous and polite at all times are to be courteous and polite at all times.
- 3.2 All irregular incidents should be reported to their supervisor who in turn will convey important irregularities to the Estate Manager/Security Director concerned.
- 3.3 The Security officer on duty will only give access to emergency vehicles or the municipal garbage truck as stated in par. 2.10 and par. 2.12.

### **4. Unusual Procedures**

- 4.1. **Electricity cuts:** The generator will be started to continue the normal operating procedures, should there be any problems with the generator the following procedure must be followed:
  - 4.1.1. Report to supervisor immediately. Gates/Booms are to be "dislodged" and access blocked by on object or cone in each entrance exit.
  - 4.1.2 Both security officers are to be outside the guardhouse. Access/exit can be granted to owners/tenants/workers showing a resident remote. All visitors will signed in and access after telephonic authorization by the residence has been received.
- 4.2. **Telephone breakdown:** Report to supervisor immediately. The Director concerned or the Chairman should be notified immediately. Security officers should proceed with extreme caution before allowing any access.
- 4.3. **Large delivery trucks:** The truck will proceed though the booms while the guard operates both booms manually. Both booms must be opened. The same procedure must be followed for vehicles with trailers etc.
- 4.4. **Show Houses:** The Estate agent will present the details of the day on his/her official letterhead, to the security officers on duty for the day. All prospects buyers arriving at the gate for show house(s) will be treated as visitors and will complete the visitors register.
- 4.5. **Distribution of advertisement or pamphlets:** No distribution of advertisements or pamphlets of any kind allowed in the Estate by hand, door to door or whatsoever.

### **5. Emergency procedures.**

- 5.1. **Troublesome visitors:** Call supervisor and note the vehicle particulars. From previous experience it was found that troublesome visitors were actually trying to gain access to the complex illegally without being related to anybody inside.

- 5.2. **Suspicious persons:** Note full details and descriptions and contact **supervisor** or **SAPS**.
- 5.3. **Lost remotes:** All lost remotes of whatever nature should be reported to the Estate Manager immediately so that the lost remote can be suspended. Remote holders will be held responsible for any misuse of their remotes.
- 5.4. **Unauthorized forceful entry:** The gates must be closed manually and the security control room and Estate Manager are informed immediately.
- 6. **Security fences:** The security fences are our second most important security asset. All residents residing on the border stands are responsible to check the fences regularly and remove any plant material from the fence. Plants touching the fence will cause short-circuiting and render the fence ineffective on that section of fencing. Any malfunction or short circuit (normally indicated by sparks) should be reported immediately to the security guards or the Estate Manager/Security Director.
- 7. **Cameras:** CCTV Cameras are installed on strategic positions in the Estate to monitor the most activities in the Estate. All motion are recorded and stored for 5 days. Play back of a certain camera, at a certain time and date is possible. The cameras in operation are 4 PTZ cameras which can be controlled by the Security Guards in specific situations and incidents, and 5 static cameras which are situated in and around the Guard House area.
- 8. **Registers:** All entries in entrance registers must be readable. If a visitor writes in an unreadable way in the register the guard must ask him politely to rewrite in a readable handwriting.
- 9. **Emergency numbers:**

Estate Manager.	082 920 9082.
Guard Room.	082 642 3818.
Brinant Security.	0861 17 43 43.
Police.	071 675 6406 / 10111.
Ambulance.	0861 086 911.
Metro Police.	012 358 7095/6.
Fire.	012 310 6300 / 012 310 6400.
Electricity.	0801 111 556.
Water.	012 358 2111.