



MEYERSDAL ECO ESTATE ACCESS REQUIREMENTS

MEYERSDAL NATURE ESTATE HOMEOWNERS ASSOCIATION

(Association not for gain registered under the provisions of Section 21 of the Companies Act (Act No 61/1973), as amended)

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1. RESIDENTS/TENANTS

1.1 Registration

Residents/Tenants must register themselves and all family members/employees residing with them on the Estate. Anyone needing to use the turnstile/boom gate access must register on the Entry Pro Biometric Access System at reception area.

Only permanent residing residents/tenants/family members/employees living in and other day/part time employees will be registered on the biometric system. Visitors/Service Providers/Deliveries must obtain a code from the resident/tenant to enter/exit the Estate.

1.2 Main Gate Access (Vehicle/s not registered to a Stand)

Residents/Tenants arriving per taxi/uber or other means must enter at the Main Gate and obtain a code via the Entry Pro App/SMS facility. The driver of such vehicle must use this to obtain access/exit to the Estate and he/she must have a valid driver's license and the vehicle a valid vehicle license and if not in order access will be denied.

Residents/Tenants are not allowed to get out of the vehicle to use their fingerprint to open the boom gate as such action will result in no exit code being available for the driver to leave once the passenger/s have been dropped off.

Residents/Tenants using their fingerprint in such an instance will be regarded as bypassing Security Protocols for which a penalty of R2 000,00 per incident will be issued.

1.3 Soetdoring Gate Access

Soetdoring Gate access is for permanent Residents/Tenants/Employees residing with them only and NEPAD Registration is required for all vehicles using the Soetdoring Gate. No tag means no access as Security exercises a zero-tolerance approach as per Board instruction.

The same applies for any taxi/uber or people being dropped off at this gate. Access will be denied. The driver or person/s dropped off must use the Main Gate to gain access/exit the Estate (Section 1.2 applies).

NB// No Visitors/deliveries/service providers are allowed access/exit at the Soetdoring Gate!!

1.4 Pre-Clearance Codes

Residents/Tenants must provide Pre-Clearance Codes via SMS/Entry Pro to all visitors to their stand.

1.5 Residents/Tenants Responsibility – Estate Governance Requirements

Residents/Tenants are responsible to ensure that all visitors/deliveries/service providers are informed of the Estate governance requirements i.e. for access, speed restrictions, danger of free roaming game, etc.

Residents/Tenants must ensure their visitors/deliveries/service providers are aware of penalties for transgressions. Furthermore, visitors/deliveries/service providers remain the responsibility of each resident/tenant to the specific residence granting access/exit.

1.6 Tailgating

Anyone gaining access/exit via tailgating or other unorthodox means will receive a penalty of R2 000,00 per incident.

1.7 No Hooting Allowed

Hooting is not allowed at the entry gates to coerce the Security to open the gates. Again, Zero-tolerance applies, and penalties will be issued where the transgressor/s can be linked to a specific residence.

2. RESIDENTS/TENANTS

An Employee is anyone working part time/full for a Resident/Tenant as domestic/gardener /driver/au pair or other and must be registered with HOA in order to gain access/exit on the Estate.

2.1 Registered Employees

Only Registered Employees may gain access/exit to the Estate via the turnstiles or if they have their own vehicle, they may gain access/exit via the booms or if they make use of the Estate-bus they may gain access/exit via the turn stiles.

2.2 Unregistered Employees

Employees not registered with the HOA must be collected by a vehicle outside the Estate Entry Gates by the Resident/Tenant and when the job is completed must leave the Estate in the same way.

The Estate is a security gate access-controlled Estate, therefore unregistered employee/s are not allowed to enter/exit on their own accord, nor make use of the Estate-bus for transport.

3. PRE-CLEARANCE CODE - VISITORS/DELIVERIES/SERVICE PROVIDERS TO RESIDENCE

3.1 Vehicle and Driver License Requirement

Residents/Tenants must provide a Pre-Clearance Code to Visitors/Deliveries/Service Providers to allow access/exit to the Estate. All vehicles entering must have a valid License Disc and the driver must have a valid Driver's License. These will be scanned in by the Security prior to entry and on leaving the Estate.

If a valid license disc or driver's license cannot be produced, the Resident/Tenant may collect their visitor/s from the Main Gate in their vehicle. The visitor's vehicle will be parked at the designated Clubhouse parking area, as indicated by Security, and such vehicle will not be allowed to enter the Estate beyond this. Failure result in a R 2000 penalty for bypassing security protocols.

3.2 Pre-Clearance Code Requirement

Visitors/Deliveries/Service Providers arriving without a Pre-Clearance Code will queue while Security calls a registered contact person/s to authorize such access and if contact cannot be established with the Resident/Tenant, entry will be denied.

Such access results in unnecessary waiting/delay for the visitor as the Resident/Tenant may not be close to their cell phone. Cell numbers of Residents/Tenants not registered on the system will not be allowed to authorize access to the Estate.

3.3 Resident/Tenant Responsibility for Visitors Allowed

The Resident/Tenant/Designee assumes full responsibility for the actions of anyone they allowed access into the Estate. Should the visitor/s cause any transgression in accordance with Estate Rules and Regulations, or if damages occur to any property within the Estate, the Resident/Tenant will be held liable for any penalty issued to said visitor as per HOA Rules.

3.4 Access/Exits at Different Gates

Visitors/guests must use the Main Gate for entry/exit always and Delivery Services/Service Providers must use the Contractor's Gate during normal office hours, and the Main Gate after-hours and on public holidays only.

Under no circumstances may access be granted to anyone not complying with these requirements, except for Government-type and Emergency Officials/vehicles requiring access.

4. VISITORS OF LIVE-IN EMPLOYEES – NON-RESIDENT PEDESTRIANS/CYCLISTS

4.1 Visitor/s in Vehicle

Residents must issue a Pre-Clearance Code on request by their Employee. If such visitor is not in possession of a Pre-Clearance Code, the person/s on the contact list will be called by Security to authorize access.

If contact cannot be established with anyone on the contact list, permission will be refused. If contact is established and permission granted, the same procedure as Item 3 above applies, i.e. Vehicle and Driver's License must be valid and scanned prior to allowing access to the Estate, Resident/Tenant assumes full responsibility for their employee's visitor/s and must ensure that the employee's visitor/s have an Exit Code when leaving.

4.2 Non-Resident Pedestrians/Cyclists

Non-Resident pedestrians/cyclists requiring access to the Estate must have a Code and provide a South African I.D or Passport or driver's license if a South African citizen, if an immigrant they must provide their Passport and Work Permit, and if an Asylum Seeker they must provide their Passport and Home Affairs Document.

The relevant details for the person being visited as well as the Stand Number will be recorded in the Access Control Register for reference. If not in order, access will not be granted.

5. CONTRACTORS/SERVICE PROVIDERS

5.1 Contractors/Sub-Contractors/Service Providers - Working Less than Three (3) Days

Contractors/Sub-Contractors/Service Providers working less than three (3) days will be issued with a Day-Pass at no cost by Security prior to entering. The same access Security Protocols

apply, i.e. the Resident/Tenant to provide an Access Code, Vehicle and Driver's License must be valid. All passengers must disembark at the Contractor Gate and enter through the turnstile and be in possession of a South African I.D, driver's license or Passport if a South African citizen, if an immigrant they must provide their Passport and Work Permit, and if an Asylum Seeker they must provide a valid Passport and Stamped Permit from Home Affairs granting permission to work in South Africa.

The same Procedure applies when leaving the Estate, i.e. passengers must disembark and leave through the turnstile while the driver exits through the boom gate after giving the correct Code to Security to activate the boom gate. Passenger/s will then be picked up outside the Estate.

5.2 Contractor/Sub-Contractors/Service Providers - Working Longer than Three (3) Days

Contractors/Sub-Contractors/Service Providers working more than three (3) days must register on the Biometric System according to the normal Contractor Rules. Service Providers visiting the Estate more than 3 times/repeatedly during the year must register on the Biometric System irrespective of the frequency, i.e. once per week or every second month, etc.

The following requirements apply as stated in Item 5.1 for South African Citizens a South African I.D, driver's license or Passport, if an immigrant they must provide their Passport and Work Permit, and if an Asylum Seeker they must provide a valid Passport and Stamped Permit from Home Affairs granting permission to work in South Africa.

No/Incomplete Documentation as per Requirements results in no access!!!

6. SECURITY SEARCHES

- 6.1 The Estate maintains the prerogative to execute Safety and Security drills/searches of person/s and/or vehicle/s at any time whether for training, control, or to assist where incidents occurred on the Estate.
- 6.2 Security Officers are trained to act professionally and courteously during these Safety and Security drills/searches and the HOA expects everyone to co-operate.
- 6.3 Persons are encouraged to lodge complaints with the Security or Estate Manager in writing should they experience any rude or unacceptable behaviour during such Safety and Security drill/search. An investigation into the complaint will be carried out and/or corrective action taken, and feedback provided to the complainant and the Security Committee.

7. ENTRY PRO ACCESS/EXIT PROCEDURE

7.1 SMS Pre-Clearance Codes Instructions

An Access/Exit Code can be requested via SMS to the number **083 251 5338** using the keyword **"ME"** followed by a number ranging from **1 – 30 MAX** depending on the number of entries and exits you require.

Example: **"ME1"** will give you one (1) Code for **one (1) Entry** into the Estate and **one (1) Exit** from the Estate

“ME30” will give you one (1) Code for **thirty (30) Entries** into the Estate and **thirty (30) Exits** from the Estate

If your visitor/guest is already in the Estate and only needs an Exit Code, SMS **“ME” ONLY** without a number. If your use **“ME”** followed by a number, an Entry and Exit Code will be generated by the system which will not allow your visitor/guest to exit as an “exit before entry error” will be displayed.

7.2 Entry Pro APP – Pre-Clearance Codes

7.2.1 Install Entry Pro APP

Download the **“Entry Pro”** APP using either the App Store for Apple devices or Google Play Store for Android devices.

The following three (3) steps are very important to ensure the APP works correctly:

1. Once you have installed and opened the APP, a Notification will pop up asking you to allow Entry Pro to make and managed phone calls. Select **“ALLOW”**.
2. The APP will ask you to allow Entry Pro to access your device’s location. Select **“ALLOW”**.
3. It will then say Entry Pro would like to send you Notifications. Select **“ALLOW”**.

Once these three (3) steps are completed, you will be asked to verify your cell number and e-mail address. Type in the information and select **“Verify my details”**.

An OTP number will be sent to your phone. Enter the OTP number and select **“Confirm OTP”**.

You will be asked to enter your First Name and Last Name. Type this information in the fields and select **“Next”**.

The following prompt will request to create a Pin Code for security. Enter Pin and select **“Create my pin”**.

The Entry Pro APP is now ready to use as you require.

7.2.2 Creating Codes

To create Code/s you will need to select **“Request Access Codes”** and choose either **“Contractor”** or **“Visitor”** depending on your requirements.

Choose the date when access/exit is needed and select the number of entries and exits as you require. Select **“Submit Code Request”**.

Your Access Code will now appear on your screen.

Choose **“Share”** to send this Code to your Contractor/Visitor/Guest and choose one of the following information you want to share with them:

- Share this code only.
- Share code with my stand location.
- Share code with the Estate info.

- Share my stand location.
- Share the Estate info.

Select **“Done”** and choose which platform to send it through e.g. SMS, WhatsApp, email, etc.

Select **“I’m done here”** when the code has been sent to all i.e. Contractor/Visitor/Guest.

If your visitor/guest is already in the Estate and only needs an Exit Code, select **“Request Exit Only”**. If you use **“Request Access Codes”** an entry/exit Code will be generated by the system which will not allow your visitor/guest to exit as an **“exit before entry error”** will be displayed.

8. CONTROLLED ACCESS/EXIT

Controlling access into the Estate is for the safety and security of all Residents/Tenants as this affects everyone’s well-being. We pledge the support of all Residents/Tenants to comply and support the initiatives of our Security Committee always.