



## USE OF THE SOETDORING GATE

Residents must note that the use of this gate are mainly for permanent residents/tenants residing on the Estate and with a few exceptions i.e. employees like personal drivers and or au pairs or medical staff living with residents. In the case of the latter, formal permission must be obtained from the security committee before such person will be authorized to use this gate and then access will still only be allowed for a vehicle that was fitted with a NEPAD sticker.

Please note that **all vehicles using the gate must have a NEPAD sticker** to enter or exit and any tailgating or waiting outside for a vehicle to exit and then quickly drive in is regarded as bypassing security protocols penalizable with R 2000 per incident. The same applies to any resident using his/her fingerprint to open the boom gates for visitors, deliveries or anyone else or security doing the same.

Be aware that camera footage will be used as evidence to address such transgressions.

If a resident possesses **multiple vehicles each vehicle must be fitted with a NEPAD sticker** to allow it to use the top gate. If a rental vehicle is used for a few days arrangements must be made prior with the Estate Manager to facilitate and monitor access with the assistance of security and camera footage. Again, such permission is for a few days, not indefinitely.

In case like death/funerals or any other unusual circumstances residents can apply to the Estate Manager for permission to allow vehicles to enter/exit the gate and suitable arrangements can then be made with security to in a controlled manner assist such families.

Cognisance must be given that we deploy only one to two guards at the gate most of the times who cannot observe and execute multiple tasks when faced with many vehicles and therefore we reduced bulk traffic through this gate other than the main gate where there are always guards in abundance to attend to all. Additional guards can be placed but at additional costs to all.

Residents are requested to not allow their visitors to park outside this gate as it creates a security risk in that the security guards cannot distinguish between villain or friends when a vehicle park to observe, wait for an opportunity to tailgate or to wait for a resident to come out and fetch them. We pledge cooperation as it is for everyone's safety!!

Your assistance to use the gate as per set rules will be highly appreciated as it is not new rules, but it is abused by some thereby endangering others and unreasonably put additional pressure on security who try to give service delivery to all residents/tenants.

## **PRE-CLEARANCE ACCESS CODES & EMPLOYEE REGISTRATION**

**An appeal is made to issue pre-clearance access codes for main gate visitors/deliveries** as it reduces delays at the gate where queues of vehicles are often caused by visitors waiting for voice clearance where the resident called do not answer his/her phone immediately or not at all causing the guards to try and call the second dedicated contact person hoping that he/she will eventually answer. This cause visitors who do have codes to wait in the queue till such calls is answered and access is granted.

**Residents are urged to register all domestics/gardeners and or other workers** on biometrics even if they are on probation as it is at no cost and to disable access to such a person one simply make one call to reception to instruct access to be blocked.

Police have repeatedly warned that in most cases made on estates the single most hampering factor in investigations is that there is no information or contacts for the person they need to question or investigate when such people are not registered on the data base of the estate.

