



MEYERSDAL

ECO-ESTATE | LANDGOED

DATE: 27 SEPTEMBER 2022

TO: ALL RESIDENTS

WARNING!!! USE OF THE SOETDORING GATE -REISSUE 4.

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

Please note that **all vehicles using the gate must have a NEDAP 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.

Security was instructed by the Security committee not to open the Soetdoring gate for non-complying residents, to issue the required penalties to transgressors, and refer them to the Estate Manager who will arrange a meeting with trustees to resolve matters. Penalties will be escalated for repeat offenders.

Residents must stop abusing security who refuses to open the gate if the resident does not comply with requirements as the ongoing overriding of the gate causes the control drive to go out of sequence and the gate to break down. Be aware that camera footage will be used as evidence to address such transgressions.

If you experience a problem with the vehicle NEDAP tag please report it to security or reception soonest to allow us to assist either by re-activating the code, getting technicians to assist, or replacing a faulty access tag.

If a resident possesses **multiple vehicles each vehicle must be fitted with a NEDAP 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. Vehicles without registration numbers will not be issued with activation tags and hence will not have access to this gate. Again, such permission is for a few days, not indefinitely.

In a 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.

Cognizance must be given that we deploy only one to two guards at the gate most of the time 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.

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 putting additional pressure on security who try to provide service delivery to all residents/tenants.

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 does not answer his/her phone immediately or does not at all causing the guards to try and call the second dedicated contact person hoping that he/she will eventually answer. This causes delays to visitors who have codes to wait in the queue till such calls are 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 makes 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 database of the estate.

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ESTATE MANAGER