



# SECURITY

## POLICY AND PROTOCOLS

### **Introduction**

The Directors may from time to time issue guidelines concerning access to the Estate and all other security related matters.

The principle of access control to be applied is that some form of identification will be required before access will be permitted.

Security is of paramount importance in our lives whether it is for us personally or for our possessions. Hence we go to great lengths to ensure maximum security in the Estate. Every time security protocol is not followed and regulations are broken, it makes it easier for criminals and others to do the same.

Security is an attitude. Please be aware that you need to apply and enforce security regulations for the security system to operate satisfactorily and effectively.

Although residing in the Estate is, relatively speaking, more secure than the suburbs, we should not off-set this advantage by being lax about our security measures, as they affect our homes and living environment. There is no guarantee that the Estate security systems will be totally effective in preventing intrusion into the Estate or crimes being committed within the Estate, therefore residents should ensure that the security of their own homes, such as the installation of alarms and cameras, is not neglected.

Security personnel have a difficult and unenviable task. Everyone's support and cooperation are expected. Rather than being obstructive or abusive towards the security staff when they are carrying out their prescribed duties,

residents should display a positive and supportive attitude towards those whose loyalty and attitude towards the people they are employed to protect, will in turn be enhanced.

### **Protocols**

1. The Estate will be manned by security, 24 hours a day, and patrolled on a random basis.
2. Every owner/resident must request visitors to adhere to the security protocols and treat the security personnel in a co-operative and courteous manner.
3. Residents may not issue instructions to Security Personnel. Any comments/suggestions regarding security must be taken up with the Estate Manager or the Board of Directors.
4. Every owner/resident must also ensure that contractors and others in their casual employ adhere specifically to the security stipulations contained in the Estate Conduct Rules and Penalties Schedule. Contractors, employees, domestics and visitors not adhering to the security regulations will be denied access to the Estate.
5. All new Owners/Residents must report to the Estate Manager to complete all the required documentation prior to gaining access to the Estate. Failure to do this will result in access being denied for Owner/Residents and their visitors.
6. If there are any subsequent changes to personal information it is incumbent on the Owner/Resident to advise the Estate Manager and the Managing Agent in writing.
7. Access cards may not be utilized by anyone other than the Owner and registered user, nor may they be loaned to other persons.
8. Visitors to the Estate must be in possession of a valid Driver's Licence and Vehicle Licence Disk before access will be granted. The visitor's host will be contacted by Security on the ClickOn Access Control System to allow access.
9. All permanent Domestic Staff and Gardeners are required to be registered before employment. Any Owner/Resident wishing to employ such staff must report to the Estate Manager to complete the necessary registration

procedures. A charge for such registration (as determined from time to time) must be paid at the time of registration.

10. The Home Owners Association recommends that, as a further security measure, all owners install an alarm system and/or panic button as soon as possible after completion or taking occupation of their homes. The system may be linked to any of the approved Response Companies but preferably to the Security Company providing Estate Security so as to ensure rapid response from onsite security in the event of a problem.
11. Residents on the perimeter wall are responsible for keeping any overgrowth clear of the electrical fence. Residents on the perimeter fence must advise any visitors of the dangers pertaining thereto.
12. Should buyers of property within the Estate wish to enter the Estate to inspect such property, they shall make such arrangements with one of the accredited Estate Agents.
13. Contractors, sub-contractors, workers, domestics, gardeners and others must enter through the designated pedestrian access turnstile at the gate in accordance with the designated security provisions in force at the times of entry.
14. Residents should not hesitate to report any suspicious person or activity noticed, to the Security Staff, Estate Manager or a Director.
15. All owners must adhere to the rule that only small gifts of food or non alcoholic beverages may be given to the Security Guards. Under no circumstances may Security staff be given any alcohol whether they are on or off duty.
16. Owners\Residents are encouraged to report any Security concerns they may have directly to the Estate Manager, Security Director or any other Director.

This document should be read in conjunction with Section 7 of the Estate Conduct Rules and Penalties Schedule available on the Estate Website.