

Avonddans Estate

Standard Operating Procedures (SOP) for access control at the Bekronendreef entrance and exit gate to the Estate

Index

No	Clause heading	Paragraphs	Page
A	Introduction	1 - 5	2
B	Definitions	6 - 25	2
C	Owners and residents' responsibility	26 - 29	5
D	Vehicle access, excluding trucks	30 - 38	5
E	Access for trucks delivering building materials	39 – 41	6
F	Access for residents	42 – 43	7
G	Access for day visitors	44 – 45	7
H	Access for long stay visitors	46 – 47	7
I	Access for contractors performing emergency repairs	48 – 51	7
J	Access for contractors performing minor repairs	52 – 56	8
K	Access for employees/workers of residents	57 – 61	9
L	Access for casual labourers	62 – 65	9
M	Access for building contractors	66 – 73	10
N	Access for estate agents	74 – 78	10
O	Access for courier and parcel delivery services	79 – 81	10
P	Access for ambulances, police, municipality workers and residents' private security service providers	82	11
	Appendix A – Compliance rules for trucks delivering building material in respect of length and payload		12
	Appendix B – Fees for E-tags and facial registration		13

A. Introduction

1. This document, SOP for short, contains the access control procedures for Avonddans Country Estate – and Avonddans II Homeowners Associations, applicable to the security service provider, owners, and residents of both Homeowners Associations (HOA's) for both vehicles and people entering the Estate. Changes to SOP and its daily will be carried out by the joint Committee consisting of certain members of the Trustee Committee of ACE and AVD II.
2. The access – and exit control system and procedures at the Kiewiet Street shared entrance to the Estate onto Bekronendreef Street is the most significant element of assurance for residents to keep unwanted persons on the outside of the Estate. The investigations into security breaches supported by a proper audit trail, corrective actions for continuous improvements of access and exit controls at the gate and a limitation to the discretionary decisions of the guards are also important considerations. Security at the entrance gate is only as good as the ability of residents as well as the security service provider to comply diligently with the access control procedures of this SOP.
3. The different categories of visitors (service providers, building contractors, employees of residents, delivery vehicles, casual labourers, family, and friends), whether inside a vehicle or on foot, lead to different types of security risks. The SOP will, therefore, have different rules for each of the categories, including residents and owners. The latter group is also a security risk when they fail or refuse to comply with the rules. Vehicles enter and exit through the booms and the gates and pedestrians through the turnstile.
4. Visitors who fail to comply with the SOP rules risk having their access cancelled by the relevant Homeowners Association Committee and only re-instated upon payment of the registration fee per Appendix B to this SOP.
5. Residents who fail to comply with the SOP rules run the risk of having a penalty imposed by the relevant Homeowners Association Committee.

B. Definitions and interpretations

6. A vehicle's **empty weight (Tare Weight)**, refers to the empty weight excluding the load. The **Gross Vehicle Mass (GVM)** is the vehicle's total weight, including the certified load to be transported. The **Payload** of a vehicle is the GVM minus Tare Weight. The **total axle load** refers to the GVM of the vehicle or trailer divided by the number of axles and the **wheel load** is obtained by further dividing the axle load by the number of wheels per axle. Both GVM and Tare weights are printed on all license disks of all vehicles.
7. **Owners** are the registered owners of erven as per the title deed of the property. Owners can therefore be a natural person or persons or a Trust, a Company, or a Closed Corporation. The latter three types of owners are referred to as legal entities and these entities must give a proxy

to a natural person to represent them for the purpose of granting access to the Estate. An owner can be the resident of a dwelling or house on the Estate but could also be a non-resident of a house or dwelling on the Estate. A vacant property on the Estate cannot have a resident. From an access and exit point of view, owners are divided into permanent residents and owners that are not permanent residents, which consists of owners of vacant stands and owners letting out their houses. The latter owners do not access and exit the Estate daily so the E-tag for vehicles will not be used for access and exit control purposes.

8. **Residents** of a dwelling are all the natural persons residing permanently in the dwelling on the Estate, whether they are full-time living in servants, caregivers, domestic workers, children, parents, borders, friends, family members, or grandparents of the owners or tenants. It is the owner and tenants' responsibility to register and de-register all the residents of a dwelling belonging to him/her with security to enable unfettered access to the Estate for such residents.
9. **Tenants** are residents who reside in a dwelling belonging to the owner(s). It is the owner's responsibility to register new tenants with security and to deregister them at the expiry of the rental agreement. Once registered, tenants will be referred to as residents.
10. **Day visitors** are people e.g., friends and family, visiting residents for a day. They do not overnight on the Estate, and they do not carry out any work (repairs, maintenance, installations, cleaning) at the dwelling or erf they are visiting. People who visit the Estate to provide an owner or resident with a quotation, are treated as day visitors.
11. **Long-stay Visitors** are people, family or friends of residents or holidaymakers who stay overnight uninterrupted for at least 5 days up to 30 days at a time. Visitors who are not day visitors are long-stay visitors.
12. **Temporary, full-time employees and workers** e.g., gardeners, domestic workers, caregivers, and servants, are people with whom the residents have entered into an employer/employee relationship or agreement, whether for 1 day a week or full time and do not overnight on the Estate. Such persons will be referred to as **employees** visiting a particular dwelling on the Estate regularly, whether one day every week, one day per month or every day of the week.
13. **Casual labourers** are persons being brought onto the Estate by owners and residents in a vehicle(s) to perform work at their dwelling. A resident or owner is not allowed to bring a casual labourer(s) onto the Estate to work at multiple stands or dwellings. Every entry and exit for a casual labourer must be registered per property or dwelling by security, through the scanning of the person's ID card or passport, and linked by security to a stand number. A casual labourer is normally paid directly by and takes instructions directly from the owner or resident.
14. **Contractors** are people visiting a dwelling or common property of the HOAs to carry out maintenance and repair work, installation work, painting services, and garbage collection.
15. **Building contractors** are people visiting a property for the construction of a new house or for alterations/refurbishments to existing houses, for a period of up to 12 months. They include the main contractor, his direct employees, his sub-contractors and their direct employees who

normally work at a specific property for a maximum duration of 12 months. Building contractors perform a specific task, which is not repetitive year in and year out on the same property.

16. Garden **services- and house cleaning contractors** are people visiting the Estate or property at regular intervals or fixed dates or days of a month to perform garden- and cleaning services throughout a calendar year.
17. **Pedestrians** can be residents as well as employees of residents using the turnstile entrance/exit by foot.
18. **Emergency repairs** are in essence maintenance-related irrespective of the day of the week or hour, for example repairing an electrical fault, a water leak, a TV, a stove, a fridge, a garage door, a broken window or door, broken roof tiles causing a leaking roof of a dwelling occupied by residents.
19. **Minor repairs** can only be required by residents of a dwelling and examples are repairing a down pipe, a crack in a wall, painting of a house occupied by residents, repairing paving, laying instant lawn/replacing lawn, windows, doors, and other similar repairs at a dwelling occupied by residents.
20. The **Security System** consists of the hardware (booms, electric powered gates, full height turnstile, facial recognition readers card readers, computer, network video recorder, cameras, hand-held scanners, keypads, VOIP telephone to contact residents, UPS, and access control software. The software part of the system will store all the data of owners/residents, employees, contractors, and their workers that is required per Reg 1, Reg 2, Reg 3, Reg 4, Reg 5 and Reg 6 forms as well as facial recognition photo of all such individuals.
21. **Security staff** are guards provided by and in the employment of the security service provider to the Avonddans Estate HOA's.
22. The MYESTATELIFE **Visitor's module** is a piece of software which is part of the security system that runs on all smart mobile phones and the desktop computer at the entrance building via the internet and is accessed by owners/residents only to obtain an access code or QR code generated by the software that is used by visitors to gain access to and exit from the Estate by entering the code on the keypad or scan the QR code at the entry and exit gates given to them by the residents.
23. **Delivery vehicles** and their drivers as well as people inside or on the back of the truck are vehicles delivering building materials to a construction site or to a house where alterations are being done. Vehicles delivering any other goods, for example, furniture, parcels, etc., are treated as day visitors by the security system.
24. **Access information** means the particulars/details about, owners, residents, building contractor(s), employees and casual labourers' using or passing through the entrance/exit gate, as required by the attached Reg1, Reg 2, Reg 3, Reg 4, Reg 5 and Reg 6 forms.
25. **Facial recognition** is obtained through specialized cameras using facial recognition algorithms to determine if the face in two images belongs to the same person, e.g. the person registered on the system vs the person in front of the facial recognition reader.

C. Owners and residents' responsibility in respect of access control at the entrance to the Estate

26. Owners/residents give permission for access and exit through the security system for all people and vehicles visiting their property via the MYESTATELIFE App or submitting the applicable registration forms (Reg 1, Reg 2, Reg 3, Reg 4, Reg 5, and Reg 6) that implies permission for the people mentioned in the forms to enter the Estate. Without such permission, whether it is long-term, short-term, or specific access for a day or duration of the construction of a house, neither the security system nor the security staff will allow people access to the Estate. Residents and owners accept full responsibility in terms of this SOP for the conduct, behaviour and compliance with their appointed building contractors, contractors, employees, casual labourers, workers, visitors visiting the Estate, whether they are pedestrians or accessing the Estate via their own vehicle.

This responsibility also includes the respectful treatment of Security staff, free from any form of abusive language at all times.

27. The Trustee Committee (The relevant HOA Trustee member responsible for security and in his/her absence the Chairman of the relevant HOA) is responsible for ensuring that the access information in the security system is similar to that provided to the security staff as per the Reg 1, Reg 2, Reg 3, Reg 4, Reg 5, and Reg 6 forms. The Trustee Committee, as well as the Security Service Provider, must deal with this information in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 as well as the Protection of Personal Information Act 4 of 2013.

28. Each Trustee Committee is also responsible for the continuous maintenance of an Excel file that reflects the status of each stand on the Estate, in terms of whether it is a vacant stand, a dwelling or a construction site. This is regularly updated whenever construction starts at a stand and communicated to the Security Service Provider so that the guard can enter the stand number or address the delivery truck is supposed to go to on the handheld scanner.

29. The main contractor and his sub-contractors are responsible for registering the employees on the site via Reg 1 or Reg 5 seven (7) days prior to their first arrival at the entry gate as well as the continuous maintenance thereof as their employees complete the allocated tasks. Upon the issuing of the compliance certificate by the appointed Trustee Committee for the relevant dwelling, the relevant Trustee Committee member will be responsible to ensure that all access for building contractors and their sub-contractors for that stand are cancelled on the security system.

D. Vehicle access

30. The Mossel Bay Municipality have limitations on the length (15 meters) and GVM (16 000 kilograms) for vehicles using Kiewiet Street.

In addition to said limitations, Avonddans Estate have further limitations in respect of the maximum length, - weight/mass, width, height, gross vehicle mass (GVM) and payload (Tare)

in respect of vehicles, as per Appendix A of the SOP.

31. Any exception mentioned below will require prior approval from the relevant Trustee Committee member in advance of the vehicle arriving at the entrance gate. This is driven by the design limitations of the streets in terms of total axle – and wheel loads and the width of the streets on the Estate. Security staff is responsible for the monitoring of the types of vehicles in terms of length, height and GVM, especially trucks, concrete pumps and earth-moving equipment, entering the Estate.
Vehicle access will be refused despite access having been granted by an owner/ resident/ main contractor via the My Estate Life App, if the vehicle does not comply with the guidelines as per paragraphs D and E.
32. The security guard will also scan the vehicle license disk and the driver's license of every vehicle and every driver who enters and leaves the Estate and who does not have an e-tag fitted to the windscreen of the vehicle.
33. A vehicle's maximum height is 4.1 meters, and its maximum width is 2.4 meters.
34. Maximum length for a vehicle is 10 meters. Only Trucks delivering timber roof trusses are exempt from this rule.
35. Furniture removal vehicles (three-axles, 10 meters long maximum) are allowed. Smaller shuttle vehicles must be used when removal trucks exceed 10 meters or three axles.
36. The maximum GVM of any vehicle, that is not carrying a load, is limited to 20 000 kg, example, earth-moving equipment, concrete pumps, and mobile cranes.
37. Passenger cars, bakkies, light delivery vehicles with a GVM less than 4 000 kilograms and caravans and trailers towed by these vehicles, are allowed.
38. Minibus taxis, irrespective of length, GVM, and height, are not allowed entrance to the Estate, given that not all passengers may be residents or employees.

E. Access for Trucks delivering building/construction materials.

39. Access times are from 07h00 to 16h00 Mondays to Thursdays and Fridays from 07h00 to 15h30, excluding public holidays, weekends, and during the annual builder's holiday period from approximately middle December until early January. The Trustee Committee will announce the actual dates applicable to the annual builder's holiday in November every year.
40. The table in Appendix A lists the maximum quantities per truck, number of axles per truck per type of building material that will be allowed entry onto the Estate as well as trucks removing soil or building material from the Estate:
41. The security guard must inspect each delivery note or invoice document and compare the quantities the on the delivery- or invoice document with the actual quantities on the truck, then with the maximum quantity/load allowed. This is necessary to ensure that the number of axles of the delivery-, concrete pump, and earth-moving vehicles do not exceed the maximum number of

axles as per the above table and that the delivery address corresponds to the schedule of erven where houses are being built or renovated or refurbished.

F. Access for Residents

42. Estate residents will be issued with an E-tag for their vehicles, motorcycles, and bicycles for entry and exit via the boom - and sliding gates, upon registration at the Security entrance gate in Bekronendreef Street. The attached Reg 3 form must be completed and handed in at the Bekronendreef security gate. The required fee must be paid as per Appendix B per debit- or credit card at the gate. The E-tags must be affixed to the resident's vehicle, motorcycle and bicycle. Without the E-tag on the vehicle/ motorcycle/bicycle, the security system will refuse access to and exit from the Estate. Security staff will not have the right to open booms or gates for residents. Residents who wish to exit or enter the Estate on foot, must register via the Reg 3 form and report at the entrance gate for the facial recognition photo to be taken during office hours.
43. Residents are not allowed to open the gate for visitors using their E-tag or turnstile for visitors by using their facial recognition option.

G. Access for Day Visitors

44. Residents must obtain a day visitor's or QR code for one to five days at a time from the MYESTATELIFE App using their cell phones and forward the code to their visitor via SMS or Whatsapp for the visitor to enter and exit. The guard will scan the QR code, vehicle license disk, and the driver's license or identity document of the the vehicle driver.
45. Day visitors will not be allowed entry and exit by foot or via the turnstile.

H. Access for long-stay visitors

46. Residents must obtain a visitor's code for such long-stay visitors, a maximum 5 days at a time, from the MYESTATELIFE App using their cell phones and forward the code to their visitor via SMS or WhatsApp for the visitor to enter and exit. All long-stay visitors must use their visitor's code upon entry and exit via a vehicle and the same code at the turnstile upon entry and exit by foot. The guard will scan the QR code, driver's license or identity document and the license disk of the vehicle upon entry or exit.
47. Should a resident receive a visitor(s) that will stay for longer than 5 days, then the resident should either obtain a code as in paragraph 44 above or complete Reg 6 and take the visitor to the entrance building between 08h00 and 17h00 for facial recognition registration to enable entry and exit at the gate. The resident will be charged a fee as per Appendix B.

I. Access for contractors performing emergency repairs

48. There are no limitations as far as the time and day of the week is concerned for access and exit by such contractors.

49. The security guard must phone the resident to confirm the approval of the resident for such contractor prior to allowing the contractor entry onto the Estate. Upon entry and exit, the guard will scan the vehicle license disk, the driver's license, and the IDs of any and all workers in or at the back of the vehicle.
50. Residents are encouraged to contact the relevant Trustee Committee member if in doubt as to whether a contractor is going to perform minor repairs vs emergency repairs.
51. Emergency contractors will not be allowed entry and exit by foot or via the turnstile, nor will they be required to register for facial recognition.

J. Access for contractors performing minor repairs to dwellings, cleaning – and garden services for residents and the HOA's

52. The resident and responsible HOA Trustee in the case of contractors used by the HOA, must register, as applicable, every employee of the contractor, including the driver/ drivers of the vehicle(s) to be used by completing Reg 1 or Reg 5 registration form and handing it to the contractor for completion and submission at the security gate 7 days prior to the expected arrival of the contractors at the gate. The contractor must phone the security office on 044 250 0038 if the stand is in AVD II or 044 250 0057 if the stand is in ACE to make an appointment for the facial recognition registration of the workers to be performed by the guard on duty.
53. This category of contractors must adhere to the following access times according to each homeowner's association constitution:

In respect of Avonddans Country Estate:

Mondays to Thursdays 07h00 to 17h45;

Fridays 07h00 to 16h00; and

Saturdays 08h00 to 14h00.

There is no access on Sundays, Public Holidays, and during the December/ January construction shutdown period.

In respect of Avonddans II:

Mondays to Fridays 07h00 to 17h45;

Saturdays and Public Holidays 8h00 to 17h00.

There is no access on Sundays and during the December/ January construction shutdown period.

54. Contractors performing cleaning – and garden services may enter the Estate during the annual December/January construction shutdown.
55. No person belonging to this category of visitor will be allowed to walk through any of the vehicle entrance or exit booms and sliding gates.-The driver of the vehicle and the vehicle itself will gain access via facial recognition of the driver and all other workers accompanying the driver will gain access via facial recognition at the turn stile.

56. The facial recognition registration of this category of contractors will automatically be rescinded annually on the 15th of December. Upon renewal, the contractor must pay the registration fee as per Appendix B per debit – or credit card at the gate.

K. Access for employees/ workers of residents

57. It is the resident's responsibility to ensure that the employee is properly registered to enter the Estate by completion of Reg 2 form at least 2 (two) days prior to arrival at the gate for the first time. The facial recognition registration is linked to the property, address, and employer.

58. Residents must pay the registration fee as per Appendix B for every such employee/worker in respect of facial recognition at the security gate, by using their debit - or credit cards.

59. Employees/workers must use the turnstiles for entry and exit. Should they use their own vehicles, they must also be registered via facial recognition for the boom gates to open. The guard will scan the vehicle's license disk and the driver's license upon entry. Employees/workers are not allowed to enter or exit the gate in any vehicle or walk through the boom – or sliding gates.

60. Security will register the employees/workers via facial recognition.

61. Resident's employees must comply with the working hours of Monday to Friday of 07h00 to 18h00, and Saturdays and Public Holidays from 08h00 – 17h00, exceptions require prior arrangement with the applicable Trustee Committee member.

L. Access for casual labourer's

62. A resident or owner is not allowed to bring a casual labourer(s) onto the Estate to work at multiple properties or dwellings. Every entry and exit for a casual labourer must be recorded through the scanning of the labourer's ID document or passport. The security guard must enter the details of the owner or resident transporting the casual labourers and his/her vehicle through the entrance and exit gates on the scanning device.

63. Residents and owners are encouraged to register regular casual labourers through facial recognition should they work at a house for more than 14 days continuously. Casual labourers will not be granted access, should the access control system reject the casual labourer /labourers form of Identity upon arrival at the gate.

64. Owners and residents must stop at the entrance and exit gates to declare the presence of a casual labourer/labourers, to the guard, even though the vehicle they are driving could well have an E-tag that will result in automatic opening and closing of the boom gate.

65. Casual labourers will only be allowed entry on Mondays to Fridays between 07h00 to 18h00, and Saturdays and Public Holidays from 08h00 – 17h00.

M. Building contractors

66. The owner/resident must register the main contractor by completing the attached Reg 1 form 7 days prior to the expected arrival of the contractors at the gate.

67. The main contractor must in turn register all his/her sub-contractors as well as their workers, 7 days prior to the expected arrival of the contractors at the gate.
68. Building contractors may only enter the gate after 07h00 Mondays to Fridays and must be off site and off the Estate by 17h45 daily, Mondays to Thursdays and by 16h00 on Fridays.
69. No building contractor will be allowed entry on weekends public holidays and during the annual December/January construction shutdown period.
70. All the workers as well as any managers and consultants of the contractor working on the building site must register via facial recognition. All workers except the driver of the vehicle must use the turn stile for entry and exit. The driver of the van/truck/bakkie will only be allowed access by the guard, once his/her driver's license and the license disk of the vehicle have been scanned by the guard, the guard has entered the address and property number that will be visited by the contractors and the driver's facial recognition test was positive.
71. Upon exit, all the workers and the driver of the vehicle must follow the same procedure as during entry.
72. No person belonging to this category of visitor will be allowed to walk through any of the vehicle entrance or exit booms and sliding gates.
73. Facial recognition registration of this category of contractors will automatically be rescinded annually on the 15th of December. Upon renewal, the contractor must pay the registration fee as per Appendix B per debit – or credit card at the gate.

N. Estate agents

74. Estate agents do not have unfettered access to the Estate.
75. Estate agents will have to be registered with security in the same way applicable to contractors performing minor repairs, see paragraph J above, including facial recognition and must also pay the registration fee via debit – or credit card.
76. Facial recognition registration for estate agents will automatically be rescinded annually on the 15th of December. Upon renewal, the estate agent must pay the registration fee as per Appendix B per debit – or credit card at the gate.
77. Estate agents may only enter the gate after 09h00 Mondays to Saturdays and must be off site and off the Estate by 17h45 daily, Mondays to Saturdays. On Sundays, they may only enter the gate by 12h00 and be off site and off the Estate by 17h00.
78. Estate agents must use their own vehicles for entry with potential buyers of property. Potential buyers will not be allowed entry on their own.

O. Courier and parcel delivery services

79. Security guards do not sign proof of receipt for any delivery of any article/envelope/document, et al on behalf of any owner/tenant whatsoever.

80. The security guard will call the resident using the VOIP phone to inform him/her of the delivery and the resident must give permission for the delivery. Without permission via phone, the guard will not allow entry onto the estate.

81. The security guard will then scan the driver's license of the driver, the vehicle's license disc and the delivery address on the parcel and only then does the security guard grant entrance.

P. Emergency-, law enforcement-, security service providers and municipal vehicles

82. Visits to the Estate by security service providers, ambulances, the police, and Municipal workers will gain access after the security guard has scanned the vehicle license disk and the driver's license of the driver, except in the case of a truck belonging to the Fire Brigade.

Compliance rules for trucks delivering building/construction materials

Type of material	Packaging	Payload	Maximum axles/ truck	Maximum quantities per truck	Axle load weight
Plaster Bricks	1600 kg /pallet	9 600 kg	3	6 Pallets	4800 kg
Brick Pavers	1100kg/pallet	8800 kg	3	8 Pallets	4400 kg
Retaining Blocks	27 kg/block	8100 kg	3	300 Blocks	4050 kg
River gravel	1800 kg/ cubic meter	10 800 kg	2	6 cubic meters	5400 kg
Crushed rock	1600kg/ cubic meter.	9 600 kg	2	6 cubic meters	4800 kg
Cement	2000 kg/ pallet	8 000 kg	3	4 pallets	4000 kg
Cement	Loose bags 50 kg/ bag	8 000 kg	3	160 bags	4000 kg
Building sand	1 400 kg/ Cubic meter	8 400 kg	2	6 cubic meters	4200 kg
Garden soil	1 300 kg/ Cubic meter	7 800 kg	2	6 cubic meters	3900 kg
Concrete roof tiles	Loose tiles 5 kg / tile	8 750 kg	3	1 750 tiles	4375 kg
Concrete roof tiles	1 100 kg/pallet	8 800 kg	3	8 pallets	4400 kg
Ready mixed concrete	2500 kg/ Cubic meter	10 000 kg	3	4 cubic meters	3333 kg
Reinforcing Steel	Assorted as per Engineer	8 000 kg	2	8 000 kg Max.	4500 kg
Building Blocks	90mm – 10kg ea.	8400 kg	3	7 pallets	4200 kg
	140mm–13kg ea.	7644 kg	3	7 pallets	3822 kg
	190mm– 7kg ea.	8568 kg	3	7 pallets	4284 kg
Rib & Block	Ribs – 23 Kg/m	8625 kg	2	375meter	4310 kg
	90mm – 17 kg ea.	8500 kg	2	5 pallets	4250 kg
	140mm- 20 kg ea.	8400 kg	2	6 pallets	4200 kg
	200mm- 25 kg ea	8750 kg	2	7 pallets	4375 kg
	Combined Mass	8000 kg	2	8000 kg	4000 kg
Lintels	23 kg/meter	8000 kg	2	8000 kg	4000 kg
Timber roof trusses only	No restriction	No restriction	No restriction	No restriction	No restriction

Appendix B

Service fee for the registration of residents, their vehicles, contractors, employees, workers, long stay visitors, casual labourers and estate agents.

1. E-tags

The registration fee, payable by debit – or credit card at the entrance gate, is R50.00 per tag.

2. Facial registration access

The registration fee, payable by debit – or credit card at the entrance gate, is R50.00 per person.