



Erinvale® Country Estate Homeowners' Association

Access Policies and Procedures

*as of 29 February 2020
- with amendments as applicable -*

Record of amendments

Date	Description	By
29 February 2020	New issue of guidelines	Erinvale Security Management and Trustees
16 August 2023	<ul style="list-style-type: none"> • Addition of Annexure 5.4 	Erinvale Security Management and Trustees
01 July 2024	<ul style="list-style-type: none"> • Addition iro biometrics • Renumbering Items 5 and 6 • Renumbering of Annexures 	Erinvale Security Management and Trustees
23 rd August 2024	Clarification on Items 2f & 2l	Erinvale Management

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1. PURPOSE

This document describes all aspects of the access control management in Erinvale, and the process of granting authorised persons the right to enter the Estate in a coordinated, safe, and effective way with the support of enhanced technology and procedures.

It defines the different types of visitors and guests, the related registration and authorisation procedures, the responsibilities of relevant parties involved, and the usage of different entrance points and access control systems.

The aim is to provide all homeowners, members, visitors, and guests in Erinvale with an effective and smoothly organised access experience, whilst never compromising security and safety.

All queries relating to these guidelines and procedures should be directed to the Erinvale HOA Office and Trustee Committee.

2. GENERAL RULES

- a. All contractors entering the Estate must have an original or certified copy of their ID.
- b. All drivers entering the Estate by vehicle / motorcycle must have a driver's license.
- c. All persons present on the Estate must obey the Estate Rules.
- d. Residents are obliged to register their employees and service providers (inclusive of contractors) at the Estate Security as may be determined by the Homeowners' Association (HOA). Such employees and service providers not duly registered shall not be allowed onto the Estate.
- e. Residents may pre-authorise short term guests and visitors via the My Estate Life system (PAC: personal access code). Residents are obliged to acquaint themselves with the terms and conditions pertaining thereto, in particular the ultimate responsibility residing with residents regarding the verification of the identity of their guests.
- f. Contractors are allowed access to the Estate from Monday to Friday from 07h00 – 18h00. Access is not allowed on Public Holidays.
- g. Service Vehicles will only be granted access to the Estate subject to the terms and conditions described in Annexure 6.4 - Service Vehicles Access Control Guidelines

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- h. Domestic Employees are allowed access to the Estate from Monday to Sunday from 07h00 – 18h00.
 - i. Normal delivery vehicles are allowed access to the Estate from 08h00 - 16h00 including Saturdays & Sundays.
 - j. Professional Service Providers may visit at any time as a “pre-authorised visitor” (with PAC).
 - k. Estate Agents are required to contact Security with a view to arranging their access and of their clients.
 - l. Noisy works (by residents or their service providers) shall not be performed on Saturdays after 13h00, on Sundays and on Public Holidays. (See also ‘m’).
 - m. The use of noisy equipment, including but not limited to, power tools, lawnmowers, grass trimmers, outdoor power equipment and the like used for private purposes (maintenance, hobbies, etc.) whether used by residents or not shall only be allowed between the following hours: Mondays to Fridays (07h00 to 20h00), Saturdays (07h00 to 18h00) and Sundays (in instances of emergencies only).

3. DEFINITIONS

3.1 GENERAL DEFINITIONS

- a. **HOA** – Erinvale Homeowners’ Association.
- b. **Homeowner** – the registered owner of an erf and a Member of the HOA.
- c. **Resident** – any person who is an ordinarily resident at the Estate and includes, but is not limited to, tenants, visitors, members of the owner’s family and their guests.
- d. **Tenant** – person who is renting a property in the Estate for a specific period.
- e. **Visitor** – person occasionally entering the Estate.
- f. **Contractor** – any person providing a service to persons on the Estate.
- g. **Professional Service Provider** – person providing a professional/personal service to persons on the Estate such as an accountant, architect, financial advisor, nurse, etc.
- h. **PAC** – Personal Access Code.
- i. **“Biometric”**– An Access Control Technology and System approved by the Trustee Committee.

3.2 TYPE OF PERSONS ACCESSING THE ESTATE

- 3.2.1 Type 1 - Biometrically registered and enter via the Resident and/or Visitor Lanes.
 - a. Residents, their family members, and tenants.
 - b. Golf Club Members.
 - c. HOA office staff, Golf Club management and Harcourt’s office staff.

- d. Regular Professional Service Providers.

3.2.2 Type 2 - Entrance with a PAC via the Visitor Lane.

- a. Visitors who have received a PAC from residents.
- b. Unannounced visitors who receive a PAC from security staff at the gate (following confirmation with resident or staff member the right to access), including deliveries.

3.2.3 Type 3 - Biometrically registered and enter via the Contractor Lane and Turnstile.

- a. Domestic Employees.
- b. Contractors and their staff.
- c. Companies entering the Estate for the first time must fill in the form in Annexure 6.1 and send it to security@erinvalehoa.co.za at least 24 hours prior to arrival for preloading the staff for biometric scanning. All staff must then show an original or certified copy of their ID on arrival.

3.3 MAIN ENTRANCE POINT

- a. The only vehicle entry to the Estate is from Lourensford Road.
- b. It is guarded and managed 24 hours a day by appointed security staff.
- c. There are 3 entrance lanes, 2 departure lanes and 2 turnstiles.
- d. Any visitor is required to have their vehicle and license discs scanned by security staff before entering or being provided with a PAC.
- e. The PAC will be activated by security staff following the scanning of the vehicles license disc and drivers' license.
- f. Following activation, the PAC is valid for a single entry and exit.
- g. Entry for service vehicles is subject to Annexure 6.4 Service Vehicles Access Control Guidelines

3.4 RENTALS

- a. Any rental on the Estate for longer than 24 hours will be considered either a short-term rental (for up to 120 days) or long-term rental (for more than 120 days)
- b. Any homeowner wishing to offer rentals on the Estate must register the property with the HOA. The form is found in Annexure 6.2. Failure to register will delay registration of tenants and access to the Estate.

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- c. A tenant agreement must be completed by either the Homeowner or their agent and sent to reception@erinvalehoa.co.za at least 72 hours prior to the arrival of the tenants. This form is found in Annexure 6.3

4. ACCESS TO THE GOLF COURSE

Access to the golf course by residents (non-players) is permitted generally during the following times;

High Season (October to April)	-	before 07h00 and after 19h00
Low Season (May to September)	-	before 08h00 and after 18h00

Deviation from the general rule stated above is only allowed with reference to the usage of the walking trails created on the Estate by the HOA in instances where the walking trail is designed as to cross a golf course fairway and to continue on the other side thereof.

Persons utilising the HOA walking trails, shall always give right of way and priority to golfers on the golf course.

Important to note that all persons entering any part of the golf course from the residential areas of Erinvale Estate, do so entirely at their own risk.

5. UPGRADING AND REPLACEMENT OF SECURITY SYSTEMS

The Trustee Committee is in terms of its Constitutional Mandate obliged to apply access and egress control at Erinvale with a view to safeguarding the safety and security of residents and their property.

With due regard to the prevailing safety and security risks, and the imperative to apply effective and efficient control systems, the Trustee Committee is obliged to regularly upgrade and/or replace existing systems. In this regard cognisance is taken of current legislative frameworks and the protection of the concomitant rights of residents and other people entering the Estate.

Compliant with its mandate and the fundamental rights of individuals the Trustee Committee in its endeavour to execute its Constitutionally embedded responsibilities decided to introduce new biometric access systems, such as facial recognition and Automatic Number Plate Recognition- ANPR. However, being aware of the fact that

some residents and visitors to the Estate may have certain reservations about modern technology and the protection of their identity, the Trustee Committee decided to provide for such by allowing certain special and practicable arrangements to remain in place.

Affected residents and visitors to the Estate must contact Security to acquaint themselves with the detail in this regard. This may result in a change of access and egress protocol for such, but the Trustee Committee has ensured that all reasonable and cost-efficient arrangements are being implemented to restrict any concomitant inconvenience. The co-operation of all residents and visitors is highly appreciated.

6. ANNEXES / ATTACHMENTS

- 6.1. Registration of Contractor
- 6.2. Registration of Property for Rental
- 6.3. Tenants Details and Agreement of Tenancy
- 6.4. Service Vehicles Access Control Guidelines