



Simply the Best

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NEWMARK RESIDENTIAL ESTATE – SECURITY PROTOCOL

INTRODUCTION

1. The Aim of this Document. The aim of this document is to empower the members of Newmark Home Owners Association to operate efficiently within the security arrangements as is applicable.
2. The Aim of the Safeguarding Service. The aim of the safeguarding service is to safeguard the residents of Newmark Estate and their property within the boundaries of the Estate.
3. Scope of the Safeguarding Service. The safeguarding of the residents and their property is a joint venture between management and the residents. It is virtually not possible to safeguard someone unless he/she gives his/her full cooperation and support to the security personnel. Briefly, the service that is provided covers the following fields:
 - 3.1 The gate is controlled – access and exit control.
 - 3.2 The electric fence around the Estate is patrolled as much as is achievable within the financial and other restrictions.
 - 3.3 The interior of the Estate is patrolled regularly. This includes a number of aspects such as reaction to alarms, visiting building sites, etc.

VISITORS

4. General Remarks on Visitors
 - 4.1 Contrary to popular believe: The gate is a busy place. This is more so during peak times of the day.
 - 4.2 Although visitors arrive at and depart from the Estate at any time of the day or night it is normal to have peak periods for visitors as well. Under normal circumstances, there will be a peak period during the early evenings.
 - 4.3 One should always remember that there are 130 flats on stands 81 and 82 and ± 30 occupied houses in the Estate. These ± 160 households do receive quite a number of visitors.
 - 4.4 A phrase that the guards hear a lot at the gate is “I have been standing here at the gate now for 20 minutes.” It is amazing how short 20 minutes really is.
 - 4.5 The guards may not allow a visitor into the Estate unless the correct procedure is followed in full. The practical alternative to this is to open the booms and to

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- remove the guards altogether. The members of Newmark Home Owners Association decided not to follow that route.
- 4.6 It serves no practical purpose to get involved into arguments with the guards at the gate. They have no authority to amend the rules to serve **your** purpose. **Kindly Note:** If Management discovers that a guard deviated from his instructions he shall be fired on the spot – even at 03:00 in the morning!
- 4.7 The sole purpose of the guards is to safeguard you – sometimes even against yourself.
5. **Arrival at the Gate.** The following procedure shall be followed **every time** a visitor arrives at the gate. **Kindly inform all your visitors accordingly!**
- 5.1 Visitors are to follow the traffic lane indicated as such at the gate.
- 5.2 As soon as it is established that the individual who arrived at the gate is in fact a visitor to a resident in the Estate (Stands, Stands 81 and 82) the applicable log shall be completed by the guard and the visitor.
- 5.3 The guard shall request for and inspect positive identification of the driver and complete the log accordingly. **(This is completely in line with the applicable laws of the RSA as a driver of any vehicle shall have his/her drivers licence with him/her at all times when driving a vehicle.)**
- 5.4 The visitor will be issued with a visitor's card.
- 5.5 Using the MIRCOM system, the visitor shall phone you and you will open the boom for your visitor. It works like this:
- Your visitor punch the number of your residence in on the console at the gate:
 - * Stand 1 – will be loaded later.
 - * A stand in the Estate – the number of the stand. Example: 033.
 - * A unit on stand 81 – the stand number followed by the unit number. Example: For unit 36 on stand 81 it will be 81-036.
 - * A unit on stand 82 – the stand number followed by the unit number. Example: For unit 36 on stand 82 it will be 82-036.
 - The MIRCOM system will make contact with the number **you** gave us to load onto the system. If there is more than one number, the system will dial the first number for a while and then switch to the next and so on.
 - You will personally speak to the visitor standing before the boom at the gate. If you are satisfied that the visitor is indeed your visitor, you will open the boom for your visitor by pressing number 9 on your cell phone. This will open the boom for your visitor.
 - Obviously, if you do not receive the call on any of the numbers you gave us to load onto the system your visitor shall not be able to access the Estate. **If you do not answer the call, the guards are not guilty of anything. That is how the system works. Your visitor will have to turn back and try again later.**
 - The guards will assist your visitor in explaining the route to your residence. Kindly request your visitor not to drive around in the Estate.

- 5.6 The Board of Directors is considering further developments and improvements of the system to handle visitors. As soon as that is done and implemented, this part will be updated or supplemented.
6. Departure from the Estate. The following procedure shall be followed ***every time*** a visitor departs from the Estate. ***Kindly inform all your visitors accordingly!***
- 6.1 Visitors departing from the Estate are to follow the traffic lane indicated as such when departing from the Estate.
- 6.2 When a visitor arrives at the gate he/she has to hand the visitor's card to the guards at the gate.
- 6.3 The guards shall complete the prescribed log and open the boom for the visitor to depart.
- 6.4 The guards may randomly request the driver to switch the engine off and on again and inspect the vehicle such as the boot of a car. For this, the driver will be requested to accompany the guard.
7. Cooperation/Support Requested. No one involved in the security environment in Newmark is under the impression/illusion that the system is fail/fool proof. Such a system is simply not affordable – even the system of Fort Knox was breached. However, to achieve optimal efficiency in the system, all parties have to support it fully. In whose interest is it after all?
- 7.1 Please inform your visitors about the procedure that shall be followed at the gate and request their cooperation.
- 7.2 Kindly inform your visitors that it serves no practical purpose to become involved in arguments with the guards at the gate – this will only waste time. ***The guards may not deviate from their instructions. If they do, they will be summarily dismissed.***
- 7.3 The guards do not determine the “rules and regulations” – they merely execute their instructions from which they may not deviate. The Board of Directors of Newmark Residential Estate – not by the Security Service Provider and/or anyone else, gives their instructions to them.
- 7.4 The “rules and regulations” are applicable to all in an even-handed way – ***Yes, also on you and your visitors!***
- 7.5 Make sure your visitors understand the fact that they will have to submit positive proof of identity at the gate and that they have your correct particulars, like your house/stand/unit number, etc. This easy step shall avoid a lot of frustration to many people.
- 7.6 If you do expect visitors please make sure your phone(s) is/are available for calls and “manned.” ***The guards may not open the gate for your visitors – you have to do it yourself!***
- 7.7 If you expect a number of visitors in close proximity – like when there is a party at your house or at the clubhouse – you may give to the guards a list reflecting the detail of your expected guests such as their names/surname, car registration number, number of passengers, etc. ***The only thing that this will change from the normal system is – the phone call!***

- 7.8 Please refrain from trying to make “standing arrangements” with the guards such as: “My Mother will come and drop my children off at home after school every day.” The system simply does not cater for that. The correct procedure in this case is to submit a written request to the Estate Manager for an additional access card. Any such card shall be activated and blocked to suit the requirement only.
- 7.9 If you become aware of mistakes/neglects by the guards do not hesitate to report that immediately – even at 03:00 in the morning! Because of personnel and/or shift changes it is very difficult to investigate allegations later – even later on the same day as the shift change at 06:00 and 18:00. ***Kindly contact Mr Steven Barnard immediately at 083 661 6016.*** *(Because of the system it is virtually impossible to investigate an allegation such as: “Sometime during the previous week, I think it was Tuesday or Friday, I saw”)*

DOMESTIC WORKERS

8. General Remarks on Domestic Workers

- 8.1 The term “Domestic Worker” refers to all categories of employees of residents in Newmark Estate – in the dwellings, gardens, etc.
- 8.2 As the number of households in Newmark Estate increases the number of domestic workers will increase as well. A fair number of these workers are actually residents in Newmark Estate while the rest are commuting each day and/or some days of the week.
- 8.3 The “traffic” flow of commuting domestic workers coincides with the general peak time traffic into and out of the Estate – early mornings they come in while the residents depart for work and in the late afternoon vice versa.
- 8.4 During most of the day Newmark Estate is an Estate occupied by domestic workers.
- 8.5 Due to the relationship between the members of a household and their domestic worker(s), this is almost an emotional thing, no domestic worker is unreliable and/or can do anything wrong in the eyes of the employer.
- 8.6 It is rather difficult for the guards to distinguish at face value between domestic workers and/or employees of contractors and/or, in some cases, secondary school children, etc.

9. Domestic Workers: Incoming

- 9.1 Access cards for domestic workers are obtainable from the Estate’s Office during normal working hours – weekdays from 08:00 to 17:00 – at a cost of R 80-00 per card. The employer has to bring the documentation personally to the Office to confirm the arrangement together with the employee’s ***original*** identity document.
- 9.2 The Estate Manager will consider the situation and, if everything seems above board, will issue an access card. The card will not be available immediately as

- some preparation has to be done. The Estate Manager will inform the resident when the card will be ready for collection.
- 9.3 The Estate Manager may at his/her sole discretion refuse to issue an access card to any domestic worker and/or to deactivate any card on the system. The criminal record of the domestic worker, his/her behaviour in the Estate and/or an outstanding levy account of the employer may be some of the reasons for such a decision.
- 9.4 Domestic workers without access cards shall be handled/processed as any normal visitor.
- 9.5 The procedure for domestic workers with valid access cards at the gate:
- When they arrive at the gate the individual has to inform the guards of who he/she is and at what residence he/she is working.
 - The guard will fetch the access card, compare the face and particulars on the card with the individual in front of him and, if everything seems to be in order the guard will open the turnstile for the worker and allow him/her into the Estate.
 - The guard will handover the access card to the worker.
10. Domestic Workers: Outgoing
- 10.1 When the domestic worker arrives at the gate departing from the Estate he/she will open the turnstile him/her self.
- 10.2 The employer of a domestic worker without an access card will be phoned by the guards to confirm that it is in order that the employee may depart.
- 10.3 In all cases the guards shall inspect any parcels the domestic worker may have with him/her. If the guards pick up anything suspicious the worker will be instructed to wait while the employer is phoned to confirm whether he/she is aware of this. **If you do give your employee anything – please give him/her a dated note as well stating what you are giving him/her. This will avoid the guards having to phone you from the gate.**
- 10.4 The guard will take the access card from the domestic worker and file it for the next entrance of the domestic worker into the Estate.
11. Cooperation/Support Requested
- 11.1 Kindly go through the process of obtaining an access card for your domestic worker(s) at the earliest opportunity. This will avoid you being phoned every time he/she arrives at the gate. **If you are not available she/he will not be allowed into the Estate!**
- 11.2 Kindly inform your domestic worker(s) about the process that will be followed at the gate. Normally, if they are informed they will cooperate better.
- 11.3 Make sure that your domestic worker(s) when they depart from your premises, at any time of the day and/or for whatever purpose, that they have their access cards with them. **The guards may request them to produce their access cards for identification purposes at any time when they are off your premises!**

- 11.4 Remember: You are responsible and accountable for the behaviour of your domestic worker(s) at all times. There are restrictions on them – communicate this with him/her.
- 11.5 There were already a few incidents in the Estate where there was enough reason to suspect that a domestic worker may have been involved. In some of these cases the guards were immediately pointed out as suspects for whatever reason. The Board of Directors has no objection to subject the applicable guards to lie detector/voice stress tests. There is only one condition: The resident has to agree to subject the domestic worker(s) to the same test(s). The cost of any such tests will be for the account of the party the tests show as the most likely culprit.

DELIVERIES AND CONTRACTORS TO RESIDENTS

12. Any and all deliveries and contractors to residents shall be processed as visitors. When and as long as same are on the premises of the resident they will be the sole responsibility of the resident.

CONTRACTORS

13. What are being referred to here are all contractors, subcontractors and workers of any kind on the premises of a dwelling under construction – not occupied jet.
14. This is covered extensively in Part 2 – Architectural and Aesthetical Guidelines (See Part Six and Seven of these Guidelines) of the Rules of Conduct and is not repeated here.

GENERAL ISSUES

15. Whether you believe it or not: The guards are really trying to render the best service to you they can. They do understand that you are their real employer(s) as you foot the bill that feeds their children. They are not in a position to enter into arguments with you about the sensibility of their instructions, as they have no part in the formulation of it. They merely execute their instructions as best they can.
16. The Board of Directors formulates and approves the instructions that are issued to the guards for execution. Any contribution from your side to improve the system will be highly appreciated by the Board of Directors. Kindly discuss your suggestions with the Estate Manager and/or the Members on the Security. Even better still – volunteer to serve on the Security Committee.
17. All residents should have access cards. These are obtainable from the Estate's Office during normal working hours: Monday to Friday between 08:00 and 17:00. The fee per card is R 120-00. The cards will only be issued if the ***original*** identity document of the bearer of the card is made available for inspection – ***no copies thereof of any kind shall be accepted!*** In the case of tenants, the tenant agreement has to be submitted as well. Access cards are not transferable to any one else than the individual to whom it

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was originally issued. If the card is in proper working and undamaged condition, plus the receipt is submitted, the fee for the card will be refunded.

18. If a resident does not have his or her access card available when arriving at the gate, the lane for visitors has to be followed. Such residents will have to complete the applicable log at the gate. **It is not the guard's fault that you do not have your card with you! The guard may only open the gate for you after you have completed the log.**

19. If your access card is lost or mislaid, you are to inform the Estate Manager immediately. Your card will be deactivated immediately. As soon as you find it again and you inform the Estate Manager as such, your card will be reactivated at no cost.

20. Your card is heat sensitive. You should not leave your card for any period exposed to direct sunlight – like on the dashboard of your car. If your card becomes defective you will have to pay for another card.

21. **THE GATE IS NOT A POST OFFICE AND/OR A PARCEL/KEY HANDLING DEPOT!!!**
Under no circumstances whatsoever may the guards accept letters/parcels/keys/messages or anything such like. If anything, such like, is left at the guards it is done completely at the risk of the person who decides to get the guards involved. The Estate's Management nor the Security Service Provider shall entertain any claim of any nature whatsoever originating from this. A guard who accepts such items will be disciplined and may lose his job.

22. Only Newmark Home Owners Association official documentation shall be distributed at the gate.

23. The security fence on the perimeter wall has a deterrent and detection function. The Board of Directors does not guarantee that it will prevent a determined attempt at intrusion into the Estate and will not entertain any claims against the Newmark Home Owners Association in this regard in any way whatsoever.

24. Residents/Owners are at liberty to employ their own private security company as they may deem necessary on the following conditions:

24.1 This will not in any way and circumstances exclude them from their membership obligations towards Newmark Home Owners Association.

24.2 The cost of it shall be for the private account of the owner and Newmark Home Owners Association shall not be involved in this under any/all circumstances.

24.3 If an armed response is linked to any such private system, in the agreement between the owner and the applicable company, it should be stated that a member of the contracted security service provider of Newmark Home Owners Association has to accompany such armed response to the scene.

24.4 Owners are encouraged to install alarm systems of their own choice on their property. Such systems have to be serviced regularly. Care should be taken that any such system does not become a nuisance to the neighbours.

25. Access cards can only be issued to those members of the Newmark Home Owners Association whose financial liabilities towards the Association have been met in full. The access cards of members of the Association who fall in arrear with their levies for 60 days or longer will be deactivated. Such cards will only be reactivated once the account is fully settled.

26. Discharge of a firearm in a residential area for any other purpose than self-defence has been outlawed and is therefore strictly prohibited in Newmark Estate. Criminal charges will be instated in all cases of unlawful firearm discharges.
27. Residents who are away from home for longer than four days have to inform the Estate Manger accordingly. The Estate Manager will arrange for the house to be visited regularly by the security personnel.
28. Residents who drives anyone into the Estate as passengers in his/her vehicle accepts full responsibility for such passengers/individuals and their behaviour.
29. As far as the security wall and fence are concerned, the following rules shall be applicable:
- 29.1 No person may damage or remove any part of the security wall or fence.
- 29.2 No attachments may be made to the security wall or fence without the prior written approval of the Estate Manager.
- 29.3 No signage whatsoever may be erected against or on top of the security wall or fence.
- 29.4 Residents living on property adjacent to the Estate's boundary will ensure that no flora on their property will interfere with the electric fence. The Estate Manager may cause any such flora to be trimmed to remove any interference with the electric fence.
- 29.5 No resident may refuse the Estate Manager or someone appointed by him/her reasonable access to any security infrastructure on any property in Newmark Estate.
- 29.6 The Estate Manager will coordinate repair and maintenance times. Residents are requested to be cooperative regarding this as it poses a major security risk to all residents in the Estate.