



SECURITY PROTOCOL

As a gated residential estate, The Gates at Hilton aims to provide residents with the security necessary to ensure the confidence associated with a safe environment. In order to achieve this, residents are required to comply with the security regulations imposed by the Homeowners' Association.

1. GENERAL SECURITY PROCEDURES

All security procedures must be strictly observed at all times by all persons on the property.

2. ALARM SYSTEMS

Alarm systems may be installed. Response to the alarm must be channelled through The Gates at Hilton control room. Alarm company response vehicles will not be allowed on to the property. Sirens are not permitted; only silent alarm systems may be installed.

3. MESSENGER OF THE COURT, SHERIFF OF THE COURT AND POLICE OFFICERS

Judicial processes require that the above categories of persons are allowed access, without prior consent being given by residents. Security will, however, ensure that valid court order, warrants etc. are produced before granting access. Security will escort such persons to the premises.

4. REPORTING TO SECURITY

- 4.1 Good security is the responsibility of all. Residents should report suspicious or unlawful activity to the Security Manager.
- 4.2 Complainants' names will not be divulged to offending residents, unless the complainant agrees to this.

5. ACCESS

- 5.1 Access cards will be issued to construction personnel and are used to identify an individual and his/her authority to move freely through the entrance to the property. Access cards must not be left in vehicles and must be kept safe from being used by people not entitled to free passage through the gate. Each card holder is responsible for its safe keeping and must ensure that it is not used by anyone else. Only one card will be issued per person. If Security personnel note that a card is being used by someone other than the person to whom it was issued, they may confiscate the card.
- 5.2 Applicants for access cards must produce a certified copy of their identity document or passport, and driver's licence (if applicable).
- 5.3 Personalised remote controls which operate the gate and boom will be issued to individual residents

6. SECURITY BOOMS

Every resident shall stop at the entrance and gain access by use of his/her remote

control. Should the resident not have the remote control, the guard will allow access after the resident has signed in.

7. PEDESTRIAN ACCESS

- 7.1 Pedestrians with access cards must show these on entry and exit.
- 7.2 Pedestrian visitors must be collected from the gate as walking from the gate to a residence is not permitted.

8. AFTER HOURS ACCESS AND EGRESS

Between 21h00 and 06h00, all persons may be asked to identify themselves.

9. VISITOR PROCEDURES

- 9.1 Any resident who wishes a visitor to enter the property should alert the gate in advance. Alternatively, the gate will contact the resident prior to allowing the visitor access.
- 9.2 An extended stay visitor will be issued with a temporary access card.

10. CONTRACTOR PROCEDURES

- 10.1 Construction management personnel, supervisors, foremen and drivers will be issued with access cards.
- 10.2 Contractors and subcontractors must register at the GSE office and Security.
- 10.3 Contractors may not walk off the site on which they are working and must be transported from the gate by vehicle.
- 10.4 All work shall be conducted between 07h00 and 17h00, Monday to Friday, unless specific approval has been granted by the HOA.

11. GATE HOUSE AND BOOM

- 11.1 Only security personnel and other authorised persons may enter the gate house.
- 11.2 Complaints relating to guarding must be directed to the Security Manager.
- 11.3 Tailgating (i.e. following the preceding car through the gate without stopping) is strictly prohibited.

12. FURNITURE REMOVAL

Furniture removal vehicles will only be allowed access on Mondays to Saturdays from 06h00 to 16h00.