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# **SECURITY**

## **RULES AND REGULATIONS**

### **SEPTEMBER 2010**

#### **SECURITY NUMBERS**

Management (w/h)	021-853-3889	SAPD	021-854-9100/3/9122 & 10111
Control Centre	021-853-3612	Fire Brigade	021-850-4235
Strand Gate	021-854-7459	Ambulance	0177
Gordon's Bay Gate	021-854-6890	Metro Police	021-596-1999
	Medi-Clinic	021-850-9000	
	Municipality Emergency for Sewerage and Electricity: 086-010-3054		

## **1. INTRODUCTION**

Greenways endeavours to provide a secure lifestyle for all its residents. To protect this lifestyle the Security Rules and Regulations (SRR) were compiled in terms of the Constitution and House Rules of the Association and are binding on all persons at or visiting Greenways. Owners remain responsible for all persons, including members of their households, tenants, visitors, invitees, employees, trade persons and suppliers, visiting or residing at their properties. Since breaches of the SRR may influence the safety of your co-residents and impose on their lifestyle, punitive action may be imposed in terms of the Constitution and House Rules, Section L.

## **2. SECURITY SYSTEM**

The security system in Greenways is monitored from a control centre manned by a senior guard and rests on the following activities and responsibilities:

- a. Diversified owner, rental, holidaymaker and professional services registration levels varying from biometric, discs, and identification cards prepared by management.
- b. Active entrance and egress control coupled to digital cameras and sound recording.
- c. Movement activated alarms at both gates.
- d. Security walls of 2m+ on the landward borders with cameras at selected areas.
- e. Electrified fencing on concrete boundary wall coupled to an alarm system
- f. Beach front:
  - i. Infra red beam alert system;
  - ii. Remote controlled infra red cameras;
  - iii. Perimeter lights;
  - iv. A combination of static and roving guards.
- g. Roving guard(s) in the domestic area.

- h. Two guards per gate during peak times. Guard rooms under camera control.
- i. Tarred walkways to reduce reaction times.
- j. The above are controlled from a security control centre with a reaction capability centred on roving guards in radio contact.
- k. All visitors, daily builders, daily domestics and labourers' registration at gates.
- l. Controlled agent registration with no unescorted sight seeing or "open days".
- m. Private golf course -- no uninvited guest players.

***NB: Positive interaction between the residents and security is absolutely essential and central to the whole concept of an integrated system.***

Please note that notwithstanding the above, Greenways can not guarantee the security of its residents or properties and are not legally responsible or bound to provide an absolute secure environment. Therefore, nothing prevents private initiative to improve own security by physical security measures, passive electronic security measures and armed response from an outside security organisation of choice.

### **3. REGISTRATION**

Attached for your convenience is a table (Appendix A) identifying entities, requirements and applicable fees for registration. Codes of Conduct for Estate Agencies and Agents, Builders / Contractors and Open Permit Holders, spelling out the rules and regulations applicable to them, are available at Management. Except for owners and their families, all other registrations must be renewed after one year. Fees will only be payable at the original registration. If the registered entity stays intact after one year, only notification, an extension of the mandate and no fees will be required. The correctness of the Register will be subject to owners notifying management of changes in the occupation of their properties.

Re-registration needs to be done at selected periods to keep the records as correct as possible.

***ALL RESIDENTS MUST HAVE A LANDLINE (TELKOM) TO ENSURE PROPER LOCALISED CONTACT WITH SECURITY***

### **4. VISITORS**

Visitors must be registered at the entry gates and will be issued with a temporary permit. They will only be allowed entry after permission has been obtained via landline from the resident at the address required. The resident must sign the temporary permit and confirm the time at the end of the visit.

***Security has no cellular phone facility.***

Residents can give written permission to security at the gates to allow a visitor for a *single entry*. No open ended permission will be allowed.

When having a function at a dwelling the resident can provide a list of visitors and their vehicle registrations to security. This list must be ticked by security at entry and when the visitors leave the premises.

Should a visitor lose his white day term permit the guard at the gate must contact the host resident via landline and confirm that the visitor was at his premises and has his/her permission to leave Greenways.

## **5. DELIVERIES**

- a. Deliveries, including courier services, must be registered at the entry gates and will be issued with a temporary permit. They will only be allowed entrance after permission has been obtained via **landline** from the resident at the address stipulated. The resident must sign the temporary permit and confirm the time at the end of the visit.
- b. Taxi services for residents or employees will only be allowed with resident's permission. If the resident is not available to give permission for taxi access to their employees the relevant resident must make arrangements with security in advance. The taxi must be provided with a temporary permit which must be signed off by the resident (if available).

*The authorising resident will remain the sole responsible entity for any taxi entering Greenways on his/her authorisation.*

## **6. DOMESTIC STAFF**

Owners will take full responsibility for the domestic staff employed by them. All staff shall be briefed on the House Rules by the resident employer and will abide by it.

- a. All domestic staff must be registered with Management at the applicable fee and will be issued with a permit-card.
- b. Day workers (chars) must surrender their permits to security at the applicable gate on leaving Greenways. They will collect the permit from security again when re-entering.
- c. Households may have one sleep-in staff member on a permanent basis.
  - i. The spouse of the staff member may get a sleep-in permit on request by the owner or lessee of the dwelling.
  - ii. The spouse will also be issued with a suitable permit card.
  - iii. Visiting family members of the staff will only be allowed to sleep-in with the written request by the owner of the dwelling and approval by Management.
  - iv. Additional permanent sleep-in staff members will need special permission.
- d. As non levy paying residents, domestic staff are not entitled to use the club and sporting facilities of Greenways.
- e. Residents are responsible to notify Management should the services of a domestic staff member be terminated.

## **7. BUILDER'S PERMITS AND LIMITATIONS**

All contractors must obtain a **builder's permit** from the HOA, issued by the Estate Manager after the relevant fees to the HOA and, if need be, the applicable Body Corporate, were paid.

- a. Builders and their workers may enter or leave the Estate only through the Gordon's Bay Road gate and by vehicle only.

***Workers on foot will not be permitted entry to or exit from the Estate.***

- b. No workers will be permitted on any part of the golf course, walking over the dunes to the beach or on a property other than that on which they are authorized to work. Drivers of vehicles are responsible and accountable for the activities and behaviour of all occupants of the vehicle. *Any worker ignoring these rules will immediately be denied access to Greenways.*
- c. All personnel are to be brought in by the builder/sub-contractor to the work site. At the gate (Gordon's Bay Road) security will issue colour tags for each worker. The builder/sub-contractor is responsible to take all personnel out again in the evening and to return all tags issued in the morning to the security.

*For every tag short, the builder/sub-contractor will pay a fine of R50-00 at management before entering the estate again. **If there is a labourer short, security will conduct an immediate investigation. The responsible person will not be allowed to leave the premises until a satisfactory answer is found.***

- d. It is the responsibility of the builder/owner to ensure that no unauthorized person is present on his construction site.
- e. The Home Owners Association reserves the right to summarily impose penalties on the builders/owner's, should any of these regulations be contravened.
- f. Should a builder, his sub-contractor or any of the personnel contravene any of the above regulations three times in total, the Home Owners Association will deny the builder and/or sub-contractor access to Greenways. The same applies in the case of a builder/sub-contractor leaving Greenways without returning any of the tags.
- g. Deliveries from suppliers must be scheduled during working hours only. Delivery vehicles will not be allowed entry after 17H00 on weekdays and not at all on Saturdays, Sundays and public holidays.
- h. Under no circumstances may any employee of a builder, sub-contractor, or security firm reside or sleep on a building site during the period of construction. Anyone found doing so will be evicted from the Estate.
- i. Should the HOA be dissatisfied with the conduct of any contractor, sub-contractor or supplier, the HOA may rectify as deemed necessary and/or suspend building activity until such undesirable conduct is rectified.
- j. Owners and contractors are responsible for ensuring that all legislated requirements are complied with.
- k. If the development of sites is being undertaken by appointed representatives of owners, acceptable authority for those representatives to act on owners' behalf (mandate) must be attached to this document.

*By their signatures hereto owners and contractors acknowledge that they understand the content of this document and agree to be bound by its provisions and by those additions and/or amendments to its provisions which may be introduced from time to time.*

## **8. OPEN PERMITS AND LIMITATIONS**

**Definition.** Services will include Builder Support Services, Carwashing, Electrical Services, Plumbing, House Cleaning, Gardening, Pool Services, Waste Removal and Window Cleaning.

- a. **Registration.**
  - i. All Services will register at Management as per Appendix A.
  - ii. Names of registered Services will be available on a list at management and with security.
- b. **Working Hours.**
  - i. Services will only be allowed from 07h00 to 18h00, during the week and between 08h00 and 15h00 on Saturdays.
  - ii. No routine services will be allowed on public holidays or Sundays except in emergencies.
  - iii. All after-hour activities within Greenways must be cleared with the Estate Manager not later than 16h00 on the day of the activity.
- c. **Marketing.**
  - i. No advertising boards may be displayed on private properties or in public open spaces.
  - ii. No door to door canvassing or selling is permitted in Greenways.
  - iii. Service vehicles transporting personnel and equipment may display business particulars.
- d. **Security.** Services must apply for an Open Permit to be issued. The application must comply with all the following requirements:
  - i. Presentation of proof of all relevant licenses, National, Provincial or Municipal to perform a specific service.
  - ii. The issuance of an Open Permit to a Service will take at least one working day.
- e. **Mandate.**
  - i. Owners living in Greenways and absentee owners must verify in writing that the Agency will perform the intended service at his premises and the frequency of that service.
  - ii. Services will not be allowed on any premises without a written mandate from the owner or tenant.
  - iii. Security personnel will under no circumstances keep keys to properties, or any other article, at the gates for Services.
- f. **Daily Routine.**
  - i. All approved Service personnel shall register daily at the service gate (Gordon's Bay).
  - ii. Security will supply the driver of each vehicle, supervisor and all labourers/artisans with an entry permit.
  - iii. A supervisor or labourer losing his or her permit will receive a spot fine of R50-00 payable immediately to security.
  - iv. Entry permits shall be worn in such a way that it is visible at all times.
  - v. Roving security personnel may at any time request display of permits.
  - vi. No Service personnel are allowed to walk from one premises to another, cross the sand dunes to the sea or enter any water feature.
  - vii. Service personnel walking unescorted in an area or premises not authorised to will be escorted from the Estate and will be declared *persona non grata. Official golf course, gardening and maintenance personnel and staff at the Clubhouse are excluded from this rule.*
  - viii. Owners, tenants or holidaymakers giving security tags to friends or agencies to perform certain services will be subject to a R1000-00 fine in accordance with Section K of the House Rules.
- g. **Exclusion.**
  - i. Owners or Tenants employing Services are ultimately responsible for the conduct of the Services they employ and liable to be fined should those Services not abide by the above.

- ii. If any approved Service is found lacking in any of the above that Service may, after due process, be removed from the list and denied entry into Greenways.

## **9. ESTATE AND RENTAL AGENT REGISTRATION AND LIMITATIONS**

- a. **Estate Agents.** Security is reflected in entrance control, no advertisements and only entrance to private property after consent by the resident owner or tenant. To ensure a constant standard, control over the number of Agencies and assuring active and equal participation in the marketing sphere is streamlined. The number of Estate and Rental Agencies active within Greenways Golf Estate is therefore limited.
  - i. **Registration.**
    1. Agencies must register at Greenways every year for one year period during February.
    2. Each agency will be allowed five (5) agents, including a rental agent, to register under its flag at a nominal yearly fee to operate in Greenways. Should agents change from agency they will forfeit present registration and have to reregister under their new agency. Agencies are to inform Greenways of any changes to staff allocated to Greenways.
    3. Registration will qualify agencies and their agents to privileges as defined in the Code of Conduct.
  - ii. **Viewing.**
    1. Viewing of properties will only be allowed from 08h00 to 18h00, seven days a week.
    2. All after-hour viewing must be cleared with the estate manager not later than 16h00 on the day of viewing.
  - iii. **Entry**
    1. Only registered agents will be allowed free access to conduct their business.
    2. All other agents, with their clients, must register at the gates. Security will supply each vehicle with an entry permit. Agents or its clients, losing a permit will receive a spot fine of R50-00 immediately payable to security.
  - iv. **Marketing**
    1. Only personal marketing will be allowed.
    2. In the absence of an owner or tenant at a particular dwelling, all viewing will be done in the presence of an approved or a registered agent only.
    3. Clients will be allowed to enter Greenways on their own when the relevant owner or tenant is present, in which case a client will be treated as a guest following the normal security procedures.
    4. "Show Houses" are not allowed.
  - v. **Judicial Auctions**
    1. Judicial auctions of fixed properties situated on Greenways may be held with prior consent of the Association.
    2. Legal notices may be placed in advance. No advertising boards are allowed.
    3. Route indicators may be placed on the day of the auction.
    4. No ancillary auctions of movables are allowed.

5. All signs and route indicators must be removed within one (1) hour after the auction.

vi. **Private Auctions**

1. An owner wishing to have his property sold by auction may do so with prior consent of the Association.
2. Route indicators may be placed on the day of the auction.
3. No advertising boards will be allowed inside Greenways.
4. Viewing will be allowed within a time frame as approved by Management.
5. No ancillary auctions of movables are allowed.
6. All signs and route indicators must be removed within one (1) hour after the auction.

vii. **Temporary Registration**

1. Temporary registration of the new owner will be done with the presentation of the Deed of Sale and completed *Biometric Registration* form.
2. Permanent registration will only be done on presentation of a *Deed of Transfer*.

b. **Letting Agents**

i. **Limitations**. The following limitations will be observed:

1. Owners may act as their own letting agents. However, the onus of registration and supervision of tenants and holidaymakers will then rest with them. No registration will be done without a written instruction from the owner.
2. Letting agents must have a **written mandate**, valid for a maximum period of not more than *six months*, from the owner of the property they wish to let. A copy of a valid mandate for a particular property must be attached to all applications for registration of a tenant at Management.
3. *Should an owner's levies not be fully paid up, registration of tenants for that property will not be allowed.*

ii. **Registration**. All agents or resident/absentee owners must register tenants or holidaymakers (including short term lessees) with the management of Greenways before occupancy. Applications must include the data as required in the Appendix A.

1. Application for approval to register the fingerprints of tenants or the issuance of permits to holidaymakers should reach management 24 hours before the time.
2. Tenants or holidaymakers must have their fingerprints registered between 08h00 and 16h30 at the Clubhouse during normal working days and before 15h30 on Fridays.
3. Security personnel will **under no circumstances** keep keys to properties or any other article at the gates for agents, owners or their clients. No business cards are to be given to guards for distribution.
4. If the above is not possible (weekends or public holidays), the agent or owner must arrange with management for the tenant or holidaymaker to obtain a limited permit for entering Greenways from security. The tenant or holidaymaker must then do their formal registration at Management on the first working day thereafter.

**Exclusion.** *Should any agent be found lacking in any of the above that agent will, after due process, be removed from the registered agent's list. The controlling Agency will not be allowed to replace that Agent for the remainder of the year.*

## **10. STATUTORY SERVICES** **WITH FREE ACCESS TO GREENWAYS**

Members of the following statutory services will be allowed entry to Greenways after positive identification but with NO notification to residents:

SA POLICE SERVICE
LAW ENFORCEMENT: METRO POLICE
INTEGRATED COASTAL MANAGEMENT
FIRE BRIGADE & AMBULANCE SERVICES
TRAFFIC DEPARTMENT
SHERIFF / MESSENGER OF THE COURT
TELKOM, ESKOM, POSTAL SERVICES
<u>ALL MUNICIPAL SERVICES:</u>
WATER, ELECTRICITY, SEWERAGE
ROADS, PARKS, BUILDING INSPECTORS
COASTAL WASTE REMOVERS
MACASSAR WATER
WASTETECH / WASTEMAN STRAND

## APPENDIX A

ENTITY	REGISTRATION REQUIREMENTS										
	ID	TITLE	SUR-NAME	GREENWAYS STREET ADD	GREENWAYS POSTAL ADD	E-MAIL	CAR(S) REGISTR	TEL, CELL	NON-RESIDENTIAL ADDRESS	NON-RESIDENT CONTACT NO's	FEES
<b>BIOMETRIC REGISTRATION</b>											
OWNER, TRUST MEMBERS	X	X	X	X	X	X	X	X	PRIVATE	X	
OWNER FAMILY	X	X	X	X	X	X	X	X	PRIVATE	X	
TENANT	X	X	X	MANDATE X	X	X	X	X	PRIVATE OR BUSINESS	X	X
CARETAKER / SUPERVISOR	X	X	X	MANDATE (MULTI)-X		X	X	X	PRIVATE OR BUSINESS	X	X
ESTATE AGENCIES	X	X	X	MANDATE MULTI-X		X		X	BUSINESS	X	X
ESTATE AGENTS	X	X	X	MANDATE MULTI-X		X	X	X	BUSINESS	X	X
<b>NON-BIOMETRIC REGISTRATION</b>											
HOLIDAYMAKER	X	X	X	MANDATE X		X	X	X	PRIVATE	X	X
OPEN PERMIT HOLDERS	X	X	X	MANDATE MULT- X		X	X	X	BUSINESS	X	X
BUILDERS PERMIT		X	X	MANDATE				X	BUSINESS	X	X
DOMESTIC LABOURER	X	X	X	LIVE-IN			X	X	X	X	X
DOMESTIC CHAR	X	X	X	X			X	X	X	X	X

Notes: **Mandate** : Written permission from owner(s) or agency for entity to be involved with property. Can also be a contract.

**Mandate Multi-X**: All mandates are to be registered at Greenways management.

**Fees** : Subject to change

**Family**: Parents, children and their spouses, grand children.

**Domestic Staff**: Differentiate between live-in and chars working at multiple addresses