



# THORNY BUSH MOKOPANE NPC

Reg No: 2015/106278/08

## HOME OWNER ASSOCIATION SECURITY GUIDELINES & RULES

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### ***Introduction***

This document is to serve as a guideline for all role players concerned with Thorny Bush Estate. Peace of mind and secure living is one of the primary reasons for all of us to be involved with the estate. It is therefore expected of each and every role player to abide by these guidelines, rules and principles.

The Estate has a security system comprising perimeter security, access control and physical patrolling. It serves as a deterrent and is not guaranteed to prevent any intrusion into the estate. The fence on the perimeter is electrified and should be approached with caution as it could cause injury if touched.

*The new Consumer Protections Act will not give homeowners in residential estates unlimited rights to do as they please without adherence to the management and conduct rules of their homeowners' associations (HOA's).*

*In order to ensure a quality and secure lifestyle within the estate the security rules & guidelines would have to be adhered to at all times, failing to do so will result in disorder and a potential decline in property values.*

*Upon purchase of a stand in the estate each owner automatically agrees to the estate's security guidelines & rules even if it means sacrificing some of their common law rights. The HOA Committee consists of owners/members of the estate as elected at an annual general meeting which entitles the committee to decide on and amend these guidelines & rules from time to time.*

*The obligation rests with the resident's, visitors, employee's, contractor's, service deliveries & security employees to obey the guidelines & rules of this estate. It will be a breach of these rules to abuse or exploit the security personnel under any circumstances.*



# THORNY BUSH MOKOPANE NPC

Reg No: 2015/106278/08

## HOME OWNER ASSOCIATION SECURITY GUIDELINES & RULES

### 1. Access & General affairs of residents

1. All residents must be registered on the biometric control system.
2. This is either by way of a fingerprint scan or a special tag with a unique identity number.
3. Residents who has not yet registered will only be allowed access if the guard on duty confirmed ownership with the office. Confirmation of ownership in this regard can only be done during office hours.
4. In instances where the resident is not registered, he/she will have to complete the register at the main gate each time when entering and exiting the estate.
5. No entrance will be allowed into the estate without fingerprint access, tag access or resident confirmation from the TBHOA Office.
6. The access control system software will be administered from the TBHOA Office.
7. Resident acknowledgement forms of the estate's guidelines & rules will be kept on record.
8. Vehicles may not be parked in the road in such a way as to obstruct other road users.
9. The speed limit is restricted to 30km per hour, please keep to the speed limit. Speeding will not be tolerated.
10. **No owner** is allowed to give instructions to the security employees.
11. All queries or requests must be communicated to the TBHOA Office who will channel the matter to the relevant person/s for action.
12. The noise volume of music, electronic equipment, music instruments, social activities and the
13. activities of domestic helpers should be kept at a level so as not to create a nuisance and disturbance to neighbours.
14. The mechanical maintenance and the use of power tools, lawn mowers etc, should be restricted to the following hours:
  - a. Monday – Friday: 07:30 – 17:00.
  - b. Saturday's: 08:00 – 15:00.

### 2. Access & General affairs of visitors

1. No vehicles are allowed to block the entrance or exit of the main gate. Vehicles may be towed and impounded at the cost of the owner.
2. Only parking inside the stand of a resident's house will be allowed, temporary exceptions may be considered by the TBHOA upon request and motivation.
3. Visitors should make use of the visitor's lane at the main gate only when entering and exiting the estate.
4. No visitor will be allowed access to the estate without prior arrangements and consent form the resident being visited. Regardless if it is for pleasure walks, a quick view at the development or delivering something to someone.
5. Consent can be obtained in two ways:

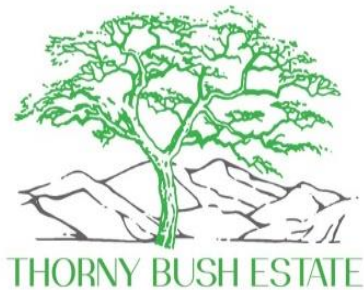


# THORNY BUSH MOKOPANE NPC

Reg No: 2015/106278/08

## HOME OWNER ASSOCIATION SECURITY GUIDELINES & RULES

- The owner gives written consent to the guard on duty which will include the initial, surname, id number and registration number of the person expected; or
  - The guard on duty will call the owner, should there be no answer, access will be denied.
6. It is the owner's responsibility to inform the administrator of their preferred contact details and keep the same up to date.
7. Contact details for any tenants should be provided by the owner of the property and kept updated with the administrator.
8. The access consent is only valid for a once-off entrance and exit. No other temporary access arrangements will be permitted.
9. Verification calls may only be made by the guard on duty.
10. Only full-time residents/tenants may be contacted by security for entrance arrangements.
11. Should a visitor display unacceptable behaviour at the gate, the visiting resident or contractor will be held responsible and/or liable for this behaviour, thus when a visitor is on the estate, he/she subjects himself/herself to the security rules that apply.
12. Each visitor will be issued with a security slip.
  - This has to be completed and signed by the owner to allow the visitor to exit the estate.
  - Should the slip be lost the owner must give written consent that the visitor may leave the estate.
  - The guard will contact the owner first to confirm the written consent before the visitor will be allowed to exit.
  - Should a visitor not have a security slip or written consent from the owner, the visitor won't be allowed to exit the estate until the same can be provided.
13. Owners are obliged to instruct visitors to adhere to the security protocol. All visitors shall treat the security personnel in a co-operating fashion and politely.
14. All identifiable (marked) emergency vehicles must be allowed access immediately which include:
  - Fire Brigade
  - South African Police Services only if there is a criminal emergency.
  - Ambulance
  - Private Security
15. Emergency Vehicle entry will be recorded with special priority in the occurrence book upon entrance and exit.
16. **The South African Police Services and the Sheriff of the Court will only be allowed entrance if a court order can be produced. The guard will contact the owner as a courtesy, except in circumstances where he/she is obliged not to do so by the SAPS or the Sherriff.**
17. The security supervisor must assist or meet the emergency vehicle at the relevant residence.



# THORNY BUSH MOKOPANE NPC

Reg No: 2015/106278/08

## HOME OWNER ASSOCIATION SECURITY GUIDELINES & RULES

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### 3. Domestic workers

1. All domestic workers must be registered at the administrator's office via the biometric access fingerprint system within two weeks of starting with employment.
2. While the domestic workers are not registered the owner must collect the worker at the main gate and return them to the main gate at the end of their shift.
3. Access and exit of any employees at residence, will be restricted to the turnstile at the main gate.
4. Should the employee require entry with a vehicle, special arrangements must be requested from the administrator.
5. Should the domestic not be able to enter or exit the turnstile the owner must be informed by the guard on duty and consent must be given for entry/exit.
6. Consent in this instance will only be valid for one entry / exit.
7. Foreign domestics must have a valid SA work permit before they become eligible for employment at any residence.
8. It is strictly the responsibility of home owners to ensure that domestic details are kept updated at the administrator's office.

### 4. Contractors access

1. Contractor labourers will be allowed access through the contractor's gate with a valid identification document or security access card.
2. Breathalyser tests may be conducted at the gate if necessary and randomly by the site supervisor.  
This process is as follows:
  - The security supervisor will have a black bag with 10 white golf balls and 4 coloured balls.
  - The labourer will be asked to draw a ball from the bag.
  - White means no test, colour means test.
  - If tested positive, no access will be allowed for the day.
  - At the third repeat of positive testing access will be refused for year.
3. Foreign labourers must have a valid SA work permit before entrance will be allowed.
4. No labourers will be allowed to enter or exit the estate without their appointed site supervisor accompanying them.
5. The site supervisor must be at the building site at all times and must be able to present a rollcall sheet to the security supervisor upon request daily.
6. The principal contractor will be given biometric access which he may use at the main gate provided he is not accompanied by workers who must enter through the turn style.



# THORNY BUSH MOKOPANE NPC

Reg No: 2015/106278/08

## HOME OWNER ASSOCIATION SECURITY GUIDELINES & RULES

7. Contractor labourers will be restricted to the sites that they are working on, no loitering around will be allowed on other stands or common property owned by the Section 21 NPC / Golf Club.
8. Contractor labourers found walking between sites will be removed immediately from the estate by the security supervisor and the principal contractor may be fined. The labourer may also be refused access from the Estate for a period of 6 months.
9. *Contractors activities are only allowed during the following hours:*
  - *Weekdays 06h30 – 17h00 exit by the very latest 17h30 with special arrangements being made at the administrator's office.*
  - *Saturdays 08h00 – 14h00.*
10. *No activities are permitted:*
  - *After 14h00 on Saturdays;*
  - *Sundays;*
  - *Public Holidays; and*
  - *Shutdown / holiday period in December/January period (dates will be determined annually).*
11. Contractors found working outside the prescribed times will be escorted out of the estate immediately followed by a written warning.
12. Should this occur three times within 6 months the permission to build on the estate will be reviewed by the TBHOA.
13. The delivery of all building material will only be through the contractors' gate.
14. *Delivery hours at the contractor's gate are:*
  - *Weekdays 06h30 – 16h00.*
  - *Trucks must exit the estate by latest 17h00 during weekdays.*
  - *Saturdays 08h00 – 13h00.*
  - *Trucks must exit the estate by the latest 13h30.*
  - *No deliveries will be allowed on Sundays, Public Holidays or Shutdown Period.*
15. Owners are obliged to ensure that contractors in their employ adhere specifically to the security provisions of the Contractors Code of Conduct.
16. No weapons of any description, drugs or alcohol will be allowed on the estate.
17. No open fires are allowed.
18. No fighting or horseplay are allowed on the building sites.



# THORNY BUSH MOKOPANE NPC

Reg No: 2015/106278/08

## HOME OWNER ASSOCIATION SECURITY GUIDELINES & RULES

---

### 5. Service deliveries / Maintenance contractors

*Service deliveries / Maintenance Contractors will be for example – Plumbers, Electricians, Interior decorators Florist, Delivery Companies, Fast food deliveries etc.*

1. Service delivery companies will follow the same principles and procedure as that of a visitor to the estate.
2. The following vehicle's will be allowed in at the Main gate:
  - Light delivery vehicle's (smaller than 3500kg GVM).
  - Motor vehicles.
  - Trailer's.
  - Motorcycle's.
3. Service deliveries / maintenance required to **occupied houses** will be allowed access to the estate at any time.
4. Service deliveries / maintenance to houses still under construction will only be allowed access the same days & times as the contractors.

### 6. Estate Agents

1. **Only** registered agents to market, sell or re-sell properties on the estate.
2. A potential buyer must always be accompanied by the accredited agent.

### 7. Unauthorised Access

1. Any person/s who gained access in any other way other than prescribed above will be classified as "unauthorised" and treated accordingly.
2. The security supervisor/guard will remove the trespasser/s immediately.
3. The above statement is also relevant to golfers or visitors of the KGCC.
4. Residents or resident visitors are not allowed to wander on the golf course or play and or practice golf without booking a game at the golf club itself.
5. Mutual respect for access protocols to facilities will be observed by the members of both the HOA and the KGCC.



# THORNY BUSH MOKOPANE NPC

Reg No: 2015/106278/08

## HOME OWNER ASSOCIATION SECURITY GUIDELINES & RULES

---

### 8. Fauna & Flora

1. No Fauna or Flora may be removed from the estate without special consent from the TBHOA.
2. Anyone found guilty of interfering-with/catching/killing wildlife will be pursued or legally prosecuted.
3. No wildlife may be brought onto the estate without special consent from the TBHOA.
4. The security supervisor/guard have full authorisation from the TBHOA to search any vehicle at any time for the purpose of identifying Fauna & Flora, suspected of being illegally removed from the estate.
5. Residents' use of any private open space areas is entirely at their own risk at all times.
6. The HOA or security company will not entertain any claims for damages of whatsoever nature of whatsoever cause arising.
7. Feeding of animals is **prohibited**.

### 9. Fence

1. The security supervisor on duty will **randomly** patrol the fence of the estate.
2. Any suspicious activities must be reported to the TBHOA site administrator immediately.
3. The security supervisor will continuously the line voltage.

### 10. Security Company

1. A dedicated security vehicle with a qualified security Officer/Supervisor/Shift Manager 24/7/365 is operative.
2. The security supervisor and guards on duty must be kept neat and tidy.
3. Their uniforms must include the Thorny Bush Estate logo.
4. The security company's employees must adhere to the dress code at all times to be identifiable. No exceptions.
5. The security supervisor must be equipped with the necessary tools to perform his/her duties.
6. The guards are responsible for the tidiness and cleanliness of their work stations and immediate surrounding areas.
7. The security supervisor should familiarise himself/herself with the contractors, service / maintenance personal and residents.
8. Annexure 1 and 2 which is attached to this document will describe the duties and responsibilities of the guards and supervisors on site.
9. The overall attitude of the guards and supervisors should be positive, friendly and tact-full.
10. There will be different situation/personalities to deal with on a daily basis and common courtesy, friendliness and professionalism is expected at all time.
11. Problems arising should be dealt with in a professional manner.
12. The security supervisor will do unpredictable fence, building and residential patrols.
13. Should the sewerage stations alarm sound the security must contact the administrator immediately.



# THORNY BUSH MOKOPANE NPC

Reg No: 2015/106278/08

## HOME OWNER ASSOCIATION SECURITY GUIDELINES & RULES

---

### **11. General notice**

*The security company has full authorisation to address and report transgressor of TBHOA guidelines & rules. TBHOA will not be held responsible for any legal or public liability claims in the event where owners, visitors or contractors did not obey the guidelines & rules of the estate.*

*The association reserves the right to alter or amend the guidelines at any time.*

*The guidelines & rules are set in place in order to create a pleasant and harmonious lifestyle.*