Annexure "H"

MEYERSDAL VIEW HOME OWNERS ASSOCIATION NPC
TAP (TEMPORARY ACCESS PIN) ACCESS CODES
OPERATING PROCEDURE

1. The control of Visitors and secure access to the Estate lie firmly in the hands of the Residents and does not rest with, nor is it at the discretion of the Guards on duty.

2. Residents must ensure that they act in a responsible manner when granting and allowing their Visitors access to the Estate, as it directly affects the safety and security of ALL other Residents within the Estate.

3. There are 2 (two) Visitor categories catered for, namely **EXPECTED** and **UNEXPECTED** visitors that would arrive at the Estate entrance and require access.

4. The following procedures describe the requirements necessary for Visitors to gain access to the Estate.

5. Should there be incidents of security breach with Visitors, either at the gate or within the Estate, these can now be tracked on the system and traced directly to the relevant Resident and the appropriate Action may be taken by the HOA Directors against the Resident.

   5.1. **EXPECTED VISITORS:**

      5.1.1. When a Resident expects a Visitor they are to send an SMS to the Estate cell number **+27 72 610 2110**, worded **EXACTLY** as detailed below:

         5.1.1.1. If they expect **1(ONE)** Visitor they send the following SMS, with only the letters TAP and the number of the Visitors they expect: [**TAP1**]

         5.1.1.2. The system will then send them a message with an **ENTRY** as well as an **EXIT** TAP code.

         5.1.1.3. The Resident must then forward this SMS, containing the relevant TAP codes, to their Visitor for use when they arrive at the Estate entrance.

         5.1.1.4. Should they expect **3(THREE)** Visitors, they SMS [**TAP3**] and they will receive 3 codes.

         5.1.1.5. (Example: **4(FOUR)** Visitors you SMS [**TAP4**]; 7 Visitors you SMS [**TAP7**] and so on.)

      5.1.2. When the Visitor arrives at the gate they will simply enter the "**Entry PIN**" on the keypad at the Visitor entrance and the boom will open for them.

5.1.3.   When the Visitor leaves they will simply enter the "**Exit PIN**" on the keypad at the exit gate and the boom will open for them.

5.1.4.   Please note that all access codes expire at midnight on the day of their issue.

5.1.5.   Should a Visitor still be visiting a Resident after midnight, and the code has expired, the Resident simply requests a new TAP code by again sending a [**TAP1**] SMS as detailed in points 5.1.1.1 to 5.1.1.3 above.

5.1.6.   The Visitor then enters the new "**Exit PIN**" that they've received on the keypad at the exit gate and the boom will open for them so that they may Exit the estate.

5.2. **UNEXPECTED VISITORS:**

5.2.1.   Visitors that arrive at the Estate entrance unexpectedly and unannounced may request the Guards to telephone the relevant Resident requesting permission for them to access the Estate.

5.2.2.   The guard will telephone the Resident on the Estate intercom system which has the Residents contact number/s pre-programmed.

5.2.3.   The Resident will be told the name of the Visitor at the entrance.

5.2.4.   If the Resident is satisfied that the Visitor is legitimate and may enter the Estate, they press the number **"9"** on their telephone keypad.

5.2.5.   This then sends a signal which would open the boom gate for the Visitor.

5.2.6.   The Guards are not authorised to open the boom gate for Visitors under any circumstances.

5.2.7.   When the Visitor leaves the Estate the Guards open the boom gate for them to exit.