

EFFECTIVE: 27 OCTOBER 2020

## RESIDENTS

### Pre-requisites for permanent access:

1. All residents (main member or head of family at least) are required to be **registered on the HOA Community Portal (the Portal) before being granted permanent access to the Estate**. The 'HOA Member Contact Details' form\* must have been completed and signed by the homeowner (or assigned representative) and submitted to the Estate Manager for registration. Once registered, the new resident (owner or tenant) will receive a username and password enabling him/her to access the portal.
2. Once registered on the Portal and in order to gain permanent access, new residents or residents acquiring new motor vehicles need to **complete a 'NEDAP Vehicle Registration Removal' form\*** and either email it to bergendalestatemanager@gmail.com or leave it at the guardhouse for the Estate Manager's attention. Any **vehicles sold or replaced** must be included on the same form.
3. All new vehicles will be registered against the resident (main member) on the NEDAP access system and the Portal, and any vehicles sold or replaced will be removed from both the Portal and the NEDAP access system.
4. NEDAP tags will be issued at a cost of and charged to the homeowner's levy statement (homeowners will need to recoup this cost from tenants). The tag should then be fitted in the middle at the top of the inside of the windscreen.

\* Forms are available from the Portal under "Forms", the Estate Manager's Office (EMO) or the guardhouse.

### Entry:

1. Residents arriving per **metered taxi/e-ride hailing** should enter via the visitors' lane (as the residents' lane is for access by vehicles with NEDAP tags only). Residents may be required by the guards to show identification should the guards not recognise them. The driver will have his driver's licence scanned, be issued with a TAXI pass which will be scanned using the ATG scanner, enter, deliver the residents to their house and return immediately to exit the estate, handing back his TAXI pass for scanning out. Should the taxi not return within a reasonable timeframe, the guards will investigate.
2. Residents using **temporary or hired vehicles** should send themselves an invite QR code using the ATG app for the period that they'll be using the temporary vehicle as per point 4. under "Visitors, Entry:" below.
3. When entering the Estate **vehicles registered on the NEDAP access system** are to use the residents' lane. The entry boom should open automatically on approach (don't tailgate and approach cautiously). If it regularly doesn't open, the problem should be reported to the Estate Manager.

### Exit:

1. The exit boom should open automatically on approach for vehicles registered on the NEDAP system (don't tailgate and approach cautiously). If it regularly doesn't open, the problem should be reported to the Estate Manager.
2. The guards may not manually open the exit boom for residents with hired/temporary cars, visitors or contractors. Once the ATG QR code is scanned, the boom/gate will automatically open.

## VISITORS

### Entry:

1. **All visitors must be transported per vehicle to the resident's house** either in their own vehicle, per metered taxi/e-hailer service or by being collected by the resident (they must still complete formalities at the guardhouse).
2. **Single and multiple entry visitors need to be sent an invitation by the resident, using the ATG platform.** Instructions for downloading the ATG app are available for [IOS](#), and for [ANDROID](#) on the Portal. Visitors will need to present their proof of invitation (ATG QR code or ATG invite link). When information is processed, access will be granted.
3. In the case where **multiple vehicles with guests are expected to arrive around the same time for a social gathering**, residents should send each invited guest an invitation using the ATG app, as well as notify the guardhouse and/or Estate Manager (EM) in advance according to the following schedule:

Criteria	Notice Required	Notification Required	Details Required
Up to 10 guests		Guardhouse 021 791 4614	Visitors' details in advance Visitors to present their QR code invite in order for security to scan them in
11 – 25 guests	3 working days	EM and courtesy notification to immediate neighbours	Completed Resident's Guest List form
>25 strongly discouraged at any one time unless there are special circumstances which will require special arrangements, such as a wake	5 working days	EM To neighbours in writing Additional authorisation: Security Trustee Chair or Vice-Chair	Completed Resident's Guest List form (available <a href="#">here</a> ) Special arrangements e.g. Additional ADT security on hand at guardhouse at host's expense, and a guard allocated to directing parking if necessary
In addition to the above, if utilising more than 3 verge parking bays	As applicable	EM	Parking plan because of limited verge parking available in Berg en Dal

4. For **multi day/entry visitors including house-sitters**, the resident should send the visitor an invitation using the ATG app. This invite (QR code or message) is to be shown to the guard upon entry and normal entry procedures will apply.
5. The guards reserve the right to search visitors' vehicles as and when they feel it necessary.

## Exit:

1. Single and multiple entry visitors are required to scan out at exit.
2. The guards reserve the right to search visitors' vehicles as and when they feel it necessary.

## CONTRACTORS

### Entry:

1. The resident needs to send the contractor an ATG invite for the period that the contractor will be working on the estate. This will be checked and scanned daily on arrival.
2. The resident needs to inform the contractor that neither he nor his workers will be able to access the estate without valid copies of their IDs or Driver's Licences.
3. Each day on arrival the workers will disembark and remain outside whilst the contractor/driver scans in. The first time the contractor/driver enters a copy of his ID or driver's licence will be taken. A red contractor card will then be issued and placed in the contractor's vehicle.
4. The contractor's vehicle and driver will be allowed to enter and park behind the guardhouse while the workers sign-in.
5. The workers will then follow Bergendal's sign-in procedures and, as with the contractor/driver, the first time they enter, a copy of their ID or drivers licence will be taken.
6. Copies of the IDs/drivers' licences will be kept in an in-tray during the course of the day.
7. The guards reserve the right to search vehicles as and when they feel it necessary.

### Exit:

During the day:

1. If the contractor temporarily leaves the estate during the day he must return the contractor card, and any of his workers that accompany him must sign out. The contractor should inform the guards that he will be returning so that the contractor card can be kept aside to be returned on re-entry. The guards will keep the contractor card in the ID in-tray.
2. The guards reserve the right to check and verify identification if they feel it necessary.

At end of day:

1. All workers must get out of the vehicle at the gate and exit through the pedestrian gate.
  - a. They must sign out as per Berg en Dal's access control system.
  - b. The copy of their IDs/drivers' licences will be returned to them.
2. The contractor/driver must return the red contractor card at which time the copy of his IDs/drivers licence will be returned to him.
3. If at the end of day there are any copies of IDs/drivers licences left in the in-tray the guards must contact the Estate Manager immediately so that he can ascertain whether or not workers have remained behind on the estate.
4. The guards reserve the right to search vehicles as when they feel it necessary.

**DAILY AND LIVE IN GARDENERS AND DOMESTICS:**

1. Residents are required to complete the 'Domestic Gardener Registration' form for each of their gardeners and domestic workers. [Click here.](#)
2. Bergendal Security will issue the registered gardeners and domestic workers with Berg en Dal ID tags which must be displayed at all times when walking in the estate.
3. In order to enter the estate the gardeners and domestic workers will also need to be registered on the biometric system at the gate.
4. On arrival in the morning the gardeners and domestic workers are to report to the guards who will issue them with their ID tags. They can then enter the estate by inserting their finger into the biometric system reader which will open the pedestrian gate.
5. If a finger print does not register, the guards will sign them in individually into the register book and report the issue to the estate manager.
6. On exit, they are to scan out and return their tags to the guards.
7. Residents WILL be contacted every time a gardener or domestic worker enters without an ID tag.
8. Gardeners and domestic workers who are not registered nor have an assigned ID tag will not be allowed access without the resident's permission. The resident will need to complete a registration form before the gardener/domestic worker is allowed access a second time.

**TEMPORARY CARE STAFF:**

1. Walk-in/live-in carers will be issued with an ATG QR code laminated card, which will be pre-loaded with the access dates applicable.
2. If you require one of these cards, please contact the Estate Manager and he will have a card made.
3. The card is to be collected from security on arrival, and handed in to them on exit.
4. The resident will be notified and must confirm access each day that the carer arrives unless specifically requested otherwise.