

Creswell Court Access and Security Guidelines

POLICY STATEMENT

The Body Corporate has a mandate to safeguard the security of Creswell Court and all its residents.

By extension, every resident shares in this responsibility and must ensure that their own conduct does not compromise the security of the scheme or place other residents at risk.

These guidelines have been developed in response to past incidents, with the goal of strengthening overall security for Creswell Court.

While we understand that increased security may reduce convenience, these measures are essential for the safety and security of all Creswell Court residents

These guidelines have been developed after many years of dealing with the same reoccurring issues.

APPLICABLE CONDUCT RULES

Please see the following Creswell Court Conduct Rules:

- 5. Vehicles and parking
- 13. Fire regulations and the storage of flammable materials
- 14. Fireworks, firearms, pellet guns and other dangerous behaviour
- 17. Employees and contractors
- 21. Imposition of penalties
- 22. Letting of units
- 23. Security

Please ensure compliance to these guidelines to avoid any unnecessary penalties as described in the Conduct Rules “21. Imposition of penalties”

For any queries, clarifications, or suggestions please contact the Managing Agent (Stonewood) or the Body Corporate.

Find the latest version of this document at <https://creswell.co.za>

Or request it from the Managing Agent or Body Corporate.

SECURITY

- **Pedestrian Gate Access:**
 - Do not grant access through the pedestrian gate to anyone unless you know them personally, regardless of how convincing they may seem.
 - Individuals with legitimate access to Creswell Court will have appropriate means to enter Creswell Court.
 - Never leave any gate open or unattended at any time.
- **Guest and Contractor Entry:**
 - Guests and contractors must be met and escorted in from the gate.
- **Deliveries:**
 - Residents must collect all deliveries at the gate.
 - Delivery personnel are not permitted to enter the premises.
- **Guest Access Codes:**
 - Keep the use of guest codes to a minimum.
 - Generate codes only when necessary (e.g. when running or temporarily unavailable).
 - Do not share or use any codes that were not specifically assigned to you.
 - Please do not abuse the codes and force the body corporate to remove them completely
 - Due to previous misuse, the Body Corporate has already had to reduce their functionality
 - One is still able to open the gate remotely if/when needed without the need for codes
- **Responsibility for Guests and Contractors:**
 - Residents are fully responsible for the behavior and access of any guests or contractors they allow onto the property.
 - Note: This includes anyone entering with a guest access code.
- **Surveillance:**
 - There is CCTV monitoring is in place to cover all gate areas for added security.

REQUESTING INTERCOM/GATE ACCESS TO CRESWELL COURT

Requirements

- Valid lease agreement
- Signed Conduct Rules
- South African cell phone number (if you want to use the intercom via cell network)
- Valid visa for the length of the lease for non-South African residents

Access will only be granted when the above documents and information is submitted at:

<https://www.creswell.co.za>

Updates to this document will be available at <https://creswell.co.za>

Please allow up to 5 business days for this to be processed.

Please plan ahead, to ensure the process has been successfully completed on time.

INTERCOM ACCESS METHODS

The Intercoms phone number is: +27 71 315 9530

The gate can be opened by any of the following methods:

- 1) Phone the intercom from a cell number registered with the intercom
- 2) Phone a registered cell number from the intercom
 - a) Dial the corresponding user number from the intercom (example: 111)
 - b) Bring up the keypad on phone receiving the call
 - c) Press 1 to open the gate
- 3) Accentronix App
 - a) Bluetooth
 - b) Data
 - c) Guest code

Recommended method is to use the Accentronix app on your phone.

Often cell towers/cell signal can be temperamental (especially with load shedding), so using the App can bypass these issues.

The app can be downloaded from your applicable App Store.

Android Play Store:

<https://play.google.com/store/apps/details?id=za.co.accentronix.messenger2>

iPhone iStore:

<https://apps.apple.com/za/app/accentronixapp/id1389071207>

- 1) Press and hold the PEDESTRIA GATE button on the app
 - a) Turn the Bluetooth toggle to On to use Bluetooth (No cell phone signal or data needed)
 - b) Otherwise, if toggle is off it will connect to the intercom via internet data
- 2) Press the Invite Guest button to create a single use code, that can be used to open the pedestrian gate.

DRIVEWAY GATES

Driveway remotes can be obtained and programmed from Star Tech (083 309 1220)

Enquire about the associated cost.