



MOSEL BAY GOLF ESTATE HOME OWNERS ASSOCIATION

Association incorporated under section 21 of the Companies Act 1973 (as amended)

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SECURITY RULES (JANUARY 2023)

The rules (including instructions for daily operation) must be adhered to by all owners/tenants/contractors/visitors/workers. The owner will be held responsible for the behaviour of his or her tenant/contractor/visitor/worker while they are on the Estate. Any swearing or threatening behaviour towards security officers will be considered as a serious breach.

1. Right of admission to the Estate is reserved.
2. Security officers are not allowed to open gates for residents or visitors except for an emergency.

The following cases shall be classified as an emergency:

- 2.1. Fire – Fire Brigade.
- 2.2. Death/Illness/ Injuries/Accidents – Doctors, Ambulances, Police, Hearses.
- 2.3. Criminal Offences – Police.
- 2.4. Gates/Booms – Faulty gates/booms, if there are no other way to enter/exit.

N.B. All emergencies must be reported to response to investigate, report to Management (if necessary) and make a detailed entry in the OB.

In case of an emergency, the red box glass must be broken and the card used. A proper and detailed explanation must be noted in the OB.

The Director for Security must be informed immediately of any emergency by the Estate Manager.

3. Tenants may only use cell to gate to enter / exit the Estate if they have completed all documentation at Status Mark and a copy of the contract is on file.
4. Owners may use their personal cell to gate / e-tags to enter / exit the Estate.
5. Friends or Family members of owners are only allowed to enter via cell to gate. The owner MUST open the gates with cell to gate or apply in writing via Status – Mark in town for cell to gate for family members. Status Mark will refer grey area applications to the Security Sub-committee for consideration

N.B. All e-tags need to be fitted on the windscreen of the vehicle. Change of ownership of vehicles with e-tags, damages and replacements of windscreens with e-tags on, must be reported to Status Mark. Status Mark will cancel these or e-tags.

6. Visitors:

Visitors to the Estate are not allowed through the Golf Club gate. Visitors are not allowed to bring any animal, bird, reptile, life fish, etc. into the Estate. Motor Vehicles of visitors may be randomly searched.

6.1 Pedestrians – After confirmation was received, the visitor can be allowed through the pedestrian gate and the resident to be visited must accompany the visitor in and out of the Estate.

6.2 On bicycle – After confirmation was received, the visitor can be allowed through the contractor's gate and the resident to be visited must accompany the visitor in and out of the Estate.

6.3 By Motor Vehicle – After confirmation was received, the resident must open the resident gate (Church Street) and the visitors gate (Schoeman Street) via cell to gate.

N.B. – No confirmation, no access. Visitors are not allowed to make use of owners' e-tags. If access cards or e-tags are handed to visitors, it will be confiscated and cancelled.

6.4 Strangers – No strangers shall enter to take a drive or walk through the Estate.

6.5 Golf Lodge and Short term letting – Only the owner of an approved property are allowed to open the gates with Cell to Gate. No short term letting guest or tenant will get registered to use Cell to Gate function from 1 March 2023.

N.B. – Security officers are not allowed to open the gates for visitors.

7. Domestic Workers/ Gardeners – Domestic workers/ Gardeners must supply proof of a clean Criminal Record to Management before access can be allowed. Thereafter an Estate ID- card can be obtained on the prescribed manner. From 1 February 2020 Estate ID-cards are only valid for two (2) years. After two years it must be handed in at security/management and new cards must be obtained on the prescribed manner. Residents are responsible to inform management of workers where they are dismissed, resigned or on AWOL. Application for new cards must be made by Management on the prescribed manner.

7.1. They shall enter/exit through pedestrian gates of the Estate. In cases where Domestic workers/ Gardeners entering/exit by motor vehicle driven by a resident, the resident must stop and allow the worker to sign in/sign out their Estate ID-cards.

N.B. No entrance/exit through Golf Club gates.

N.B. No workers are allowed inside the guard house at the gates.

7.2. They shall sign out their Estate ID- cards when they enter the Estate.

7.3. They shall sign in their Estate ID- card when they exit the Estate.

- 7.4. They shall wear Estate ID- cards visible on their clothing while walking in the streets of the Estate or will be taken out of the Estate.
 - 7.5. Domestic workers/Gardeners are to remain at the unit where they work and are not allowed to walk around on the Estate or the golf course.
 - 7.6. Domestic workers/Gardeners must provide a letter from the resident authorizing him/her to take food or any items out of the Estate otherwise security will be obligated to phone the resident to get confirmation. No confirmation, items shall be confiscated till confirmation received.
 - 7.7. Domestic workers/Gardeners shall be searched randomly.
 - 7.8. Gardeners and domestic workers must be out of the Estate by 17:00.
 - 7.9. Au-Pairs, medical caretakers, etc. must apply on the prescribe manner to stay - in on the Estate.
 - 7.10. Workers are not allowed to make use of owners' e-tags.
 - 7.11. Workers ID cards will only be valid for 2 years.
8. Residents are not allowed to give any instructions to security officers. Any requests or proposals must be done through Management.
9. Contractors:
- 9.1. All contractors which include furniture removals, Freight, Deliveries, Quotations, etc. shall enter through Church Street Contractors gate and workers shall enter through the turn style gate.
 - 9.2. No contractors designated for the Golf Estate are allowed to enter/exit through resident's gates at Schoeman and Church Street or the Golf Club gate. Residents are not allowed to open gates for contractors. Only contractors or delivery vehicles with a height more than 2,9m and designated to Pardew and Myrica Drives may enter/exit through Schoeman Street gate. Prior arrangements for this must be made with the Estate Manager.
 - 9.3 Residents who are also contractors may enter/exit at any gates with cell to gate and e-tag but if there are authorized workers with them they must enter/exit through Church Street Contractor's gate.
 - 9.4. All contractors and their workers must supply Management with proof of a clean criminal record. Thereafter Estate ID- cards could be obtained on the prescribed manner.
 - 9.5. Contractor vehicles, contractors and their workers should be searched randomly.
 - 9.6. Contractors and their workers are only allowed to move around on the site where they are working. They are not allowed to wander away from their site and/or loiter on the

Estate. No contractor or worker is (for any reason) allowed on foot in the streets of the Estate. A contractor/driver/supervisor must transport them to their workplace and back during the prescribed working hours on a suitable vehicle with the relevant signages on both sides.

9.7. Deliveries of materials related to building are to be made between 07:00 and 17:00 on working weekdays only. Deliveries of house- hold appliances/furniture and courier services shall be allowed over week-ends and public holidays between 07:00 and 17:00. Special arrangements, through the Estate Manager, must be made for deliveries of furniture for people moving on or off the Estate.

9.8. Contractors activity will only be permitted between the hours of 07:00 and 17:00 Mondays to Fridays. Activity outside of these hours or public holidays shall not be allowed, except for emergency cases such as:

- Geysers / Pipe Bursts
- Electrical Problems
- Faulty TV/DSTV – No new installations
- Broken Windows/Sliding doors/ Garage Doors
- Sewerage / Blocked Drains

N.B. In cases of these emergencies, Confirmation also needs to be done, if No Answer, alert response to escort the vehicle to get confirmation.

9.9. All contractor vehicles used on site shall bear signage on both sides of the vehicle. Signage's should clearly indicate the name and contact number of the contractor. No vehicle without signage or authorization by the Estate Manager will be allowed on site.

9.10. Contractors are to house their staff/labourers off site and they must be off site by 17:00.

9.11. Contractors and their workers are not allowed to make fires on sites, sit, sleep and or eat on sidewalks or lawns.

9.12. Contractors are liable for any damage caused by him or his workers.

9.13. Contractors must not use surrounding properties, pavements, common areas and or no go areas for any whatsoever without written approval by the owner or Home Owners Association. If anyone is caught using a bush as a toilet, such a person will be removed from the Estate permanently.

9.14. Main contractors are responsible for actions/misbehaving/damages caused by his sub-contractor/s.

9.15. Nobody is allowed to park vehicles on common ground, in roads or part of roads on the Estate.

9.16. Nobody is allowed to leave material or skips on pavements or roadways after closing time (17:00).

9.17. Speed for all motorcycles/passenger vehicles/light delivery vehicles are 25 km per hour and for heavy delivery trucks 20 km per hour.

9.18. Delivery vehicles of sand/gravel must be covered with canvasses or shade cloths.

9.19. Nobody is allowed to disturb or kill any animal or reptile.

9.20. Contractors are not allowed to establish or work on site unless a brief safety and procedural discussion were held with the Estate Manager.

9.21. Contractors, contractor workers, delivery vehicles or any other vehicle are not allowed to turn or park on private driveways and or common areas.

9.22. Residents are not allowed to house contract workers and pretend they are friends/family. They shall enter/exit the Estate on the prescribed manner and within the prescribed hours even if they are family or friends.

9.23. Contractors must limit noise on sites and on vehicles when transporting workers. No extreme noises or shouting shall be allowed.

9.24. All contractor vehicles that enter the Estate must be roadworthy. Vehicles that are leaking oil, smoking excessively, make extreme noises, etc. shall not be allowed. The same applies to any vehicle of anyone that makes extreme noise and is a nuisance to the residents.

9.25. Contractors/owners must ensure toilets are available for workers on working sites. Only these toilets must be used and **not bushes on open erven/community property/ Golf Club facilities.**

9.26. Owners of businesses must take full control over Estate ID-cards of their workers. Contractors must, after completion of contract on the Estate, hand in all their Estate ID-cards at security/management for safe keeping. From 1 February 2020 Estate ID-cards are only valid for two (2) years. After the expiry date, cards must be handed in at security/management. ID-cards must be handed in for workers who are dismissed, resigned or on AWOL within 24 hours. Application for new ID-cards must be made at Management on the prescribed manner.

9.27. Building sites shall be visited and inspected by response officials during and after working hours. Sites must be clean and neat at all times. No workers are allowed on sites before or after prescribed time.

9.28. Staff of businesses who do deliveries on the Estate must be in possession of a RSA ID-document/valid passport and valid working permit.

10. Hawkers – Hawkers are not allowed on the Estate. No tickets shall be sold or money/food collected by anyone.

11. Architects, Engineers, Building Inspectors, National Home Builders Registration Council (NHBRC), Municipal workers, Telkom workers, Open Serve workers, and the Sherriff of Court shall be treated as if they are in possession of ID- cards of the Estate.

Security to sign them in and out, as quickly as possible. Visits to community areas, building sites, etc. - No Confirmation. Visits to residents – Confirmation. Visits by the Sherriff of Court - No confirmation required.

N.B. Telkom and Open Serve workers must identify themselves by means of Telkom and Open Serve ID- cards/letters. Contractors for Telkom, Open Serve and/or Municipality must be shown appointment letters from each authority and referred to Management/Site office before access are given to them. They are not allowed to walk from house to house for any reason and must have appointments with residents.

12. Residents must report all complaints, crime cases, attempts of crime, suspicious persons, etc. immediately to Response (cell number 081 777 5338) and or Management (tel. 044 691 2539). Complaints to be referred to the Board of Mossel Bay Golf Estate HOA for decision and or further action must be in writing to Status Mark.

13. Access by non-residents to Mossel bay Golf Estate through Mossel Bay Golf Club gate is not allowed. The Golf Club Gate is only for members of the Golf Club. Residents are not allowed to enter the Estate through the gates of the golf club. If you are a resident and also a member of the Golf Club, you may enter at all gates if you can provide proof to the guards.

14. Tailgating of any vehicle at any entrance/exit gate/boom is strictly prohibited.

15. If a resident's cell to gate and/or e-tag is misused, it will be cancelled / put on hold immediately.

16. When residents move from the Estate, they must inform Status Mark to cancel their cell to gate and/or e-tag. No access instrument is transferable even to a new resident and/or property agent.

17. Property Agents

17.1. Security officers are not allowed to open gates for property agents.

17.2. Any property agents who are invited by an owner to market his/her property must be handled as a visitor to the owner. Confirmation must be done and owner requested to open gate by cell to gate function.

17.3. No Estate agents who market property on the Estate can register for cell to gate function anymore. The property owner will handle entrance and exit on the prescribed manner.

17.4. During show house times, property agents must escort their potential buyers at all times and are responsible for their behaviour. All of them should leave the Estate together.

17.5. Property agents are not allowed to walk on the Estate to market property or to hand out business cards/pamphlets.

17.6. Property agents are not allowed to enter the Estate and drive or walk with family or friends. Access to them is strictly for business purposes.

18. Funseekers/RCI

18.1. Visitors of Funseekers/RCI are allowed to enter/exit the estate at any gate as the owner of the property decided and take responsibility. Only the owner can open the gate. No third parties are allowed.

18.2 Visitors of Funseekers/RCI cannot register for cell to gate function. No e-tags may be used by visitors.

18.3. Funseekers/RCI and the owner is responsible for the behaviour and or damages of property by their visitors.

18.4. Security Officers are not allowed to open gates for visitors from Funseekers/RCI or any short term letting visitor.

18.5. Funseekers/RCI domestic workers must apply for Estate ID-cards on the prescribed manner.

19. Long-term tenants with formal agreement

19.1. This is visitors to the Estate for a period longer than normal holiday periods with a minimum of 30 days. They can only enter/exit the Estate with a cell to gate function after a formal letting agreement is registered with Status Mark and all formalities have been completed. They are not allowed to enter/exit with an e-tag.

19.2. Owners who rented their houses on long-term are responsible to make sure they are in possession of one suitable cell phone. The registered period with Status Mark will only be for the time of the stay as stated in the agreement. The Board have the right to ask for police clearance documentation.

19.3. Owners who rented their houses are responsible for the behaviour and or damages of property on the Estate.

20. Bed and Breakfast Visitors

20.1. Owners who registered their house/part of their house for rent (Bed and Breakfast) are responsible for the behaviour and or damages to property on the Estate by their visitors. The owner is living in the property permanently with the visitors at all times. No neighbor or friend is allowed to rent out accommodation in a house other than their own.

20.2. No tenant is allowed to do any form of renting rooms in any property.

20.Visitors are not allowed to use Estate e-tags to enter/exit the Estate. Owners must open gates for their visitors by cell to gate function.

21. Drones

21.1. Legally the flying of drones is not allowed within a radius of 10 kilometers from an airport and therefore as well as other security reasons the flying of drones on the Estate are prohibited.

22. Fishermen

22.1. Fishermen are contractually allowed to enter/exit through the Estate to the fishermen's parking in the Nature Reserve. Before access is given, a fisherman must comply with the following:

22.1.1. Must be a member of the Mossel Bay Angling Club with a valid membership card.

22.1.2. Must be in possession of a valid Angling License.

22.1.3. Must complete prescribed form at guard room after checking the validity of the licenses.

22.2. Fishermen are only allowed to enter at 07:00 and must be out of the Estate not later than 17:00 at Church Street Contractors Gate.

22.3. Response must be informed of fishermen entering the Estate and escort them to the entrance into the Nature Reserve. He must unlock the chain and show them to the fishermen's parking. Fishermen are not allowed to drive around on the Estate.

23. Caddies/Workers/Ball Seekers of the Golf Club

23.1. They are not allowed to walk/drive in the streets of the Estate. They must only walk/drive over a street (shortest way) from one golf course to the other if necessary.

23.2. They are not allowed to enter/walk on private property.

23.3. Caddies are not allowed to enter the Golf Club when it is still dark and must be out of the Golf Club premisses by the times as stipulated when gates get locked.

23.4. Caddies are issued with Golf Club ID-cards and must wear it visible on their clothing. No cards to be signed out and left at the gate.

23.5. Caddies do not have access to the Maintenance and Golf car storage gates.

23.6. Caddies and or any other person are not allowed to sleep in the Golf Club premisses.

23.7 Caddies smelling of alcohol must be denied access.

N.B. If caddies/workers/ball seekers are in breach of any of mentioned rules, they must be removed from that point and taken to the Golf Club Management. A proper and detailed entry must be made in the OB.

24. Delivery of Food

24.1. Residents are not allowed to open gates for any delivery by Cell to gate

24.2. Vehicles used for pizza and or food deliveries must only enter/exit at the contractor's gate at Church Street.

24.3. Security will do confirmation with residents by telephone on the number that may be communicated beforehand. **No confirmation, no delivery.**

24.4. The speed limit is 25km/h and if fined and do not pay the only remedy would be not to allow the person into the Estate again until the fine has been paid.

24.5. Residents who authorize entrance need to take responsibility for the actions of delivery people.

25. Delivery of Newspapers

25.1. Residents are not allowed to open gates for newspaper deliveries and cannot be done when it is still dark.

25.2. A person who delivers newspapers can enter at the Contractors gate

25.3. Deliveries of newspapers are only allowed from 07h00

26. Delivery of Mail

26.1. Residents are not allowed to open gates for mail delivery.

26.2. No delivery of mail is allowed.

26.3. Residents must apply for mailboxes at the Post Office/Post-Net of their choice.

27. Changing of Security and other Rules

The Board of Directors have the right to change and implement rules in order to serve the majority of residents in the Golf Estate.