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4 September 2023

Dear Residents,

AMBERFIELD VALLEY HOA COMMUNIQUE: SEPTEMBER 2023

This communication is addressed to you on behalf of the Directors of Amberfield Valley HOA.

REGISTRATION OF CONTRACTORS AND DOMESTIC STAFF

Following on the recent security incidents in the Estate, it has been noted that residents of the Estate are 'bypassing' the requirements of the Conduct Rules, with specific reference to Rule no. 27.6 which stipulates that "The Member or Resident of a Unit must ensure that his/her gardener, domestic worker and Contractor(s) which he/she uses are registered at the Estate Manager's Office or with Security. The Member or Resident will bear all the administrative costs (if any)."

Some residents are even fetching contractors from outside the Estate gates and driving them to the property in question.

The registration of these persons is instrumental in accurate record keeping by security of (especially) contractors on site, who are often times left alone and unsupervised at residents' homes, which in turn makes them a security risk, especially if not registered.

Contractors may also not roam around within the Estate and should only be at the stand which they are working. Contractors arriving and departing the Estate are to do so by vehicle, and not roaming around on foot.

Residents are also reminded to ensure that all domestic staff working on site are registered with the Estate Manager, and any staff no longer in the employ of the resident is to be reported immediately in order that their biometric access can be revoked. Spot checks recently done by the Estate Manager has brought to light some domestic staff members who last accessed the Estate in February 2019, but who have not been removed from the system, which is also a huge security risk.

Further to this, The Board of Directors have agreed that this blatant disregard of the Estate rules, which ultimately influences the well-being of all the other residents, cannot and will not be tolerated. To ensure that these rules are respected by all, any resident who doesn't comply with these rules will receive a R1,000.00 (one thousand rand) fine.

Security will be tasked to remove such non-registered persons immediately from the Estate, without any further discussions and to register the full details of such incident(s) in the Occurrence Book.

The implementation of this may be seen as drastic, but the Board of Directors cannot allow some residents to put the well-being of all the other residents in jeopardy.

ACCESS CONTROL

As technology in access control systems improves and subsequent to the latest security related incidents, the current access control systems also need to be addressed and improved upon.

The Board of Directors have decided to investigate alternate options to replace the current fingerprint identification system and optimize access control to the Estate, including wave readers which read the whole hand without touch, or a facial recognition system.

Directors: Johan Botha (Chairman), Randy Molai (Vice Chair), Annette Weldon (Finance),
Thandi Radebe (Safety & Security), Mashudu Mabasa (Infrastructure & Maintenance)

The Directors are awaiting pricings on these options, and this information will be communicated to the owners, together with all the pros and cons, once received.

INCIDENTS AT THE GATE

There has been an increase in incidents at the gate where visitors, delivery vehicles and contractors arrive at the gate without the necessary exit code(s) or stand information, and then get verbally abusive and even physically aggressive with the security staff and the Estate Manager when requested to return to the stand to get the necessary information.

This behavior will not be tolerated, and owners are reminded that a fine of up to R2,000.00 (two thousand rand) may be levied to the owner or resident of the relevant visitor, delivery person or contractor who is unnecessarily rude or abusive to the security officers.

SATEC VISITME+

As previously advised, the changeover from SaTec VisitMe to VisitMe+ is unavoidable as the company is no longer doing upgrades and developments on the original app. We are in final discussions / negotiations with SaTec to personalize the app to our Estate's requirements and proceed with the conversion to the new app.

It is expected that the new system will be implemented by 1 October 2023, and we will have both apps running concurrently for the month of October, with the VisitMe+ app running as the only visitors' access system from Wednesday, 1 November 2023. Adequate notice will be given to residents both via e-mail and on the current SaTec noticeboard prior to the implementation and final switchover.

RULES RELATING TO ANIMALS WITHIN THE ESTATE

Further to the July 2023 communiqué, wherein specific reference was made to dogs within the Estate and the issues relating to same, we have since received several complaints with regard to cats being a nuisance, specifically (un-spayed or un-neutered) cats that roam at night and caterwaul throughout the night.

Residents are reminded that the rules stipulate that pets must be spayed / neutered, both to avoid the aforementioned and also to prevent cats from mating with the feral cats in the Estate, resulting in even more feral cats.

The Board of Directors remind residents that a R250.00 (two hundred and fifty rand) fine will be levied where dogs are identified on the common areas without a leash or outside the owner premises, as well as to owners of cats that are identified roaming at night and causing disturbances throughout the night.

We trust that we may rely on the residents' assistance and kind attention in these instances, and thank you in anticipation of same.

Sincerely,



JOHAN BOTHA
CHAIRMAN : BOARD OF DIRECTORS AMBERFIELD VALLEY HOA