



Riverspray Security Newsletter

March 2016
Volume 1 Issue 1

Riverspray Lifestyle Estate Vanderbijlpark

www.riversprayestate.co.za 016 9857700

Vehicle Stickers

INSIDE THIS ISSUE

- 1 Vehicle Stickers
- 2 Riverspray Security Guards
- 3 Alarm Systems
- 4 Visitor Procedures
- 5 Resident and Visitor Entrance
- 6 General

We would like to thank everyone for their efforts to collect their stickers and attach it to their vehicles. If you have not received your vehicle identification sticker please collect it at Reception or make alternative arrangement with Charlene at Reception. We would also like to thank you for your patience during the implementation period. Should you purchase a new vehicle please inform Reception in order for us to print the new sticker once you received the new car registration number. Please take note that residents will not have access to the riverfront if their vehicle does not have the identification sticker. Resident vehicles without stickers will be clamped and R250 will be payable at Reception before the clamp will be removed.

"The good we secure for ourselves is precarious and uncertain until it is secured for all of us and incorporated into our common life." – Jane Adams

Riverspray Security Guards

We have 13 Security Guards employed by Stallion for Riverspray Estate. David Daniels has also been employed as Security Site Manager by Stallion. David is responsible for the Security of the Estate, training and managing the guards on site. He is on duty from Thursdays to Mondays. This allows him to be on the Estate over weekends to ensure that everything with regards to security is running smoothly.



Alarm Systems

Security starts with you. We urge all homeowners to install alarms. All apartments on the ground floor should install security gates and alarms. The Security office has the facility to monitor your house alarm and can respond to the house ASAP. The system can be programmed to send you as SMS when the alarm does activate. More information is available at reception

Visitor Procedures

Procedure 1 (Normal Access Control):

The Security guard at the main gate will phone the resident on the intercom phone when the visitor arrives. When the resident answers the phone the guard will provide the name of the visitor to the resident. The resident must approve the visitor to be allowed in.

If there is no answer or the resident does not have an intercom, then the visitor must wait in the parking area until the resident fetches the visitor. Visitors must make their own arrangement to be fetched at the main gate in this case. When the resident arrives at the main gate the guard will ask for the unit number to confirm if it corresponds with the visitor's request.

Procedure 2: (Pre-clearance)

Option 1

Residents with intercom facilities may phone from the relevant extension number to make pre-clearance arrangements. The phone in the guardhouse will display the extension number. The guard will record the visitor information in the visitors log book, which must be signed by the visitor on arrival. The guard will check if the visitor has pre-clearance. If the visitor name and car registration number appear on the pre-clearance list the guard will allow the visitor through

Option 2

Residents without intercom facilities must visit the guard house personally and the pre-clearance information will be recorded by the guard in the visitor log book. Information required is the name, surname, vehicle registration number and number of visitors.

Please note that no resident will be allowed to open for their guests personally with their tags. The visitor will have to sign in and sign out themselves.



“Residents will not be allowed to open for their guests with their personal tags”



Resident and Visitor Entrances

As you have noticed the Resident and Visitor boards has been put up at the main gate.

Visitors are only allowed to use the Visitor Entrance and Exit lane. Residents are allowed to use the Visitor lane should the Resident lane be busy.

General

We have noticed that a street light was bumped over by a car in Columbus Lane between the 6th and 13th of March 2016. If anyone has information with regards to this incident please contact Reception on 016 9857700

*NEWS LETTER COMPILED BY
CHARLENE BREDEKAMP*