

# Raptor's View Wildlife Estate

## Gate Access Procedure

### Residents

Residents enter and exit the estate via the main gate or the contractor's gate, making use of the "card holder" lane. Access is granted by means of swiping an access card against the card reader, located on the right-hand side of the lane.

Access cards for residents are available from the RV office; two cards per house are provided free of charge and additional cards are charged for at R75-00 per card.

### Visitors

#### Day Visitors

Day Visitors enter the estate via the visitor's lane at the main gate. The visitor dials the relevant site number he/she wishes to visit on the keypad and the intercom will automatically phone the stand owner's cell number. If more than one cell number is on record, the visitor will need to select option 1 or 2.

The stand owner then communicates with the visitor over the intercom system and needs to press '9' on his/her cell phone to raise the access boom and allow entry.

The visitor's intercom cellular number is **076 302 8380** and needs to be saved on residents' cell phones as such - "RV visitor intercom".

When your visitor is ready to leave, sms the code **tap1** to the saved "RV visitor intercom" number and a reply sms will be received giving a 5 digit entry and an exit code. Your visitor will need to type this exit code into the keypad at the main gate visitor's lane to open the boom when leaving the estate.

Please note that this exit code is valid for one use only. For multiple exits you would need to sms **tap5** (to allow 5 vehicle exits).

All exit codes expire at midnight, so a later departure would require a new code. For late night visitors please ensure the exit code does not expire before they reach the gate!

#### Weekend Visitors

Weekend visitor cards for family and friends can be obtained from the office at a cost of R75-00 per card. This card is programmed for access through the "card holder" lane at the main gate for the duration of their stay. This card remains the property of the stand owner and should be left at the RV house when the visitor leaves the estate for the last time to allow for reprogramming and reuse – otherwise a new card would need to be purchased for future visitors. An exit code from the "RV visitor intercom" would therefore be needed to open the boom for the visitor's last departure.

### Workers

#### Domestic/Gardner/Personal Staff

Entry will be via an individual access swipe card. Staff are required to obtain security clearance from GES Africa (Unit 9, Time Square, behind Pick 'n Pay) before access cards will be issued by RVHOA.

Staff members need to "swipe in" before being permitted to "swipe out" and visa versa. No card can be swiped twice at the same point so as to avoid double entries using the same card.

If the staff member is in possession of a vehicle and has the necessary approval from RVHOA to travel to and from individual stands, access will be via the "card holder" lane situated at the main gate. In this instance the office needs to be notified as every single access card is specifically programmed.

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Personnel making use of their own vehicles to travel to and from houses are required to pay the R650/year road levy before they will be permitted to access to the estate via any of the vehicle booms.

Please note that domestic workers or gardeners require an individual card for each family that they work for as the access card is linked to a specific stand number.

#### Real Estate Agents

Estate Agents enter and exit the estate via the main gate or the contractor's gate, making use of the "card holder" lane. Access is granted by means of swiping an access card on the card reader, located on the right hand side of the lane.

Real Estate Agent access cards are available from the RV office at a cost of R75-00 per card and payment of the R650/year road levy per estate agent office is required.

#### Service Providers

Service providers enter and exit the estate via the contractor's gate.

Staff members (other than the driver) are required to get out of the vehicle and go through the pedestrian gate and swipe their access cards for entry.

They are required "swipe in" before being permitted to "swipe out" and visa versa. No card can be swiped twice at the same point to avoid double access with the same card.

Service providers that respond to emergency call outs (electrical, plumbing etc.) after hours and over the weekend would need to access the estate through the main gate in these instances.

#### Contractors

Contractors enter and exit the estate via the contractor's gate.

Staff members (other than the driver) are required to get out of the vehicle and go through the pedestrian gate and swipe their access cards for entry.

They are required "swipe in" before being permitted to "swipe out" and visa versa. No card can be swiped twice at the same point to avoid double access with the same card.