

# WEEPING WILLOW SECURITY ACCESS QUICK GUIDE

Please note that you can access all the information & house rules on [www.weepingwillow.co.za](http://www.weepingwillow.co.za)

## A). Security gate general information

1. Your visitors must type in your unit number followed by the “dial” button. They can also choose which resident’s contact number to dial, if multiple numbers are loaded.

**Example:** If your unit number is 20 with you and your spouse loaded on the system, you can inform your visitor to dial 20 + “dial” + 2 to contact your spouse directly.

2. When the gate dials your number, you will receive a call from 082 569 8433. Press 9 to grant full access (vehicle) or press 9 followed by the hash (#) button to grant pedestrian access.
3. Please give your visitor your exit code which must be typed in on the exit keypad to open the gate.

Each unit has its own unique 5 digit exit code, which can be obtained upon registration from MidCity ([midcity@weepingwillow.co.za](mailto:midcity@weepingwillow.co.za)) & can also be re-generated by the trustees, if required.

**Should your visitor stay for longer than 24Hrs, simply phone the gate number (082 569 8433) to enable the exit code and repeat for each expired visitor. Ensure that your cellphone caller ID is activated.**

The exit codes will only work for visitors you have granted access for (see point 1 & 2).

Only telephone numbers listed on the database can activate exit codes.

4. You can generate pre-clearance codes (different from your exit code), that your visitor/s can use to gain access to the estate, by sending a SMS to 082 569 8433 with the letter c followed by a space and the number of visitors required. Example, SMS “c 3” to 082 569 8433 and you will receive the following response: “ACCESS CODE 42587 IS VALID 3 TIMES. CODE EXPIRES 23 JUNE 23:58”

A maximum of 10 codes can be requested.

Access codes will only work for the number of times it was requested for and will automatically expire 48 hours from time of issue.

5. If you have guests visiting for a few days, you can request a code to work multiple times for an extended period by sending a SMS to 082 569 8433 with the following: c followed by a space, the number of times the code needs to work, followed by a space then the start date (yymmdd), space and then the end date (yymmdd).

**EXAMPLE:** You require codes to be valid from the 25th December 2018 to the 30th December 2018 and you require the code to work 10 times for the period, send the following sms: c 10 181225 181230 .

Please note that start and end dates may not exceed 31 days.

Please note that all visitors need to sign in with the security guard once they have gained access to Weeping Willow (This include visitors with pre-clearance codes)

Please communicate this to your visitors as it is for the safety of all residents.

## B). House Rules

We found that some residents are not following the house rules and we would like the opportunity to highlight the following:

### 1. Vehicles and Parking

- a. **Vehicles of residents, including caravans, boats, trailers, etc., may only be parked in the garages.**
- b. **All demarcated parking bays may only be utilized by visitors. These may not be reserved.**
- c. **Residents and visitors are not allowed to park in front of the garages or in such a manner that the driveways and demarcated parking bays are being blocked.**
- d. **No vehicle with a Gross Vehicle Mass (GVM) exceeding 4 Ton will be allowed to enter the Weeping Willow estate.**
- e. **It is understood that the parking is purely for residential purposes only. Parking is not to be used for the daily storage of vehicles to facilitate arrangements such as "lift-clubs".**

### 2. Security

#### a. Tags

- i. **A weeping Willow Access Control Application Form must be completed to obtain access tags. You can find this form on [www.weepingwillow.co.za](http://www.weepingwillow.co.za) or at Security.**  
**The completed form should be handed in at Security for it to be processed.**
- ii. **The following people qualify for the issuing of access tags:**
  1. **Non-resident owners.**
  2. **Residents.**
  3. **Persons requiring readily access in the interests of Weeping Willow as identified by the Trustees. These will typically include security services and contractors executing a considerable project.**
  4. **Workers (Pedestrian Tags)**

All private workers should have a Pedestrian tag to gain access to Weeping Willow. Application must be done by the resident with the days and times the tag will be active.

5. Tags which are broken or need to be re-activated must be handed in at the Security office in a sealed envelope together with the completed application form stating the reason for re-activation.
6. Please allow 3 working days to process your application.
7. Once the application is processed, the tags can be collected from security.
8. Issuing of an access tag costs R50 per tag + R20 admin fee. Costs will be debited from to the owner's MidCity Levy account.

b. Types of access

1. Full access tags will only be issued when a vehicle of a person mentioned in Rule a.ii requires access. The implication is that only 2 full access tags will be issued per unit. In cases where a unit is rented out and the owners requests a personal tag, a third full access tag may be issued.
2. The Tag may strictly only be used by the person it was issued to.

c. Guards

1. No person may in any way interfere with the duties of the Weeping Willow security guards.
2. If a guard is witnessed misbehaving or failing to execute his/her duties, it must immediately be reported to the trustees, through the managing agent.

- d. **No tailgating allowed.** If legal owners or visitors tailgate, it is impossible to determine who is unlawfully entering the premises.