

MIRCELL PROCEDURE

Below please find the procedure for the new MIRCELL System.

On Entry. Guests

When a visitor wishes to enter the complex they will be required to give your unit number and name.

Codes have been loaded as follows:

Carlswald Gate : Code 1

Carlswald Glen : Code 2

Carlswald Gardens : Code 3

For example the guard will call unit 1 of Gate - 101, unit 1 of Glen on 201 and unit 1 of Gardens on 301, and so forth.

The system gives the option to dial three numbers, cell or landline. These numbers are prefix with a three digit code ie MR , MRS , H (home). This is the description that is visible to the guards. Please supply us with the number or numbers in order of preference that you wish the guard to phone should you have visitors. It would be ideal if you could also inform your visitors to ask for Mr , or Mrs or other code specified by you.

The guards will then dial your unit on the Mircell system. This will then divert to your cellphone number and you will be requested to grant access to your visitor. The gates can be opened by you pressing "9" on your phone. Please ensure that your phone number is correct on the system! To update your number on the system please download the form "Mircell User Update Form" off our website www.carlswaldglen.co.za and fax or email it though to :

Linda Spooner
Lofthouse Property & Accounting Services
Tel: 011 791 3115 | Fax: 011 792 8204

lofthouse@netactive.co.za

Tenants please note that since this is a security issue this form has to be signed by the owners of the property. You are allowed to have up to 3 numbers on the system. If none of the numbers are available to grant you access your guest will not be allowed to enter the premises unless you come to the gate to fetch them.

On Entry. Authorised Tenants and Owners.

Entry will be as usual by means on your Tags. If you do not have a Tag one can be purchased by the owner at a cost of R25 plus R150.00 travelling and setup costs. These need to ordered via the managing agent of the complex who will forward the request to Linda (Lofthouse). The These tags

will be charged to the owners levy account. Tags are issued for owners residing in the complex only. A maximum of 4 tags per unit can be programmed. Tenants please note that you can only obtain tags from the owner of your unit as they are the only ones authorised to purchase the tags and will ultimately be responsible for payment of the tags. If you do not have a tag you will be required to sign in. Please try and stick to this rule and do not get angry at the guards if they do not let you in if you do not have your tag. They have been given strict instructions to follow and can be fired if they are found contravening the rules given to them. Again security affects all of us and it's in our own interest to try and stick to the rules and regulations. If the gates are open please do not tailgate. Slow down and show your tag to the guards so that they can keep the gate open for you and you will be allowed to enter. The gates close automatically otherwise and there are no sensors to prevent them from closing on your vehicle and you will be held liable for the damages. Guests must sign in at the visitors entrance. If they do not sign in they will not be allowed out by the guards and you will have to come to the exit and escort them out.

On Exit : Guests.

Guests will be required to stop on exit for a security check (Random). Guests will be required to exit by using their token. If they have not been given a token or have lost the token then you will have to escort them out. Please slow down when you exit! **DO NOT TAILGATE!!!** The gates do not have limits or detectors and the gates may close on you if you tailgate. Please remember that you are responsible for your guests and any damages caused by your guests will be for your account. Fines may be issued for not adhering to the rules.

On Exit: Tenants and Owners

You will need your tag to exit. If you do not have a tag please sign out at the gates. **DO NOT TAILGATE!** Fines may be issued for not adhering to the rules.

It is in all our best interest to obey the rules and regulations and to keep our complex safe. If you find anyone not adhering to the rules please report it to infocwglen@gmail.com or to lofthouse@netactive.co.za.

Thank you for keeping our complex safe.