



ANNEXURE G (a) to the Agreement of Sale

VISITOR ACCESS CONTROL PROCEDURES

Once you have built a home on your property at the Links, the access administrator will register your details on the Estate's Visitor Access system driven by GloVent. If the property owner is not registered on this system, no visitors can be permitted access to their home, whether for a day visit or overnight. Please act in the interest of estate security by not by-passing our visitor access control system to pick visitors up in your vehicle or using your biometric access as resident to bring visitors through the gates.

THE PROPERTY OWNER REMAINS RESPONSIBLE AT ALL TIMES FOR THE CONDUCT AND ACTIONS OF FAMILY AND/OR ANY CONTRACTORS / VISITORS / TENANTS HE/SHE PERMITS ACCESS TO. Any contravention of or non-compliance with the rules by any person who gains access to the Estate under the authorisation of a member shall be deemed to be a contravention by that member.

Take note that the system recognises your cellular number as captured on our database, for authentication and use of the system. Should you therefore change your cellular number, please inform us in writing, via e-mail to hoa@stfrancislinks.com and access@stfrancislinks.com

1. DINNER OR OVERNIGHT VISITORS (to permanent resident homes)

As a permanent resident, if you expect overnight visitors or visitors for dinner:

- 1.1 The GloVent app on your smart phone allows you to send a One Time Pin ("OTP") to your overnight visitors. You will require at least 1 OTP per vehicle visiting your home.
- 1.2 This OTP is always only valid until 01h59. This means that you need to re-issue an OTP for the guests to depart from the estate the next day.
- 1.3 Please ensure your visitors know that they should expect the OTP and also have a valid driver's license available to present to the guards upon arrival at our access gate.
- 1.4 The Security Guard will scan the visitor's vehicle license disc as well as the driver's license document or ID / Passport document on our Visitor Access Devices (NB, NO ID, NO ENTRY. If your visitor is not prepared to show his/her drivers' card or ID, they WILL NOT BE ALLOWED ACCESS). The guard will also request the OTP. The visitors will also receive an estate map, outlining some pertinent Conduct Rules of the estate and regulations on the back (see Annexure A below). It is your duty to inform to your visitors that upon accessing the estate, they become subject to compliance to such rules.

- 1.5 The boom gate will open and the visitor may proceed to your residence, also entering the access OTP again on the internal booms and pressing either ENT or # after the code, depending on the model of the keypad.
- 1.6 Once the visitor enters the estate, and if the homeowner had “notifications” enabled, the homeowner receives a phone notification to say the visitor has entered through the gate thus confirming the visitor is nearby.
- 1.7 From the moment your visitors access the estate, the visitors’ conduct is the responsibility of the homeowner or resident who provided the access OTP.**
- 1.8 For exiting purposes, the guard will enter the OTP onto the handheld scanner which will open the exit boom. Take note that this OTP is a one entry / one exit unique pin only. The guard will again scan the driver’s licence / ID and vehicle disc.

2. OVERNIGHT VISITORS (for more than one night to permanent resident homes)

- 2.1 You need to make the visitor a “Regular” via the app. To do so, such visitor must have received an OTP from you in the past and used it to access the estate. If he / she hasn’t ever received such a pin and also used it to access the estate, send them an OTP and allow them to access the estate on the day of their arrival with the OTP.
- 2.2 Once the visitor you’ve invited has been processed at the gate (accessed with an OTP and their license and vehicle registration scanned), they are eligible to be added as a “Regular”. To make them a Regular, you need to access Regulars in the app, click on select Existing Prior Visitor, select to the person whom you’d like to make a Regular, select Save.
- 2.3 You will then see that person in your Regulars list and such visitors can be activated (select play option and complete the e-form. Thereafter select Submit Request and then Notify your Regular as you normally would an OTP, via SMS or Whatsapp.
- 2.4 Please ensure your visitors know that they should expect to be notified of their Pin and also have a valid drivers’ license available to show to the guards upon arrival at our access gate.
- 2.5 All further procedures remain as per 1. above.

3. UNEXPECTED VISITORS

IMPORTANT NOTICE: Security will not permit access to visitors who have not been issued an OTP, whether for a short visit or overnight. If the visitor cannot reach you telephonically, security will attempt to contact you. Please take note that should your cell phone be off, on voice mail, no answer or not registered on GloVent, your visitor(s) will not be allowed entry to your home and may be redirected to the Clubhouse (if its open), to await contact with you. In the spirit of promoting security, security guards are not allowed to escort a visitor to the resident’s house or to issue OTP’s.

This is for our residents' own protection. Security Guards may not take instructions from property owners to open gates for visitors or to open the gate with their biometric fingerprint or access card. Please respect that the guards are carrying out instructions in accordance with their training. Once the property owner is reached, he / she will be expected to follow the procedures above.

4. SHORT TERM / HOLIDAY RENTALS

The Conduct Rules of the Association determine that if a property owner is to rent his home out, long or short term, the HOA must be informed in writing. If your home is rented out at all or you intend renting it out, whether a long lease, for a December period or for short term letting, you MUST inform our HOA by e-mailing the Access Administrator at access@stfrancislinks.com with advance notice.

To receive visitors, the property owner of a short-term letting home, must ensure that he / she issues such tenants with a set of the Conduct Rules of the Estate, as well as its two annexures, copies of which are available on the homeowner login page on our website. The Owner must also issue such rentals with advance access pins. Whether the rentals are managed by the owner him / herself or via an agent / property manager acting on the property owner's behalf, **the following procedures need to be followed, without which the tenants will not be permitted access to the estate.**

Please act in the interest of estate security by not by-passing our visitor access control system for short term rentals, which is one of the greater risks to estate security as the tenants may be unknown.

- 4.1 Once you, as property owner receives/confirms a booking (via any booking method used to market your home for short-term letting), please supply advance access pins to your rental tenant via the estate's smart phone app:

My Visitors  **Advance Bookings**

And complete the necessary information.

- 4.2 If there are multiple guests in more than 1 vehicle, please issue a pin per person requiring access.
- 4.4 Once you have confirmed a rental on the estate, please contact our access administrator to provide you with a user-friendly document (Annexure B hereto), which you should not only permanently display on the fridge in your rental home, but more importantly, which should also be signed for by the Tenant, in advance of their arrival at the Links and submitted to access@stfrancislinks.com.
- 4.5 Please ensure your tenants know that they should expect the Pin and also have a valid drivers' license available to show to the guards upon arrival at our access gate.
- 4.6 All further access procedures remain as per 1. above.
- 4.7 On the day of arrival, you should meet and greet your guests, or ask a trusted representative to do so on your behalf, to facilitate the handover of keys. The attached completed Visitor Schedule Cover page (see example on Annexure C hereto), which can also be mailed to you, should be supplied to the guests. Please note that neither the HOA nor its security service provider accepts any responsibility for the possession or distribution of keys. You should supply the keys, in an envelope with the same Annexure C attached to it, directly to the guests or via your agent / property manager as well.

IMPORTANT NOTES

In all cases, if your visitors/tenants aren't prepared to show and have scanned his/her drivers' card or valid ID, they WILL NOT BE permitted access.

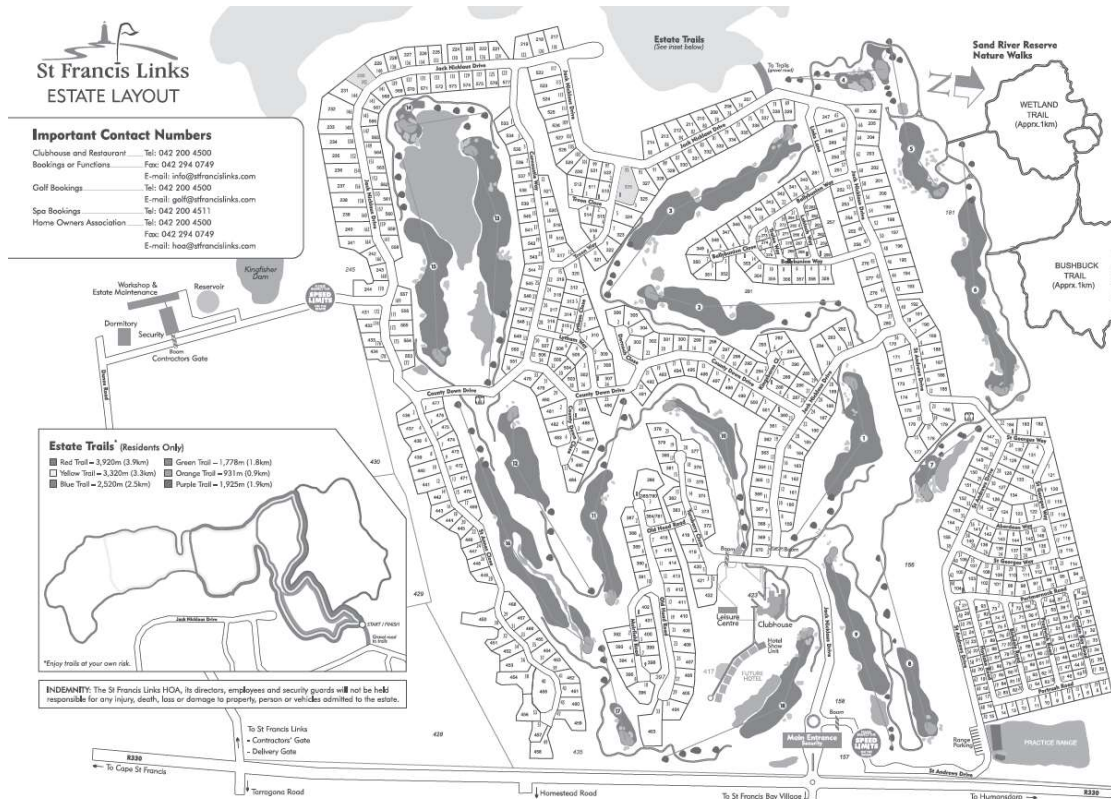
NB! Except for Schedules created by you via Advanced Bookings, , all ONE-TIME PIN codes expire EVERY NIGHT. You may need to issue a new OTP for guests who access on one day and depart the next day.

As a Links resident, please visit your information on your app (under My Profile) to verify your correct cell phone number and other details. The GloVent app is only available to St Francis Links homeowners who have completed construction of their homes and have received a copy of the HOA Completion Certificate.

**AS THE PROPERTY OWNER, YOU REMAIN RESPONSIBLE AT ALL TIMES FOR
THE CONDUCT AND ACTIONS OF ANY VISITORS / TENANTS YOU PERMIT
ACCESS TO.**

ANNEXURE A

ATTENTION: TENANTS / GUESTS



Printed on the back of the map:

RULES AND CONDITIONS OF ENTERING ST FRANCIS LINKS

Any person entering St Francis Links does so at his / her own risk and by entering the Estate, accepts and agrees to the following rules and conditions:

- No valid identification means no access to the estate.
- The St Francis Links Homeowners Association NPC reserves the right to inspect and search all vehicles, persons or goods upon entering or exiting the estate.
- The St Francis Links HOA, its directors, management, employees and security guards will not be held responsible for any injury, death, loss or damage to property, person or vehicles admitted to the estate.
- In the interest of safety, please respect the speed limits on the estate which are strictly 40 km/hour except where indicated as 20 km/hr. Please also stop at stop streets and don't cut corners.
- Please respect the property owner who approved your and your party's access to the estate. The property owner remains responsible for your and your party's conduct and actions at all times, while on this estate. Please do not embarrass him or her.
- The St Francis Links HOA and Club has a policy of the fair treatment of those who serve here and does not tolerate harassment, the use of foul language or discrimination by anyone, including fellow

employees, management, shareholders of the Club and members of the SFLHOA, residents, suppliers, contractors or guests against those who work for the SFLHOA and / or the Club.

- Our access control procedures are in place for the safety and security of all of our property owners. Kindly respect our security personnel by complying with their requests, be it for a driver's license or any other query. They do not make the rules, but rather work tirelessly to ensure that safety and security rules are upheld. If you would like to discuss any matter or concern, please e-mail hoa@stfrancislinks.com.
- IF YOU, AS A SHORT TERM TENANT, EXPECT GUESTS FOR A SHORT VISIT SUCH AS LUNCH OR DINNER, you must contact the HOA access administrator by e-mail (access@stfrancislinks.com) copied to our HOA liaison (reception@stfrancislinks.com) with as much notice as possible. This is necessary in order for a One Time Pin to be issued by our HOA Access Control department to your guests, for access and egress. This will only take place after the HOA has positively verified such access with the Owner of the rental property. The HOA will require:
 - Name of Visitor/s
 - Number of Visitor/s
 - Cellphone Number
 - Date of Arrival and Departure
 - House Address or Erf Number

Take note that, without an OTP, your guests will not be permitted access. They will be required to produce the OTP and a valid drivers' license at our gate.

You may not provide your OTP schedule pin to your guests as it will show an error on the gate scanner, informing the guards that the OTP is already in use.



The speed limit on the Links is **40km/h except where marked **20km/h** Please drive slowly.**

No short-term tenants, family, visitors to guests houses and the like may bring any pets.

No unlicensed drivers on carts

An ESTATE MARSHALL will be patrolling the estate

ANNEXURE B – PLEASE DISPLAY PROMINENTLY IN RENTAL POOL HOMES

St Francis Links Phone Numbers	Estate Helpline Number	082 431 0082
	Clubhouse Golf Shop HOA	042 200 4500

The above-mentioned Helpline number (082 431 0082) is manned 24 hours a day and for your use in the event of a real emergency (such as a security concern). It should however not be relied upon as a medical or fire emergency number. In such events, please contact a local doctor or ambulance service, or the fire department (042 291 0250) first and then alert our HOA emergency number, especially if an ambulance is to gain access to the estate.

Dr Jean Malan 042 294 0719
Dr Mandy Vogel 073 341 3778
Relay EMS Ambulance Service 042 291 1 911 or 0861 061 061

REFUSE COLLECTION

This takes place on Mondays and Thursdays. Note that clear recycling bags should be purchased from our HOA offices during office hours. Please refer to the recycling do's and don'ts attached. Please set your black, non-recyclable refuse bags as well as your clear recycling bags inside the property's ottobins and on the roadside by 8am on these mornings. We also collect on public holidays. Please note that the removal of garden refuse is your responsibility and may not be left on the verges or dumped onto neighboring properties. Your ottobins should be kept out of site for the remainder of the week and only be set out on refuse collection days. Refuse not placed into the relevant bags will NOT be collected by the estate team.

DOMESTIC WORKERS

Kindly note that all domestic workers (including gardeners) MUST be registered with the HOA in advance. They will be biometrically scanned for access and egress through the turnstiles and issued with a lanyard which must be worn at all times that they access the estate. Please contact the HOA in this regard (access@stfrancislinks.com). This also applies to holiday makers' domestic workers.

PETS

Pets must be on a leash whenever they are walked on the estate. Otherwise, they must be kept in an enclosed area of your rental property. Penalties will be levied for pets found roaming the estate. Kindly take a bag along on your walks, to clean up any waste. A reminder that a maximum of 2 pets are allowed per property and that your pets must be registered with the HOA. **No short-term tenants, family, visitors to guests houses and the like may bring any pets.**

TRAFFIC AND SPEEDING

Safety on the estate is everyone's responsibility. Please adhere to the speed limits, stop signs and slow down wherever there is a golf cart crossing. Please remember that golf carts have right of way and that **unlicensed people may not operate the carts**. If you notice any speeding on the estate, please immediately inform our HOA so that we can take action. Kindly take note that only beige and white electric carts are permitted.

Please respect your neighbours by keeping noise and music to acceptable residential levels after 10pm at night.



**SEVERE DROUGHT
WATER RESTRICTIONS ARE IN PLACE ...**

PLEASE DO NOT WASH CARS OR WATER GARDENS WITH POTABLE WATER.

PLEASE EDUCATE YOUR FAMILY AND FRIENDS TO SAVE WATER.

ANNEXURE C – example of a Short-Term Tenants Access OTP Schedules (to be provided with keys)





Entrance: St Francis Bay EC
6312 South Africa
[Click to open in Maps](#)



VISITOR NAME	VISITOR TYPE	ID	CONTACT NUMBER
Visitor			

PIN	FROM	TO
	07 Dec 2021 00:00	09 Dec 2021 23:59

PRINCIPAL	LOCATION
St Francis Links	

Dear I You've been pre-cleared to visit at St Francis Links
from 2021-12-07 00:00 to 2021-12-09 23:59.
PIN:
Please present your Identification Document or Drivers License or the
Barcode included below to security at the gate.

 Add to Calendar
 Add to Apple Wallet

St Francis Links eTicket | Powered By OPENITEM

DO NOT REMOVE THIS VISITOR SCHEDULE FROM YOUR CAR

A WARM WELCOME TO: _____

NO OF GUESTS: _____

HOUSE / ERF NO: _____

CELL NO: _____

NO OF HOUSE KEYS: _____

ALARM INSTRUCTION: _____

RENTAL AGENT: _____

RENTAL AGENT CONTACT NO: _____