SECURITY POLICIES FOR GATEPASS REQUESTS

To maintain a **safe and secure** community, all **entries and exits** within the subdivision must follow these gatepass security policies.

☆ 1. Visitor Verification & Pre-Approval

- All visitors must be pre-approved by the homeowner via the community portal before entering.
- Upon arrival, visitors must present a valid government-issued ID for verification at the guardhouse.
- If the visitor's name is not on the pre-approved list, security will contact the homeowner for confirmation before granting access.
- **Denied Entry:** Visitors without homeowner approval **will not be allowed inside**.

Example:

- Mr. John Smith pre-registers his cousin, Jane Doe, for a visit.
- Upon arrival, Jane presents her ID at the gate.
- Security verifies her name in the system and grants access.

☆ 2. Strict "No Gatepass, No Entry" Policy

- No one is allowed to enter without an approved digital or printed gatepass.
- This applies to visitors, delivery personnel, service providers, and guests.
- For emergency cases (e.g., ambulance, fire trucks), security will **allow immediate access** but must document details upon entry.

O Denied Entry Situations:

- A guest arrives but has no prior homeowner approval.
- A delivery rider is not on the registered list.
- A service provider comes in but has no official work order.

\$\times 3. Vehicle Entry & Parking Regulations

- Only registered vehicles with approved gatepasses can enter the subdivision.
- Vehicles must park only in designated areas to avoid obstruction.

Unauthorized overnight parking is strictly prohibited.

Vehicle Entry Rules:

Vehicle Type	Allowed Entry?	Additional Requirements
Homeowner's Private Car	✓ Yes	Must have RFID or permanent pass
Guest's Car	✓ Yes	Pre-registered & approved by homeowner
Motorcycle Delivery (Food, Parcel)	✓ Yes	Must be pre-registered by homeowner
Taxi/Grab/Private Hire	✓ Yes	Temporary pass issued upon arrival
Moving Trucks	✓ Yes	Requires prior approval from HOA
Construction Vehicles	✓ Yes	Must have work permit & schedule
Unregistered Vehicles	No	Entry denied unless verified

☆ 4. Delivery & Service Provider Entry

- Homeowners must pre-register expected deliveries or maintenance visits.
- Security will verify the company name and personnel ID before allowing entry.
- Large deliveries (e.g., furniture, appliances) must **comply with moving hours and require approval**.
- Any suspicious or unverified delivery personnel will be denied entry and subject to further inspection.

Examples of Approved Service Providers:

- Home Repairs (Plumbing, Electrical, Aircon Cleaning)
- Furniture & Appliance Delivery
- Pest Control & Landscaping Services

- Homeowners must request approval for overnight guests at least 24 hours in advance.
- Security will issue a **temporary guest pass**, valid only for the approved duration.
- Guests staying longer than 3 nights must be reported to the HOA.
- Unauthorized overnight stays may result in penalties or revocation of privileges.

- Emergency responders (ambulance, fire trucks, police) are granted immediate access.
- Homeowners must inform security in advance if expecting a medical transport.
- Security will document all emergency entries for records.

Example:

- A homeowner calls for an ambulance.
- Security immediately lifts restrictions and lets them enter.
- Security documents the **time**, **vehicle plate**, **and purpose** for safety tracking.

- Security has the right to question any unfamiliar visitor or vehicle.
- Homeowners will receive an SMS or email alert for any unapproved gatepass attempts.
- If someone falsifies their identity, security can deny entry and escalate the issue to HOA or local authorities.

Q Suspicious Behavior Examples:

- Someone claims to be a homeowner's relative but isn't pre-registered.
- A "delivery" arrives but has no parcel and behaves suspiciously.
- A person tries to enter multiple times using different names.

- Homeowners and subdivision staff must use their RFID cards or QR codes for entry.
- Lost or stolen RFID cards **must be reported immediately** to the security office.
- Staff with resigned or terminated employment will have their access revoked immediately.

\$\times 9. Special Event & Contractor Access

- Homeowners hosting events (birthdays, weddings) must request special event passes.
- Large events with over 10 guests require prior approval from HOA.

• Contractors (for home renovations) must submit a work schedule and permits.

Example:

- A homeowner is hosting a party and invites 20 guests.
- The homeowner submits a Special Event Gatepass Request for fast-tracked entry.
- Security is informed in advance and allows guests to enter smoothly.

- Security will log all approved and denied entries for security tracking.
- Gatepass history can be reviewed in the Community Portal.
- Homeowners can **report suspicious activity** related to gatepasses.

Ⅲ Security Reports Include:

- Total daily visitor entries
- Vehicle logs
- Denied entries with reasons

≜ Summary of Key Security Policies

Policy	Key Rule	Who It Applies To?	
Visitor Verification	Guests must have pre-approval & present valid ID	All Visitors	
No Gatepass, No Entry	No entry without a digital or printed pass	Visitors, Deliveries, Service Providers	
Vehicle Entry Rules	Only registered vehicles can enter	Homeowners, Guests, Service Providers	
Delivery & Service Rules	Deliveries must be pre-registered	Homeowners, Delivery Personnel	
Overnight Guest Policy Must be approved 24 hours in advance Homeowners, Guests			
Emergency Fast-Track	Immediate access granted to emergency responders	Ambulance, Fire Trucks, Police	
Suspicious Activity Monitoring	Security can deny entry & alert homeowners	Visitors, Unknown Persons	

Policy	Key Rule	Who It Applies To?
Homeowner & Staff RFID Rules	Must use assigned RFID or QR for access	Homeowners, Staff
Event & Contractor Access	Large events & home construction require special permits	Homeowners, Contractors
Gatepass History Tracking	Security logs all approved & denied entries	Security, HOA