



FROM THE TRUSTEES AUGUST 2018

SECURITY UPGRADES:

Following up on our earlier reporting on the envisaged Facial Recognition Camera system at the entrance gates, we have had a demonstration of the system on 22 August 2018.

The advantage of this new type of access control is that it eliminates almost all of the human element. Once it is finally decided to commission the Facial Recognition technology (subject at this time to final costing proposals), we will require all permanent residents to visit the Greenways office again to have their facial features registered. This process is quick and will merely require a face-mapping photograph to be taken. Such 're-registration' will be free of charge for existing residents, but will carry an administration cost of R100 for new registrations.

Once commissioned, we will phase in the Facial Recognition (FR) system TOGETHER with the current fingerprint access system. Once all residents have been scanned (and possible 'niggles' ironed out), we will decommission the existing fingerprint access system. One of the down-sides of the fingerprint access system, is that in many cases, residents' fingers become unreadable; due to working with chemicals or (dare we say) with old age. In such cases, we currently issue a resident's card – which brings the human factor into the equation again, as the security guards have to stop the card holder at the entrance gates, study the card, decide on the validity thereof and consider allowing ingress/egress.

The FR system will only be used for permanent residents at this time, with a possible future roll-out to include domestic workers and gardeners. All visitors to the Estate will still be scanned through the VAC (vehicle access control) system.

As future access control will be through either the FR or VAC system, the current use of 'holiday cards' for longer-term visitors will be phased out (as these carry particular security challenges). Homeowners who have registered for additional occupation rights (refer to Section 13.5 of the Greenways House Rules – available on the Greenways website greenwaysestate.co.za) will have to have their tenants registered and scanned at the Greenways office, as no 'holiday cards' will be issued once the FR system is active.

Please do not visit the Greenways office at this point in time for your FR scanning, as the system has not been commissioned yet! After commissioning, we will allow a reasonable time (probably three months) to allow residents to re-register at their leisure.

Similarly, we will communicate with our residents once we are ready to commence with the re-registration of domestic workers and gardeners.

Unless occasional family members are allowed access by the homeowner as a guest (through the VAC system), a homeowner can issue a written consent at the Greenways Management office to have such family members registered for the FR system. For immediate family members (children, parents, grandparents), there will be no cost for the registration. Nephews, nieces, uncles, etc. will unfortunately have to pay R100 per registration. Any form of official identification (ID, passport or driver's licence) will be required.

We will compile a proper Process Analysis and flowchart explaining the new FR system in due course and publish such for ease of use.

GREENWAYS HOUSE RULE 9.14:

In line with the amendment to Greenways House Rule 9.14, regulating the parking of trailers, caravans, boats, trucks and lorries anywhere within the Estate, application notices were sent to all of the (current) affected homeowners.

In terms of House Rule 9.14, it is not allowed to park any of the mentioned vehicles anywhere within the Estate, unless a formal application is registered with the Greenways Management office, subject to certain terms and conditions.

Should you wish to park any of the identified vehicles anywhere within the Estate, please contact the Greenways Management office to avoid any possible penalties.

The application form and terms and conditions are available at the Greenways Management office.

FIBRE-TO-THE-HOME:

The Fibre-To-The-Home (FTTH) project is progressing well. At present, 88% of homes have been connected with fibre and 69% with intercoms. Attached to this Newsletter is a 'Questions and Answers' page which will hopefully address any uncertainties you may have.

With the finalisation of the FTTH project, we are obviously getting to the more difficult stage and having to deal with the ones "left for last" – being those homes where Open Serve (the Telkom subcontractor) cannot establish communications with either the homeowners or tenant residents. If you have not received any communication regarding the fibre installation or intercom system, please make contact with the Open Serve coordinator, Mr Irvin Erasmus at cell phone +27 (0)81 4000 810 – or this office at +27 (0)21 853 3889 (or intercom number 0000).

GREENWAYS HOUSE RULE 13.5:

In terms of a very old Special Resolution, homeowners were levied on a complicated scale for additional occupation/letting rights. In order to streamline this rule, amendments were recently made to House Rule 13.5 offering two options for additional occupation rights.

Option 1 makes provision for occasional letting and allows the applicant to declare such letting on a month-to-month basis. Should the letting be for more than 16 calendar days, the owner will be liable for a full month's additional levy, irrespective of the number of tenants. Should the letting be for less than 16 calendar days, the owner will be liable for half-a-month's additional levy.

Option 2 makes provision for long-term letting and allows the applicant to apply for 6-month pre-payment of the full additional levy. By doing so, the owner is covered for the entire year and no further additional levies will be invoiced. This makes the administration and 'policing' easier and also does away with the complex calculation of the past (of half levy for one tenant and full for more than one).

Homeowners who previously had only a single long-term tenant, and were liable for half-a-month additional levy, now have the option to apply for 6-month pre-payment of the full additional levy – which amounts to exactly the same as what they were levied previously. As stated, the administration and 'policing' only becomes far easier.

As it is a transgression of House Rule 13.5 to provide additional occupation without registering for either of the two options, homeowners are encouraged to contact the Greenways Management office for the required application forms together with the terms and conditions.

In cases where a homeowner is not registered in terms of House Rule 13.5, the Greenways Management office will not issue access cards to any identified tenants.

With the introduction of the FR system, such tenants will in any case have to register for facial recognition in the near future (which will also only be granted if the homeowner is registered in terms of this rule).

INTERCOM: QUESTIONS AND ANSWERS

How did the intercom system come about?

With a large percentage of residents not having landline phones, it became difficult for the security guards to contact them when visitors arrive at the Estate. Calling a cell phone offers no guarantee that the correct person (registered resident) is reached, or whether the resident is even on the Estate. For this reason, it was taken up in the Greenways Security Rules that cell phones will not be phoned to arrange for access into the Estate. This led to the investigation of an intercom solution, which was tabled at a Special General Meeting held on 22 October 2016, where approval was given for a dedicated intercom system. A tender was prepared and final quotes received from Telkom and Vodacom, of which the Telkom quote was accepted and a contract signed with them.

Will the intercom system entail a special levy?

Yes, a special levy to cover the intercom costs was also approved at the Special General Meeting of 22 October 2016. The Homeowners' Association (HOA) had an option to pay upfront for the Fibre-To-The-Home (FTTH) installation at a cost of approximately R600'000,00 or to amortise the expense over a fixed period of 120 months (10 years). As the budget did not allow for upfront payment, amortisation was chosen whereby the installation costs (optic installation, VAS server equipment, network support and management fees) will be paid over 60 months (5 years) at a cost of R84,75 (excl. VAT) as a special levy payable by all HOA members. For a further 60 months the special levy will reduce to R35,08 (excl. VAT) to pay for only the continuing network support and management fees. After 120 months the FTTH expenses will be fully paid up and the special levy will fall away.

Will I still pay the special levy if I choose not to have an intercom system installed in my home?

Yes. In terms of the Special Resolution of 22 October 2016 all HOA members will be liable for the special levy, even for those who choose not to have an intercom system installed. The intercom system is for the benefit of the residence and not the resident. Should a 'non-installer' sell their home, the service must be available for the new owner.

Whilst it is the right of current HOA members to refuse the installation of the intercom system in their homes, the down-side of such a decision is that the security personnel will have no way of informing them of visitors or deliveries to their homes, and subsequently be forced to turn them away.

When will I have to start paying the special levy?

The special levy will only be payable once the intercom system is completed and signed off by the HOA. Current projections puts this date at the end of November 2018. At this moment, almost 88% of homes have been connected with fibre and 69% with intercoms.

How will I know my intercom number?

At installation, the Telkom technicians will leave the allocated intercom number at each home. Although the Greenways Management Office and selected security personnel will have the entire list, the list will not be published in order to protect the privacy of residents. All essential numbers (Greenways Office, Entrance Gates, Security Control Room and Restaurant) will be published, and residents are, of course, welcome to share their numbers with neighbours. Communication within the Estate (intercom to intercom) is free of charge. It would be advisable though not to engage the intercom line for prolonged periods, as the entrance gates might need to reach you to report on visitors or deliveries.

Who does the intercom belong to?

All of the FTTH equipment belongs to Telkom until it has been fully paid for (after 120 months). Residents will not be allowed to take the equipment with them, should they move out of the Estate. We recently had a situation where tenants moved and took the equipment with them, causing the homeowner to pay for the replacement. Similarly, should a resident log a fault-call on the FTTH

equipment and it is found that the fault is not caused by Telkom, the homeowner will be billed for the technician's call-out costs.

I have a double-storey home. Can I link multiple phones to the intercom?

Yes, the system does allow for any ICASA-approved multi-phone system to be plugged in. Telkom will leave one handset at each home, and should residents desire a multi-phone system, they would have to buy same at their own cost. Residents can then simply unplug the Telkom device and plug in the new base station. Please just retain the Telkom device.

Can I also use the intercom as a landline phone?

No, the intercom is configured to work through a GPON (Gigabit Passive Optical Network) which does not connect to the main Telkom exchange. This is also the reason why the intercom use is free of charge within the Estate. Residents who require a normal landline service, will have to use a separate device for calls outside of the Estate.

Do I have automatic internet connection with the intercom?

No. Although both communicate through the new optic fibre (instead of the previous copper), the two services are totally independent. There are, in fact, three services offered by Telkom, being (1) data service (*this is the traditional internet connection*), (2) voice service (*this is the traditional landline telephone service*) and (3) the intercom service (*which is compulsory for all homeowners in terms of the Special Resolution*). The special levy will pay for the intercom service as well as the fibre availability for other services offered by the FTTH service provider. Homeowners who choose to have internet connection or a voice service, must enter into a contract with the service provider at their own cost.

Will I be forced to use a data service (internet) from Telkom alone?

No. The fibre installation by Telkom is termed an 'open network' which will allow for contracting with any internet service provider (ISP). As the fibre installation however belongs to Telkom, they will levy a surcharge for the use of their fibre. In essence, other ISP's rent the fibre line from Telkom at a set fee. This is no different from the previous copper lines where MWEB clients (for instance) paid an additional 'line rental' fee to Telkom on top of their ADSL internet package costs. In gated communities where Vodacom (for instance) owns the fibre line, Telkom clients are liable for a similar surcharge to Vodacom.

Will the intercom still work during a power failure?

No, unless your home has a UPS (uninterrupted power supply) or similar alternative energy solution. All of the Greenways Management Offices are linked to both UPS devices and a generator, which will allow uninterrupted power supply to all the essential intercom numbers (Greenways Office, Entrance Gates and Security Control Room). It may be a good idea to invest in a small UPS to power only your telephones, as your normal landline phone is also power dependant.

I share my home with long-term tenants. Can I have a separate intercom installed for my tenants?

Yes, but it will entail an additional installation cost for the homeowner (to be contracted directly with Telkom). The FTTH contract with Telkom allows for only one intercom point at each of the 649 units on the Estate and for each of the management offices.