



NEWSLETTER – JANUARY 2015

Dear Owners and Tenants

We are writing to advise you that on SATURDAY, 24th January 2015, we will be handing out new remote controls to owners and tenants from the club house between 9am and 2pm.

We will have 4 staff members on hand to assist you in this process. If you cannot make these times on Saturday, please visit us, after 24th January 2015, at our offices situated behind Builders Warehouse Lonehill in a residential estate called Villefranche, Sunset Boulevard, Lonehill. We are also open on a Saturday morning from 9am to 1pm.

In order to receive the correct number of remote controls, we will be requiring owners and tenants to hand in their current token. Whilst we are handing remote controls out to owners and tenants, the technicians will, at the same time, be de-activating the old token system. They will be on hand to ensure that all remotes are in operation. There may be some teething problems with gate and boom timing which is easily remedied as soon as we can see the flow of traffic and that the correct triggers from the motors to the MK11 system and remote buttons are operating.

We set out hereunder a brief description of how the remotes will work and why your trustees felt it necessary to change from the old token system to a new Nova Code Hopping Remote control system.

1. The computer for the old token system is not in working order and trustees would have had to purchase a new computer, screen, hard drive, re-load the programme, purchase new tokens and this could only be operated by somebody on site. The old programme was not linked via internet to anyone and adding or deleting remotes which were lost or stolen could not be done immediately.
2. The Nova Code Hopping remote control is **uniquely** encoded to each unit to which it is programmed. This remote control cannot be copied in any store as it does not have a binary code. Once you press the remote the barrel system inside the remote turns over changing the code.
3. Your existing intercom system is called a MK11 system which is operated via Comb Communication. Your estate had this system in place but all the features have not been activated. The remote controls and opening the gate via your phone are features on your current system.
4. When a resident uses their remote control to open either the residents or exit gate, the system will record the date and time of the opening and will reflect the serial number assigned to each unit so that we can track who is coming in and out should we be required to investigate for a specific reason.

5. An example of a reason for this investigation would be a break in and not knowing how a perpetrator entered the estate if there was no electric fence breach. We would go through the system and we could identify which resident opened the gate via the intercom i.e. your phone, or via a remote control.
6. To open the residents' entrance gate you will press the top left button. To open the exit gate you will press the bottom left button.
7. The residents' entrance gate timing will be changed and we request everyone to exercise patience as an inter-lock system is being created.
8. When a resident presses the remote to open the entrance gate, the gate will open but the boom will remain down. A vehicle will drive into the inter-lock and when the gate is one quarter closed to prevent the vehicle behind from tail gating, the boom will lift up and the vehicle will drive through.
9. Only one vehicle at a time will be able to go through the interlock.
10. Residents who come in with a trailer or an extraordinary long vehicle will be required to enter via the visitors gate.
11. Should you loose a remote control please notify us immediately as we are able to operate the system off site and can remove the remote from the system.
12. Should you wish to add a remote control, please provide us with a Nova Code Hopping remote control and we will be able to add this onto your unit number.
13. We will be providing tenants with remotes as per instructions from their owners and the number of tokens handed in.
14. Regretfully though, we are not in a position to provide tenants with additional remote controls. In terms of the lease agreements between owners and tenants, the owners have recorded in their leases how many tokens they have provided each tenant. It is up to the owner of a unit to provide access for the tenant into the estate. If a tenant requires an additional remote control, please request the owner to purchase one for you which can be added to your lease agreement so that it can be returned when you vacate the property.
15. The visitors gate will operate in the following manner from 24th January.
 - a. A visitor will approach the guard and announce themselves to the guard. The guard will take down the visitors name, phone number and vehicle registration number and write this into an access control book.
 - b. The guard will call the unit the visitor is visiting and announce the visitor to the resident.
 - c. The resident, only if you are in the estate, will press 9 on your phone and will open the gate automatically. The guards will no longer open the gate for any visitor.
 - d. If a resident does not wish the visitor to enter you will not press 9 on your phone to open the gate and the guards will request the visitor to reverse out.
 - e. If there is a trailer or extraordinary long vehicle, please go to the visitors' gate. The guard will call you at your unit number and you will open the gate for yourself by pressing 9 on your phone.
 - f. Please do not stop when entering with a trailer because if the beam "reads" between the back of the vehicle and the toe hook that there is no vehicle, the gate will close and there will be damage to the gate and the trailer.

When collecting your remote controls, we will require residents to verify all the details relating to you and your unit on the resident information form.

Owners not living in the estate please advise us if we are to hand the 2 remote controls allocated to your unit to your tenants. Please contact Soneni in this regard before 24th January on info@yonnenathan.co.za.

We regret that we have to ask residents for information again but the information in the files which were handed to us by your previous manager did not contain full and precise details relating to residents.

Our forms contain more relevant information which we are trying to obtain to ensure effective management and to ensure that we are able to communicate with everyone in the estate.

Residents will have to sign for the new programmed remote controls so that we will have a record of who has been issued with remote controls.

From January 2015 we will only be communicating with residents via our website.

Please log on and register and record all your concerns on the tracking system. Our website is www.yvonnenathan.co.za.

We have 10 members of staff in total. Your estate is being managed by 2 estate managers namely Yvonne Nathan and Renee Mc Dermott and 3 client liaison personnel namely Phillip Nyathela, Lamu Ncube and Soneni Ncube.

Should you wish to contact the estate managers directly you may do so on the following addresses:

Yvonne Nathan – Yvonne@yvonnenathan.co.za and Renee Mc Dermott on estatemanager2@yvonnenathan.co.za

Regards

Yvonne Nathan and Renee Mc Dermott
Estate Managers