

Front Gate Security Procedure

The heart of the system is a high grade CCTV network, on which we have had expert advice and this is already doing its job very efficiently. The other components of the new system i.e. swipecard operation and staffing, are less fixed and will be reviewed regularly. Adjustments will be made as necessary, in the light of experience and owner, guest and MC feedback will be invaluable to this modification/improvement process. At the outset the essential elements of our system are as follows:

1. What the system consists of

Cameras - The Resort has had 10 all-weather digital cameras installed in various areas around the clubhouse and gatehouse.

Swipe-box - At the front gate there is a proximity card reader where persons with a card issued by our front desk can gain access to the Resort throughout their stay, without having to communicate with the desk.

Intercom - The front gate system has a wireless intercom system installed; this allows two-way communication between the gate and front desk.

2. What the system does

All 10 zones are recording 24/7, with the feeds being saved digitally for 30 days. It provides playback ability for all zones, day or night, in all weather conditions, with zoom features and the ability to playback in slow motion.

From the desk we will be able to communicate with persons at the gate through the wireless intercom system whilst viewing them onscreen and will also have the ability to open the entrance gate. At the front-desk we will be able to program access cards for guests/homeowners, which will be good from day of arrival until departure.

3. How the system will operate on Terra Verde

We shall operate a simple swipe card system, whereby those holding a valid card will be able to pass this across the equipment on a post at the gatehouse. This will automatically open the gate for a single vehicle to pass and will require no intervention from gatehouse or front-desk staff. We shall, in due course, look at ways of creating a "fast lane" for cardholders.

Anyone arriving without a valid pass will be required to provide information to gain entry. During the night-shift, the procedure will be as now i.e. the gatehouse staff will attend. During the daytime, this will entail pressing an intercom button to make contact with our clubhouse front-desk staff, who will ask appropriate questions, take note of the vehicle tag and call the driver to the front-desk for registration, if appropriate. Other visitors will be called to the front-desk or directed to their destination property.

4. How the new passes will be distributed to various user groups

Resident owners, long-term tenants, resort staff, management companies and their named delegates will be required to register at the office and will be issued with blank swipe cards, which will be renewable quarterly. (\$5 refundable deposit per card).

Visiting owners & guests will be required to register on arrival (or shortly after) and will be issued with swipecards, printed with adverts, which will remain valid for the duration of their stay. (\$10 deposit per card will be refunded on return of the card on departure).

Regular contractors will be required to pre-register at the office and may be issued, at the GM's discretion, with a blank monthly pass. (\$5 refundable deposit per card).

No passes will be issued to occasional or one-off visitors (business or social), who will be required to speak with a member of staff in order to gain entry. Our staff reserve the right to deny entry to any person who fails to satisfy them as to their credentials or legitimate reason for entry.

5. Who will operate the system

Our own front-desk team will operate the entry system via camera and intercom but the decision has been taken, at least for the time being, to retain a professional security guard presence at the gate during overnight hours.

To accommodate the changes, clubhouse operating hours have been extended by one hour in the evening, to 8am to 10pm and our staff will be on the premises from 7am to 11 pm. Contract gate security staff will operate from the hours of 10.30pm to 7.30am. The half hour overlap in the morning and late evening allows time for opening and locking up the clubhouse, as well taking care of any urgent housekeeping issues.

Whilst visitors and vendors arriving at the front gate will be given advice on how to proceed, owners are requested to familiarize themselves with the above and to ensure, as far as possible, that their guests and management companies are aware of the procedures. A simple user guide is attached, which you may wish to provide for your guests ahead of their arrival.

Terra Verde Masters Board
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