

Lucretia Court Owners/Residents: Access to the Complex Instructions

In order to obtain access please complete the “Owner, Resident and Domestic Helper Application for Access to the Complex” **at least 24 Hours before access is required** to ensure your details are loaded onto the access control systems.

Top gate

(This gate can be used by all Residents or Owners, Domestic Helpers, Contractors and deliveries):

Option 1: Once registered the Top Gate can be activated by calling **078 801 9348 (this is an MTN network number)**. Should the gate not function when this number is called make use of the alternative number **0818295967 (this is a Vodacom network number)** in Option 2.

1. In case of not being able to gain access to the complex, please utilise the intercom system to call a fellow resident or neighbour to be able enter the complex.
2. Visitors can call the resident by using the intercom situated at the Top gate, entering the unit number that is to be visited on the key pad of the intercom. The resident of the applicable unit can open the gate for the visitor, by **pressing 6** on the resident's cellular phone. In case when the resident does not have airtime to call the gate this method will also allow access.
3. The top gate has emergency numbers saved on it for in-case something happens. To use this functionality, you dial ****001 – **005** on the intercom key pad.
 - a. ****001 – Bull Security**
 - b. ****002 – South African Police Service (SAPS)**
 - c. ****003 – Fire Department**
 - d. ****004 – Ambulance Services**
 - e. ****005 – Emergency Call Centre**

Option 2: Once registered the Top Gate can also be activated by calling **0818295967** should the gate not function when this number is called make use of 078 801 9348 in Option 1.

1. Residents, Owners and Domestic helpers can open the Top Gate by calling **0818295967** or **sending a Please Call me / or SMS to this number**.
2. Domestic helpers can send a please call me to **0818295967** only if their number has been registered on the system to open the gate. Changes can be made with prior arrangement with a trustee.
3. Entrance arrangements can be made by the resident with the security member at least 24hours beforehand if the resident is unable to personally allow access to a contractor, by sending a WhatsApp to **0834607623 / 0725952656**. Contractors can send a please call me or call **0818295967** to open the gate within the times arranged with the Security Member.

Bottom Gate

(This gate can be used by all Residents or Owners, Domestic Helpers, Contractors and all deliveries/removals by heavy vehicles and trailers:

1. Residents, Owners and Domestic helpers can open the bottom gate by calling **064 707 6860** or sending a **Please Call me / or SMS to the number**.
2. Domestic helpers can send a please call me to **064 707 6860** only if their number has been registered on the system to open the gate. Changes can be made with prior arrangement with a trustee.
3. Entrance arrangements can be made by the resident with the security member at least 24hours beforehand if the resident is unable to personally allow access to a contractor, by sending a WhatsApp to **0834607623 / 0725952656**. Contractors can send a please call me or call **064 707 6860** to open the gate within the times arranged with the Security Member.

Please take note sometimes the bottom gate might be slow to open on the call to open functionality, note that the gate immediately closes when someone exited or entered through the gate.

Important Notice:

1. It is your responsibility to ensure that all details remain up to date and valid. To update this information please fill out a new form and email to; admin@lucretiacourt.co.za and jp.ellis@outlook.com.
2. If you encounter any issues with the gates, please report it to a trustee for immediate attention.
3. **The numbers differ from the top gate (Option 1 and Option 2) and the bottom gate, please ensure that you call the correct number** to gain access to the complex and only call the gates when you are near the gate and able to ensure that there is not a car wanting to exit or enter the complex.
4. All workers must be registered with the complex security members / responsible trustee.
5. Domestic helpers access (by means of their cellular phones dialling the gate). Changes can be made with prior arrangement with a trustee.
6. This information is strictly confidential and will not be sold / shared with any third-party.
7. In the event a tenant moves from Lucretia Court the information will be removed and all information will be discontinued.

As a resident in Lucretia Court the following is declared:

1. Ensure that the gate is closed before leaving the gate.
2. No fast food deliveries are allowed in the complex, it must be collected from the gate.
3. Speed limit in the Complex is 10Km/h.
4. Do not tailgate behind another car to leave or enter the complex.