



17 March 2020

**RE: COVID-19 Virus and Safety measurements**

**Dear residents,**

With this letter the HOA would like to inform you of our preventive measurements that we have set in place with the help of security Stratconrisk to help minimize the risk of spreading the Corona virus.

Since Friday 13 March 2020, all guards at the gates were given a spray bottle with Dettol to disinfect all readers after it is used. As from Monday the 16<sup>th</sup> of March 2020 the Guards were issued with gloves, they will be operating the keypad for Visitors and Residents.

**Visitor's access:**

1. Visitor to confirm Unit number that they will be visiting and present ID or license at the gate.
2. The guard will fill in the visitors' book.
3. The guard will contact the resident and confirm that they are at home.
4. The Resident will then open the gate by pressing 9 on their cellphone keypad.

**Resident's access:**

1. Fingerprint access will still be available for residents to use, the reader will be disinfected after every use.
2. Or request a tap code via SMS and ask the Guard to insert the code for you.

We are in the of process to activating the tag's again at a minimal cost to those residents that do not have tags, a SMS will be sent as soon as we receive stock of the tags. You will only be able to load 1 tag per person staying at your property, this will go hand in hand with you fingerprints already registered on the system.

Kind Regards

Terra Nova HOA Directors