

PHYSICAL ADDRESS 169 Trumpeters Loop The Wilds Pretoria 012-940-8285 www.the-wilds.co.za		POSTAL ADDRESS PO Box 28951 Sunnyside Pretoria 0132 REGISTRATION NUMBER 2003/008761/08
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2026-03-20

GENERAL CIRCULAR SECURITY

Dear Owner / Resident

To ensure that the continued safety, security, and efficient management of the estate is maintained, we kindly request all owners and residents to review and update their personal details regularly. This can be done on the Glovent application or at the registration office at Gate 1.

[Email addresses, cell phone numbers, vehicles, and other]

Information that is up to date assists the HOA and all other involved parties to maintain accurate access control records, communicate important notices and information, and ensure that access and exit are correctly applied. Owners and residents control who enters and exits the estate.

We highlight the following important information:

a) Biometrics and RFTags

Although owners and residents may elect to utilise RFTags for convenience, biometrics is compulsory and is considered the fallback system. Where persons experience issues with fingerprints that cannot be read and registered, the registration office can assist on application.

One of the main challenges faced is that when selling or changing vehicles, the RFTags are not removed by visiting Gate 1 registrations. To ensure that all information remains current, the following has been applied:

- i. Biometrics and or RFTags that have not been used for 90 days will be suspended until the person visits Gate 1 registration to reactivate.

RFTags cannot be transferred between vehicles as these are linked to the property, the vehicle, and the owner with a unique identification code.

Biometric registration or updates and the issuing of RFTags can only be done at Gate 1 registrations. [Mondays to Fridays 07:30 to 17:00].

Several RFTags must be decommissioned before the end of March 2026; the affected persons will be informed. This does not apply to everyone with an RFTag.

b) Registration of persons

Only registered owners and residents can use the Glovent application to register or remove additional persons who are authorized to enter and exit the estate, send pins for visitors, or receive information on the push notification module. The persons and relations must then visit Gate 1 with the required

DIRECTORS

F v Eeden, W Herbst, W Jv Rensburg, C Myburgh, W Strydom, A Philippou, G Muller

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documentation [Id, lease, or letter from the responsible owner of the resident where the onboarding and registration process will be completed.

c) Reporting and incidents

All security-related incidents or reporting of issues must be submitted to the HOA in writing or via the website/contact us facility.

The HOA and security service provider will require accurate and comprehensive information should an investigation be required and conducted.

No Facebook postings will be attended to or responded to, nor are the HOA or the security service provider linked to a WhatsApp Group.

In the event of an after-hours emergency [weekdays 16:00 to 07:00, weekends or public holidays], the security control room and duty manager may be contacted. They will escalate any matters should it be required.

Control Room 012-996-1062
Duty Manager 082-978-3288

d) Lease Agreements

Tenant’s access and exit are managed according to the lease agreement period. The Glovent system issues a notice via email to the tenant 30 days in advance to remind tenants that they should visit Gate 1 should a lease period continue, and avoid having their access and exit privileges suspended.

When a lease period must be extended, the tenant[s] are required to provide an official letter or addendum with the lease extension at Gate 1 registration, where the officer will adjust the system's information accordingly. [Mondays to Fridays 07:30 to 17:00].

e) Domestic and Gardeners

All domestics and gardeners must be vetted.

Domestic and gardeners must be registered by the employer on each stand [property] where they are to be employed.

Employers must visit Gate 1 registrations with the domestic and or gardener whom they wish to register on their property. The same applies to the deregistration if employment ends.

The HOA is not liable or responsible for managing the registration, deregistration, time, and attendance. The HOA may act against any rule that is not complied with.

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f) Clubhouse access

Since November 2025, parking at the clubhouse and facilities has remained restricted to the area in front of the clubhouse unless facilities are pre-booked. The decision to restrict and control access to the lower areas was not taken lightly and was initiated by the committee due to several incidents involving poor behaviour and the non-compliance of rules that caused considerable issues. The current measure may cause some discomfort and will be reviewed on a continuous basis. The safety and well-being of everyone remain a priority.

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