



RIDGEVILLE SDN BHD

(1302091-M)

S.O.P

(Standard Operating Procedures)

-Security-

RIDGEVILLE SDN BHD

Security: Standard Operating Procedures

Guests

1. Guests staying overnight shall be registered with the Management Office prior to the expected visit.
2. Guests also can be register at the Guard House at the time of the visit if the Management Office is closed.

Visitors

3. Unaccompanied visitors are required to register at the guardhouse at the time of entry into the premises.
4. Unaccompanied visitors shall only be allowed access to the unit after security has obtained permission from the occupant or Management Office.
5. The visitor is required to remain at the guardhouse area while security checks with the occupant at the unit to visit.
6. Once permission is given by the unit occupant, security may accompany the visitor to the door of the concerned unit.
7. Visitors are subject to the House Rules. Unit owners, residents and/or tenants will be responsible for the conduct of their visitors while in the premises.
8. Real estate agency/agents with written appointment from a unit owner's will be recognized by the Management Office and granted access into the premises.
9. Authorized real estate agency/agents should closely coordinate their activities with the Management Office. They shall give the Management Office prior notice of any scheduled inspection of units by prospective buyers or tenants.

Contractors, Domestic Helpers, Drivers, Real Estate Agents and Staff

10. Contractors, domestic helpers, drivers, real estate agents and staff shall be registered with the Management Office.
11. Registered contractors, drivers, real estate agents and staff shall sign the logbook at the guardhouse at the time of each visit.
12. After permission has been obtained from the occupant of the unit, contractors shall first report to the Management Office before proceeding to the unit or commencing any work on site.
13. For emergencies (after office hours, Sundays and public holidays), contractors shall only proceed to the unit after permission has been obtained from the occupant of the unit. Any renovation works are not allowed during these days.
14. Security shall immediately inform the person in charge or Management Manager of the emergency situation.
15. Registered domestic helpers may proceed to the unit after signing the logbook at the guardhouse.

Deliveries/Grab Services

16. All deliveries to residents must be cleared through Security and the Management Office. The security or Management Office shall not receive any package or parcel on behalf of the unit owner or resident.
17. No delivery person shall be allowed into the site without clearance from the occupant of the unit.
18. Any hand-carried packages will not be accepted by security or the Management Office.
19. Deliveries of furniture, appliances, etc. are permitted only between 9:00 a.m. to 5:00 p.m. Mondays to Saturdays. Deliveries to units shall be properly coordinated with the Management Office.
20. Delivery vans or lorry shall park at the designated area to unload deliveries.
21. Circulars, billings and other correspondence are to be deposited in the residents' respective mailboxes.

Vehicles

22. Only vehicles registered with the Management Office shall be allowed entry into the premises.
23. Vehicles to be registered at security and shall display the Visitor's pass on the dashboard of the vehicle when parked in the designated parking lot.
24. Vehicles shall only be parked in authorised, designated and marked parking lots.
25. Vehicles parked in unmarked areas or unauthorized parking lots may be clamped and the owner of the vehicle imposed a fine.
26. Drivers of vehicles shall observe traffic rules, regulations and the speed limit are 30kmh when inside the premises.
27. Vehicles with drivers shall be allowed to wait in the designated area temporarily but not exceeding 10 minutes.
28. Vehicles without drivers may, with the assistance of security, use one of the marked parking lots temporarily but not exceeding 10 minutes.
29. Only one vehicle per slot is allowed. Double parking is not allowed.
30. Trucks and Lorries weighing more than 10 tons are not allowed into the premises unless with approved letter from Management Office.
31. Repair works, maintenance and tune up of vehicles within the premises are not allowed.
32. Drivers of vehicles parked in the premises are prohibited from gambling, drinking liquor, loitering or indulging in unsocial behaviour and sleeping inside parked vehicles.

Resident Information Sheet/Access Card Application Form

33. Unit owners, residents and tenants will be required to submit to the Management Office an information regarding their contact details, principal residents, employees, registered vehicles and authorized signatories for permit purposes.
34. The Resident Information should be updated by the unit owner, resident and/or tenant from time to time.

Authorities

35. In case of any emergency situation, authorities such as BOMBA and AMBULANCE (with full uniform) will be allowed to enter the premises.
36. Other local authorities such as Syabas, TNB, DBKL, TM, etc will needs to register at the guard post and provide their valid working ID for verifications to register themselves at the guard post during working hours.
37. Only with Authorised letter or approval from management office for entry to the site after working hours shall be entertained.
38. Every entry also needs the authorities to register themselves with valid working permits before they can enter into the premises.