

## WBHOA

### Access for Residents to and from Westford Bridge

1. All residents will be issued with a remote controller and may purchase further controllers by applying to Klaus Gesell. These controllers each have a unique code that may be cancelled in the event of damage or loss thus rendering them inoperative to preserve security. Please report any loss of a controller to Klaus Gesell.
2. To make your entry or exit press the green button on your controller **only when you have clear sight of the security gate and not before under any circumstances.**
3. **Please allow a visitor requesting entry to complete their request and be authorized by their host to enter and not allowed through by use of your controller. Do not pass any vehicle attempting to enter as you may negate their entry process request. Do not tailgate any vehicle - all passage through our security gates must follow the procedures as recommended.**
4. If a visitor is in the process of exiting they must be allowed to complete the procedure without interruption. Their entry may not have been authorized and consequently they will be unable to exit without the exit code. Please note the time, make, colour and registration number of the vehicle and if you are comfortable to approach the vehicle explain they need authority from a resident to gain admission and an exit code to leave. If you allow the vehicle to exit using your remote controller report the incident on WhatsApp. WB Connection so all residents are aware an exit code was not relayed to a visitor and we are able to monitor the efficacy of our system.
5. Under no circumstances should entry be given to visitors, either by telephone or controller if you do not know the visitor or to whom they are visiting.
6. Should a vehicle follow you through the security gates without authority, please record the time and the vehicle make, colour and registration number and report the incident by 'phone to AllSound Security followed by a WhatsApp, WB Connection, so all residents are aware of the incident and may be able to observe the vehicle and ascertain if the incident is a serious threat to our security.
7. The exit codes are changed on a monthly basis and will be advised to you electronically at the appropriate time, so please ensure your current Email address is recorded with Jenny Gaylard our communications director.

All residents must stop on the white lines whilst entering and leaving our estate until the security gate closes observing that no unauthorized pedestrian or vehicle has attempted entry. Any unauthorized attempt should be reported immediately to AllSound for appropriate action.