

Security: Standard Operating Procedures

Guests

1. Guests staying overnight shall be registered with the Management Office prior to the expected visit.
2. Guests may also be registered 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 of Contessa.
4. Unaccompanied visitors shall only be allowed access to the unit after security has obtained permission from the occupant of the unit via the intercom.
5. In case the intercom is not working, the visitor is required to remain in the guardhouse area while security checks with the occupant at the unit.
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 condominium premises.
8. Only real estate agents or staff with written endorsement from a unit owner will be recognized by the Management Office and granted access into the premises.
9. Authorized real estate agents or staff 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.
14. Security shall immediately inform the Building Manager of the emergency situation.
15. Registered domestic helpers may proceed to the unit after signing the logbook at the guardhouse.

CONTESSA MANAGEMENT CORPORATION

(Managed by VPC Alliance (P.J) Sdn Bhd)

CONTESSA CONDOMINIUM

Deliveries

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 inside the Contessa building without clearance from the occupant of the unit.
18. Small hand-carried packages shall be accepted by security or the Management Office.
19. Deliveries of furniture, appliances, etc. are permitted only between 8:00 a.m. to 5:00 pm Mondays to Saturdays. Deliveries to units shall be properly coordinated with the Management Office.
20. Delivery vans 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 and displaying a valid Contessa sticker shall be allowed entry into Contessa premises.
23. Vehicles without Contessa stickers are required 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 and regulations when inside the Contessa premises. The speed limit is 5 kph and directional signs posted must be followed.
27. Vehicles with drivers shall be allowed to wait in the Contessa porch 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 3.5 tons are not allowed into the Contessa premises.
31. Repair works, maintenance and tune up of vehicles within the Contessa premises are not allowed.
32. Drivers of vehicles parked in Contessa are prohibited from gambling, drinking liquor, loitering or indulging in unsocial behaviour and sleeping inside parked vehicles.

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CONTESSA CONDOMINIUM

Resident Information Sheet

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



**CONTRACTORS, DRIVERS, DOMESTIC HELPERS, REAL ESTATE AGENTS AND
STAFF REGISTRATION FORM**

Particulars of Unit Owner / Resident

Unit No: Date:
Name:

Particulars of Contractors, Drivers, Domestic Helpers, Real Estate Agents And Staff

Name:		I/C No:	
1)	<input type="text"/>		<input type="text"/>
2)	<input type="text"/>		<input type="text"/>
3)	<input type="text"/>		<input type="text"/>
4)	<input type="text"/>		<input type="text"/>
5)	<input type="text"/>		<input type="text"/>

Work Scope
(Contractors)

Date: Time: To:

Unit Owner / Resident Signature,

Noted by Management Office,

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GUEST REGISTRATION FORM

Particulars of Unit Owner / Resident

Unit No. Date:

Name

Particulars of Guests

Name		Nationality	
1)	<input type="text"/>	<input type="text"/>	<input type="text"/>
2)	<input type="text"/>	<input type="text"/>	<input type="text"/>
3)	<input type="text"/>	<input type="text"/>	<input type="text"/>
4)	<input type="text"/>	<input type="text"/>	<input type="text"/>
5)	<input type="text"/>	<input type="text"/>	<input type="text"/>
6)	<input type="text"/>	<input type="text"/>	<input type="text"/>
7)	<input type="text"/>	<input type="text"/>	<input type="text"/>
8)	<input type="text"/>	<input type="text"/>	<input type="text"/>

Vehicle No.

Nos. of day stay From Date To Date

Rule 34 – Guests (BY – LAWS)

Residents are responsible in ensuring that their guests and visitors comply with the House Rules and any other rules and regulations, and that their behaviour is not offensive to other residents. The residents shall be liable for any damage caused by their guests and visitors.

Guests of the resident(s) shall only be permitted into the condominium after the security guards have confirmed with the resident(s) the identity of such guests. All the guests of the residents shall be required to provide their particulars to the security guard before being permitted entry into the Condominium and/or units.

Residents may inform the security guards their likely guests by furnishing relevant details before hand so as to expedite screening procedure of their guests.

Unit Owner / Resident Signature,

Noted by Management Office,

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