



DUNE RIDGE

ESTATE

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ACCESS CONTROL – UBER DRIVERS

Ref: N231

27 November 2018

Dear Resident/Owner

On behalf of the Board of Trustees and Estate Management, as the Festive Season approaches, please be advised of the following:

Some concerns have been raised around UBER drivers arriving at incorrect addresses and we hereby offer suggestions and procedures to streamline the process, whilst keeping security a priority.

When requesting an UBER please send the driver your name and physical address so that the guards know who to phone and where to send them (the UBER app allows customers to SMS the drivers directly). Alternatively phone the guardroom to let them know to expect a taxi/UBER to speed up the entry process.

In addition, residents returning to the estate using taxi services (UBER included) have to wait while drivers are scanned into the system. We believe there is a public liability risk to the estate if we allow unlicensed vehicles or drivers onto the estate, and as such every single guest or service provider needs to be registered with security. This process is in line with many similar estates. If a resident is a passenger in the UBER, sitting in the car, guards will obviously not phone anyone and the process should not take longer than a minute or two.

Access and perimeter control are key risk areas to any estate, we endeavor to minimize this risk as much as possible, however mistakes can be made and we ask that you notify Barry and the trustee for security (*Dale Lewis*) of any guests or taxi's that arrive unannounced immediately so that we can actively manage the systems and service providers.

We thank you for your understanding and co-operation in this matter.

A handwritten signature in cursive script that reads "Yvonne Green".

Yours sincerely

Yvonne Green
Service Provider: Dune Ridge Estate Home Owners Association on behalf of Estate
Management and the Board of Trustees