



13 October 2017

All Residents

REVISED STANDARD SECURITY OPERATION PROCEDURES

As peaceful and safe Singapore may be, security threats are on the rise worldwide. As such, we have to be vigilant and ready should an emergency arises. The Management Council and security agency M/s Westminster Security has jointly revised and amended the security operation procedures to provide an effective and safer environment for all residents of Q Bay.

Residents can play their part by following these steps:

- Displaying your car label **prominently** on the windscreen or dashboard as this will enable our security officers to efficiently identify registered vehicles. Residents with registered **2nd vehicle** are to park their vehicle strictly at **B2 carpark only**. Any unauthorised vehicle(s) found will be wheel clamped and a release fee of S\$100.00 (subject to GST) will be imposed to vehicle owner/driver.
- For residents who are expecting guests, kindly advise your guests to report at the security guardhouse. The security officers will verify with resident via intercom and their guests will be allowed to enter **upon resident's acknowledgement**. Residents are also required to show their resident's or access card, **without demand** when entering via the main entrance.
- For your own safety, residents are encouraged to enter or exit the estate via the **main entrance and side swing gates only**. This includes walking on designated walkways. Kindly refrain from entering via the bin centre gate as it will be locked and made accessible only to authorised personnel(s).

Security officers will be tasked to ensure that the following steps are enforced:

- For residents who are expecting taxis and/or private hire vehicles requesting for pick up or drop off in the carpark at their respective blocks, security officers on duty will verify via the driver's booking docket and/or request resident to show his/her resident's or access card before being granted to enter the estate.
- All contractors and deliverymen entering the estate will be screened and are required to furnish details such as identification number, vehicle number, company name, etc. Entry will be granted subjected to validity of permit period.
- Lift paddings are to be issued to contractors and deliverymen for moving any bulky items (Tv, furniture, bed frame, etc.) or delivery and renovation. Security officers will ensure that the paddings are fitted properly in the lift car.

Residents are also encouraged to report any irregularities to The Managing Agent. For assistance after office hours, do not hesitate to contact our security guardhouse at 6786 1678. Please be rest assured that your identity will be kept confidential.

MCST Plan No 4409

