

TAXI SERVICE

 summerwoodhoa.co.za/taxi-service/



Notice 2018 No 8

SUMMERWOOD RESIDENTS SUMMONING A TAXI SERVICE

Dear Member/Resident,

1. Summerwood residents from time to time and for various reasons summon the services of a taxi, which in most cases is that of Uber. In many instances the taxi is required for transport to the airport and normally arrives during the early hours of the morning.

2. It is apparent that the drivers of the taxis are not initially given the correct address of the customer by whom they have been summoned. For some or other reason they are in possession of a very limited number of Summerwood locations and any one of these is conveyed to the security personnel on their arrival at the village entrance. The security officer, who is not aware of the resident who requires the taxi, accepts the driver's instruction at face value. In terms of the existing access protocols the identified resident is telephoned to establish whether it is in order to give the taxi access to the village. In the majority of cases it is an incorrect resident who is troubled at what is normally an unreasonable hour. In order to assist the unknown resident who summoned the taxi, the security office is confronted with the dilemma and security risk, of allowing access to an unknown individual who is unaware of the address to which he should proceed.

Regrettably the taxi driver is refused entry to the village and it is incumbent upon him to establish the correct resident and address. This procedure could cause a delay in the arrival of the taxi.

3. An appeal is being made upon residents who follow the practice of occasionally summoning the services of a taxi, or those who may do so at some time in the future, at such time to telephone the security officers at the guard-house on intercom telephone number 9, informing them of the anticipated arrival of the taxi. This will alleviate the misunderstanding that currently is experienced in this regard and will ensure that the taxi arrives at the correct address and on time.

4. Your anticipated co-operation in ensuring the continued Summerwood security standards in terms of access control whilst at the same time addressing your needs, is greatly appreciated.