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| **Access Fob Application Form** | | | |
| Access fobs will allow entry to the clubhouse facilities from 10am Monday – Sunday  All replacement fobs after the first issue coast £5.00 | | | |
| **Please complete sections A and B, then return your form to a member of the Reception team**  Once your application has been processed and your fobs are ready for collection you will be contacted by the Office staff | | | |
| **Section A - Contact information for applicant**  Date of form submission: | | | |
| Only residents or employees of Delamere Park may apply for access fobs | | | |
| Name |  | | |
| Address and post code |  | | |
| Landline number |  | Mobile number |  |
| Email address |  | | |
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| If you are a tenant of the above property, please provide the name and contact details of your landlord or agent. | | | |
|  |  |  |  |
| Landlord Name |  | | |
| Landlord’s address and post code |  | | |
| Landlord’s tel. number |  | | |
| Landlords email |  | | |
| Please note that in the case of rented properties either the property owner/s or the tenant/s may have access to the facilities NOT BOTH. Therefore, we must seek permission from landlords or agents before processing any tenants access application. Failure to provide contact details will delay your application | | | |
| **Section B - Personal details for all access fob applicants at the same residence** | | | |
| Please complete this section for each resident requiring their own fob. Each Adult wishing to have early morning access (from 7.30am weekdays and 8am weekends) must also sign and return a separate Early Morning Access Form. | | | |
| **Adult Applicants (18 and over)** | |  |  |
| Name | Mobile number | Early Morning Access requested (Yes/No) | Fob number |
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| **Junior Applicant (12 to 17 years of age)** | |  |  |
| Name | Date of Birth | Fob number |  |
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| **Please Note**  Fobs issued to tenants require a £5.00 refundable deposit, per fob, for both adults and juniors. | | | |
| **If a fob is lost, please report this to reception so that it can be deactivated** | | | |



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| **Section C - For DPML staff use only** | | | | | | |
| Photographs must be taken and saved to the Net2 Access Photos folder before the application will be processed further | | | | | | |
| Applicant name | Photo taken on (date completed) | Photo taken by (staff initials) | Photo Saved to computer (date completed) | Photo Saved to computer by (staff initials) | Photo renamed (date completed) | Photo renamed by (Staff initials) |
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| **Section D - For Head of Office Services or other authorised member of staff** | | | | | | |
|  |  |  |  |  | Staff initials | Date completed |
| Check photographs are saved to Net2 Access Photos folder | | | | |  |  |
| Resident database cross check completed (if details are different current owner/Landlord must be contacted for verification purposes) **Do not update the Address book until Authorised to do so by the Head of Office Services** | | | | |  |  |
| Net2 system checked for other users from same address (as flagged up by resident database – If verification is obtained that the residents have left the park only then can the access fobs and user profiles be deleted) | | | | |  |  |
| Fill in an invoice template to request payment for all fobs at this address if the applicants are tenants. Ensure VAT breakdown is included | | | | |  |  |
| Save the invoice as a PDF in the resident’s address folder. Print 1 Copy for the Accounting team (Place in the black tray) | | | | |  |  |
| Email the PDF invoice to the resident for payment, please advise them that payment needs to be received before any fobs will be created. | | | | |  |  |
|  | | | | |  |  |
| All application checks have been completed. New user profiles can now be created | | | | | | |
| Signed Head of Office Services/Trustee | |  | | Date |  | |
|  |  |  |  |  |  |  |
| **Section E - For Office Staff use only** | | | | | | |
|  |  |  |  | Date | Staff initials | Date completed |
| Payment for fobs received | | | |  |  |  |
| Open Net2 Access system and add a new user ensuring that name, address and contact information is put into the correct fields | | | | |  |  |
| D.O.B information must be recorded for all junior applications | | | | |  |  |
| Upload the corresponding picture (ensure that this is cropped to show the face clearly) | | | | |  |  |
| "Add User" to the system | | | | |  |  |
| Add a new token to the user profile (record fob number on the front of form) and Apply | | | | |  |  |
| Cut the digital Photos from the Net2 access folder and paste them into the corresponding property address folder and subfolder named “Images” | | | | |  |  |
| Check the fob is working and showing the correct user by swiping on the inner door | | | | |  |  |
| Place the fob into an envelope with the applicants contact details written on | | | | |  |  |
| Fill in Access Fob collection form and staple the envelopes containing fobs to the back | | | | |  |  |
| Add invoice on Sage for the Fob, and show the payment has been made | | | | |  |  |
| **Contact the applicant, send them their invoice to be paid by BACS and inform them that their fobs will be ready for collection once we can confirm their payment has been received** | | | | | | |
| Once payment has been received Office staff to Place the collection form and fobs into the reception handover folder | | | | |  |  |
| Delete all corresponding photos from the camera in line with Data Protection | | | | |  |  |