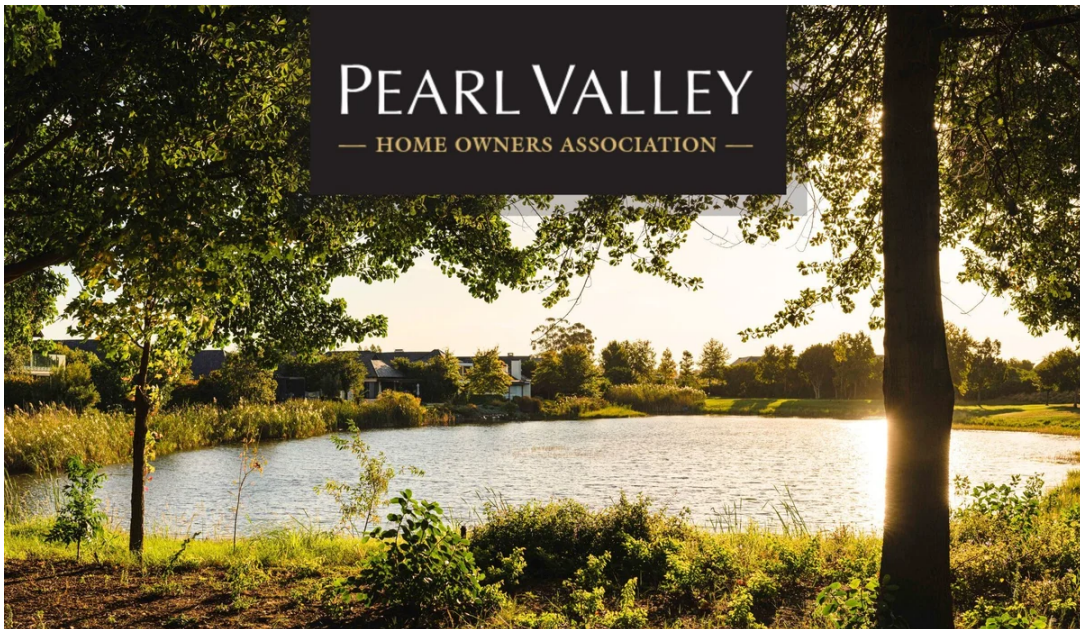




Dear Residents

Scheduled Maintenance | Hello Visitor Management System | Wednesday, 8 October 2025

The safety and security of all our residents, visitors, and staff remain the highest priority for both Pearl Valley and Val de Vie estates. Regular system upgrades are scheduled to ensure our access and visitor management system and processes remain reliable, efficient, and secure.

Please be advised that the Hello Visitor Management System will undergo scheduled maintenance and upgrades on Wednesday, 8 October 2025, between 10:00 and 15:00.

During this time, the following systems will be offline:

- Pearl Valley App Guest Code Generation (Glovent)
- Val de Vie App Guest Code Generation (Glovent)
- Web Portal Code Generation (Pearl Valley and Val de Vie)
- Guest Code Scanning Facilities at the Entrance Gates (Pearl Valley and Val de Vie).

Please note: Access control at the gates will not be affected. Visitors who need to enter the Estate during the maintenance period will be signed in manually by Security at the gates. An internal boom code will be issued to ensure visitors can reach their destination.

We thank you for your understanding and cooperation while this essential maintenance is carried out to keep our systems secure and up to date.

Kind regards

Pearl Valley HOA and Val de Vie Estate HOA
3 October 2025