

# **Springs Operating Policy No. 1**

## **Security Entry Procedures**

The Springs is a private-gated community by design. All entry to Springs property will be restricted as follows:

### **1. RESIDENT ENTRY**

Owner/resident vehicles must display a valid entry decal in the lower left-hand corner of the windshield. The SCA Business Office, upon registration and verification of ownership and residency, will provide entry decals to the owner/resident. Procedures for issuance and use of decals are governed by Springs Operating Policy No. 2.

### **2. RESIDENT ENTRY GATE**

Only owner/resident may utilize the resident priority entry gate. An owner/resident must have both a resident entry decal and an entry bar code decal affixed to their vehicle. Decals may be requested at The Springs Business Office during regular business hours. Procedures for issue and use of both gate entry devices are governed by Springs Operating Policy No. 3.

### **3. GUEST ACCESS**

#### **A. Call-In Log**

A property owner or resident who wishes to grant access to a guest must notify Security by phone or in person, identify themselves by name and address, and provide the guest's name. Guests may make no request. Security will not accept any carte blanche guest entry requests from Springs residents. Guest call-ins are limited to five (5) names per caller.

When the guest arrives at the entrance the guard will so note them on the log. This log is not authorization for re-entry at any time. Guards cannot call a resident/owner to confirm guest identity or entry authorization. Security will perform random telephone checks to confirm the accuracy of the daily log.

#### **B. Guest/Party List**

Owners/residents who wish to grant access to more than five guests must submit an alphabetical written guest list (form available at Security & SCA Business Office) to Security at least four hours prior to the time of requested entry. The owner/resident must sign this list. This is especially important in the event of a large party or group.

#### **C. Visitor Passes**

When an owner/resident has an overnight guest, a visitor pass may be requested from Security personnel or the business office. This pass may only be requested from a resident 18 years of age or older. Visitor passes are issued for a minimum of two days and a maximum of thirty days. This pass must be prominently displayed on the driver's side dash or sun visor and be visible from the exterior at all times.

#### **D. Guest Passes**

Owners/Residents who wish to grant access to a guest(s) for more than thirty days may obtain a long-term guest pass from the SCA Business Office. Guest Pass authorization forms are available at Security and The SCA Business Office and must be completed and signed by an owner/resident over 18 years of age or older. Guest Passes are valid for a minimum of one month and a

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maximum of one year and limited to five per household per year. The Springs' Security will collect expired passes. Procedures for issue and use of Guest Passes are governed by Springs Operating Policy No. 4.

### **4. CONTRACTOR ENTRY**

#### **A. Work Order**

All contractors with business identification and a valid work order for a residence will be permitted entry in to the Springs. All other contractors not possessing both forms of identification will be denied access by Security.

#### **B. Call-In**

Owners/residents may call in a contractor by notifying Security by phone, identifying themselves by name and address, and provide the contractor's name. Contractor call-ins are limited to five (5) names per caller. When the contractor arrives, the guard will so note them on the log. Guards cannot call a resident/owner to confirm contractor identity or entry authorization. Security will perform random telephone checks to confirm the accuracy of the daily log. This log is not authorization for re-entry at any time. A separate call-in log is kept for service personnel and contractors servicing the SCA or it's sub-associations.

#### **C. Contractor Pass**

Owner/residents who wish to authorize a contractor scheduled access to their property (e.g. landscapers, pestcontrol, etc.) can obtain a Contractor Pass. An owner/resident, over 18 years of age or older, must complete the Contractor Pass Request Form, available at Security or the SCA Business Office. Contractor Passes are valid for a maximum of six (6) months. Rules and restrictions that apply to contractors, while on Springs property will be issued with the pass. The contractor will be issued a pass which must be prominently displayed on the driver's dash or sun visor and be visible from the exterior at all times. Any contractor who fails to follow the guidelines specified by the SCA will have their Contractor Pass collected by Security.

### **5. REAL ESTATE AGENTS**

A licensed Realtor, showing property for sale or lease, will be given access to The Springs under the condition they provide Security with a current real estate license as identification. Security will not accept business cards as identification.

### **6. COMMERCIAL VEHICLES**

All commercial vehicles must be clearly marked with commercial marking.

### **7. PRIVATE PROCESS SERVERS**

Private process servers must show identification and paperwork showing the address they are going to.