

Effective 12/1/2024, guards will begin enforcing new procedures outlined below. There are a number of ways to allow entry to guests, vendors, etc..

GUARDS ON DUTY:

- 1) Guest must provide a driver's license to confirm their identity. If their name appears on the resident's guest list, they will be allowed entry. If not, the guard will call the resident. No response, no entrance.
- 2) Call the guard house in advance and give them the name of the expected guest (a.k.a. CALL SHEET)

GUARDS ON or OFF DUTY:

- 3) Guest may call the resident *from the Liftmaster kiosk*. The resident can open the gates striking the "9" key on their phone.
- 4) Guest may call the resident and the gate can be opened using the MyQ app on the resident's phone.
- 5) Frequent residents can be assigned personal gate codes using the MyQ app. The system allows residents to determine how long the code will be in effect (up to a year) and which days of the week or hours of the day that the code will work.

NOTE: NEVER GIVE A GUEST YOUR OWN PERSONAL CODE.

Residents not currently using MyQ, should contact Katarzyna kmatt@cscmsi.com for more information on how to get setup.

HARBOUR WALK Guard/Gate Procedures

Effective xx/xx/2024

RESIDENTS

- 1) Residents with vehicle transponders may enter at any time.
- 2) Residents in vehicles with no transponder should use the Liftmaster kiosk or MyQ app. Otherwise, PROCEDURE A.
- 3) Pedestrians and Bicyclist should use the key pad, MyQ app or fob. If not, PROCEDURE A (residents) PROCEDURE B (non-residents).

NON-RESIDENTS

- 4) Guests appearing on the resident's guest list or call sheet, allow access, otherwise, PROCEDURE B.
- 5) Service Providers – (i.e. lawn or house cleaning services). Owners should update service provider list on MyQ, otherwise, -PROCEDURE B
- 6) Emergency Services and Utilities: The following (*in official, marked vehicles*) are allowed access any time.
 - a) Fire emergency personnel.
 - b) Law enforcement personnel.
 - c) Medical emergency personnel.
 - d) Public utility vehicles: (power, sewer, waste, phone and cable).
- 7) Package Delivery Services (*driving marked vehicles*) are allowed access at any time. Those in *unmarked vehicles* – PROCEDURE B
- 8) Sub Contractors and Repair persons – Contractors (through homeowners) must notify the gate of incoming sub-contractors or repair persons by calling the gate, otherwise PROCEDURE B.

NOTE: Remind all contractors that there is no soliciting in the neighborhood.

- 9) Taxis & Limousines – Residents let them in with the MyQ app or PROCEDURE B
- 10) Flower Deliveries – PROCEDURE B.
 - a) If the resident can't be contacted, floral deliveries may be dropped at the door if the driver agrees, otherwise deny entry.

- 11) Food Deliveries – PROCEDURE B.
 - a) Food deliveries may NOT be dropped at the resident's door or guard house. No verification, no entry.
- 12) Parties & Special Functions – It's the homeowner's responsibility to provide guest access using the Liftmaster kiosk or MyQ systems. A detailed guest list can be provided to the guards who must verify identity with a driver license.
- 13) Real Estate Agents – Residents should put listing agent on their guest list, otherwise – PROCEDURE B.
- 14) Open House Visitors – PROCEDURE C
- 15) Other Services:
 - a) When in doubt - PROCEDURE B.

OTHER NOTES:

- 16) Damage to Gate or Gatehouse – stop the vehicle (if possible) and request a photo ID. Record their name and time of incident, making sure license plate numbers were recorded.
 - a) If unable to stop the vehicle, record the time and description of the incident.
- 17) Tailgate Entry ("piggybacking"): Record date and time so the violator can be identified using the License Plate Reader data.
- 18) Gate jumpers – Residents or non-residents who enter the exit gate or vice versa – Record the time/date of the incident and license plate if possible.
- 19) Packages - Guards may NOT accept packages, keys, luggage, mail, flowers, food or any other items for residents.
- 20) Denying Entry: When entry has been denied to an individual(s):
 - a) Have them turn around prior to the gate. Do not allow access.
 - b) If an individual refuses to leave, contact Law Enforcement. Most people will leave if they know that.
 - c) Confirm that the incident was recorded on camera and License Plate Readers (LPR).
- 21) Solicitors – Deny entry to all solicitors, even those claiming to have a special/temporary pass.
- 22) Suspicious vehicles frequently entering, but not recognized as residents by guards (probably using a clicker), should be reported by entering date/time. We can review the License Plate Reader (LPR).

PROCEDURE A

- Request a driver's license to match that against the resident listing. Once verified, allow entry.
- If unable to verify, deny entry.

PROCEDURE B

- Request a driver's license to verify identity.
- Verify the name on the Residents Guest list or call-in sheet.
- If not found on either, call the resident.
- If unable to reach the resident, deny access.

PROCEDURE C

- Request a driver's license, record name, destination, date & time, which can later be traced with the license plate reader (LPR) data base.
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