

Windsor Park Lakes Homeowners Association, Inc.

North and South Gates

Entry and Exit

Guidelines

- ✓ INTRODUCTION Windsor Park Lakes is a gated community. There are two gated entrances and two gated exits to Windsor Park Lakes. The **South gate** is limited access to residents by means of an *access entry card or remote entry device*. Visitors may enter the South gate by contacting a resident through the provided call box. There are no courtesy officers on duty at the South Gate. The **North gate** is limited access to residents by means of an *access card or remote entry device*. Visitors may enter the North gate by contacting a resident through the call box. In addition, the North gate has controlled access for visitors, service providers and contractors through courtesy officers.
- ✓ COURTESY OFFICERS Windsor Park Lakes has courtesy officer service 18 hours a day, seven days a week at the North gate. This service is provided for the benefit of the entire community. The officers help add an element of security and controlled access to Windsor Park Lakes. The goal is to have a record of each permitted vehicle entry. The officers are trained to perform their duties in a courteous, professional and confidential manner. Likewise, residents are asked to display courtesy when interacting with the officers.
- ✓ POST ORDERS The courtesy officers work from a set of "Post Orders". These are the procedures they are trained to follow. The document provides highlights from the "Post Orders". *Please do not ask the officers to make exceptions for you.* If you feel something needs to be changed or you have special circumstances, contact SCS Management Services, Inc.

- ✓ **VEHICLE STICKERS** Residents are required to have a vehicle sticker on the upper driver's side of the front window of each vehicle a resident keeps at home. It is important that a "WPL" vehicle sticker be placed on the upper left hand corner of the windshield of each vehicle that will be entering Windsor Park Lakes by means of an access card or remote entry device. The courtesy officers will not know each resident by sight and the sticker will help the courtesy officer to ensure the vehicle is authorized to be entering Windsor Park Lakes. The sticker is designed not to reveal the name or location of the development. This also helps prevent tailgating by non-residents. Stickers may be obtained at no charge by contacting SCS Management Services, Inc.

- ✓ **ACCESS ENTRY CARDS AND REMOTE ENTRY DEVICES** Residents are requested to use an access entry card or a remote entry device to enter the North Gate or the South Gate. If you do not have one or both of these devices, contact SCS Management Services, Inc. By using either of these devices when entering, your entrance is recorded electronically for your safety and protection. The courtesy officer on duty is instructed not to open the gate for residents, as a unique entry code is not captured when the officer opens the gate.

- ✓ **DEVICE ENTRY RECORDS** Access cards and remote entry devices are recorded in the name of the homeowner requesting the device and, secondarily, recorded in the name of the person to whom the access card or remote entry device has been given. If an access card or remote entry device is lost or stolen, it is the responsibility of the homeowner to notify SCS Management Services which access card or remote entry device is missing. Likewise, if an access card or remote entry device is misused, responsibility for the misuse rests with the homeowner. It is suggested that access cards or remote entry devices be given only to someone to whom you would give your house key.

- ✓ LIMITED ACCESS The courtesy officer's primary responsibility is to maintain limited access to Windsor Park Lakes to anyone **not** using an access entry card or remote entry device to gain entry into Windsor Park Lakes. This includes residents who do not use an access card or a remote entry device when attempting to enter Windsor Park Lakes. The officer will record the time of entry, vehicle, license plate number and who the entrant is seeing. Anyone, including residents not using an access entry card or remote entry device, is required to enter through the visitor's side of the North entrance gate.
- ✓ WHITE LINE At the North entry gate, do not stop your car beyond the white line once the gate has opened. The gate will close and could cause damage to your car.
- ✓ LONG TERM PREARRANGED GUESTS AND SERVICE PERSONNEL ACCESS Most residents have a yard service, housekeeping service, pest control service or other type service that enters Windsor Park Lakes on a routine basis. In addition, residents have family or guests who enter Windsor Park Lakes on a regular and ongoing basis. A *Resident Security Information Form* (RSIF) is to be completed on each of these services and guests and provided to SCS Management Services, Inc. You will be requested annually to verify that the information is still correct. This information will be compiled by SCS and provided to the courtesy officers so the service can be allowed entry without contacting the resident each time the service arrives at the North gate. Entrance by the service will still be recorded by the courtesy officer, but the resident will not be called. If a service is cancelled or changes, please contact SCS Management Services, Inc. in writing so the new information may be provided to the courtesy officers. It is also important for residents to let each of the services know and to have the service inform the courtesy officer which resident or residents will be visited when allowed entry into Windsor Park Lakes. It is not necessary to include or notify the courtesy officer of mail, UPS, FedEx or paper delivery. The RSIF may be found the Windsor Park Lakes website www.windsorparklakes.net

- ✓ ONE TIME ACCESS Frequently, residents will have a guest or service coming for a single visit or specific one-time reason. Residents are to notify the courtesy officer on duty by phone or with a note, *in advance*, when a visitor or guest will be arriving (281-599-8989) who is not on the RSIF. This should include the name of the resident allowing entry, the name(s) of the visitor and approximate time of arrival. Visitors or guests of this nature include such individuals as relatives, friends, someone bringing children home from school, babysitters, pizza delivery, pharmacy delivery, private car service, taxi service, non-routine service personnel and so on. Residents are expected to make sure planned visitors know the address and telephone number of the resident being visited. Do not ask the officers to keep an ongoing note of a reoccurring visitor.

- ✓ LARGE GROUP OF VISITORS When you are planning to have a large group of people arriving at your home or the clubhouse, provide a list of the names of guests to the courtesy officers *in advance*. This will ensure guests will not be delayed.

- ✓ NON-PREARRANGED VISITORS If a visitor arrives when arrival information has not been provided to an officer in advance, it will be mandatory for the courtesy officer to telephone the resident to ensure entry is acceptable. *If the resident does not answer, a message will be left on the resident's answering machine and entry will be denied to the visitor.* Please do not ask the officers to call on each visitor who arrives seeking entry if you know in advance a visitor is coming - it is each resident's responsibility to give the officers advanced notice so time is used in the most productive manner for the visitor, the resident and the officer. If a resident does not want the service to enter, it is the resident's responsibility to notify the service not to come to WPL.

- ✓ CALL-BOX ENTRY At all times at the South gate and when a courtesy officer is not on duty at the North gate, you may allow visitors into the development by use of the "call-box" at each entrance. Instructions are on the call-box and the visitor is allowed in by pushing "9" on a digital phone in your home.

- ✓ CONSTABLE CONTACT The courtesy officers can not leave the North gate. *The courtesy officers can not contact the constable on your behalf.* If, for any reason, you feel threatened or uncomfortable within the development, contact the constable's office directly. If an emergency, call 911. If it is not an emergency, call 281-463-6666. You may contact the courtesy officer on duty that a call to the constable has been made and to expect the constable (281-599-8989). If a courtesy officer sees a suspicious act, the courtesy officer will contact the constable's office.
- ✓ VIDEO CAMERAS There are video cameras at each gate to record entry and exit by each vehicle. The cameras are set to record most of each vehicle and the license plate of each vehicle. Due to the changing lighting conditions during each day, it is possible that that the recorded material will be more clear at certain times of each day.

Note: Be cautious about a car or cars tailgating you through the South gate or North gate. To help prevent tailgating, once you have moved past the open gate, stop where another car can not follow you in and wait until the gate has closed. Residents should avoid opening the gate with their remote controls before it can be seen if another car/truck is waiting at the resident gate. After entering the gate, please check to see that the car behind you has a resident sticker. If the person who is tailgating does not have a sticker, get the officer's attention and ask him to verify residency. If you suspect someone is following you, use the inside visitor lane at the North Gate.

- ✓ If you have questions, suggestions or changes in status, please contact SCS Management Services, Inc.