



Gatekeeper Policy

The purpose of a gated community is to limit the access to the community to Owners, residents, and invited guests only. A managed gated access to our association will provide a safe place to live and play within our community.

The gate house and gatekeeper's purpose is as stated herein. The gate house or gatekeeper does not handle Administrative business except as provided in this policy.

1. No auto, motorcycle or any motorized vehicle is allowed to enter the association property unless the vehicle and person driving the vehicle comply with the laws of the State of Florida and association rules.
 - a) Each vehicle must have a current license plate and registration from the State issuing the license plate if the vehicle requires a license plate.
 - i. Automobiles
 - ii. RVs
 - iii. Trucks
 - iv. Mopeds in excess of 50cc
 - v. Motorcycles
 - vi. Other vehicles identified by the State of Florida requiring license plates.
 - b) The driver of the vehicle must have on his/her person a valid and current driver's license issued by the State of residence of the driver.
 - c) The operator of any motorized vehicle not requiring a State issued license plate must be at least 15 years of age and have an appropriate ID card proving age.
 - d) The vehicle must have proof of valid liability insurance.

Random vehicle checks of these items will be conducted by the gatekeeper during each gatekeeper's shift of duty, the scope of work will be included in the Gatekeeper's job description.

2. Homeowners, registered residents and minors of registered residents, and homeowners will be allowed access.
3. Only adult homeowners and registered residents may authorize guests to be admitted. No minors (persons under the age of 18) are permitted to authorize any person access into the association
4. All Guests, service providers, contractors, family member not registered as a resident (excluding minor children of the homeowner- or registered resident), food delivery service or any person or vehicle not registered with the gatehouse must be called in by the homeowner, authorized agent, or registered guest prior to their arrival to the gatehouse. The gatekeeper will not call the homeowner or any other party if an unauthorized guest arrives. The unauthorized guest will not be allowed access and will be turned away from the gate.

- a) The guest should be called in by the homeowner or registered resident on the day of expected arrival of the guest.
 - b) If the guest is expected to arrive after 10PM but before 12AM the guest must be called in prior to 10PM
 - c) When calling in any guest expected to arrive between 12AM and 8AM, please inform the gatekeeper to add them to tomorrow's list as lists are changed at 12AM
 - d) Any guest not called in and arriving after 10PM will require the homeowner or resident to come to the gatehouse and escort the guest into the association.
 - e) All guests driving into the association must meet the section 1 of this policy.
 - f) All guests must be logged into the visitor logbook and issued a 1-day pass.
5. Public Safety vehicles, (i.e.; Police, ambulance, fire department, animal control and plainly marked Public Safety) will be allowed access but must be fogged as to time of arrival.
 6. No towed vehicle will be allowed through the gate except vehicles being towed by an RV.
 7. Others denied access will be:
 - a) Any disabled vehicle
 - b) Any vehicle being towed or on a wrecker.
 - c) Repossession agents or companies
 8. Gatehouse door remains locked except when the Gatekeeper unlocks it for association business.
 - a) Access to game equipment
 - b) Official business
 9. No personal telephone use to call residents, taxi, or any private business.
 10. All confidential information is not shared to anyone not cleared to have that information.

No Smoking is allowed inside of the Gatehouse at any time. Smoking is allowed in designated area only.

This document may be amended from time to time in order to comply with State Of Florida 718 rules or to update new rules the Board of Directors may adopt.

Resident Registration

All residents must be registered by the homeowner or authorized agent of the homeowner. Owners are registered when their purchase of a residence is recorded in Orange County Register of Deeds books. All tenants and non-homeowners must be registered with the gatehouse using the **Add or Remove form** available to the homeowner at the Gatehouse or Association Office.

Only homeowners or authorized leasing agents may obtain and sign the add and remove form.

1. After obtaining the add and remove form, the homeowner or authorized agent must fill in the required information on the form. All vehicles and residents must fully comply with section 1 of the Gatekeeper policy.
2. All new residents will be given a temporary gate pass (not to exceed 7 days) along with an orientation requirement form indicating the items they will be required to bring to their required orientation class.
3. After the resident completes the required orientation class through being confirmed through the documents from the orientation class instructor, to the gatehouse, the gatehouse employee will enter the information into the gatehouse software system and issue a quarterly or permanent gate pass to the newly registered resident. This completes the registration process.

Gate Passes

All paper gate passes must contain the minimum information

1. Lot Number (**BOLD**)
2. Vehicle Make/ Model
3. Issue Date
4. Expiration Date (**BOLD**)
5. Issuing Gatekeeper Initials

Types of Gate Passes

- 1 Day Pass (expires next day at 8AM)
- 7 Day Orientation Pass (expires 7 days from issue, may be renewed by orientation member)
- 7 Day Temporary Pass (may be renewed 1 time at the request of homeowner or Registered Resident)
- Quarter Year Pass (expires March 31st, June 30th, September 30th, or December 31st at 11:59PM)
- Permanent Pass (expires when residents lease expires resident leaves the association (add and remove), Driver license, insurance, vehicle registration expires (whichever occurs first).

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Gatekeeper Job Duties and Responsibilities

1. Upon Starting the shift, the Gatekeeper should be in the guardhouse at least 5 minutes before the start of their shift and immediately clock in. Sign in on the sign in sheet. Make sure guardhouse has been properly cleaned. before the previous Gatekeeper leaves. When clocking out use the same procedure for the oncoming Gatekeeper.
2. Gatekeeper will conduct daily reports, vehicle entries, incident and follow up reports as needed.
3. Gatekeeper will monitor all traffic (vehicular and pedestrian), approaching the guardhouse or gate.
4. Gatekeeper will stay at the Gatehouse window for safety, preparing to assist the vehicles.
5. Gatekeeper will monitor the vehicles using the code box and card box, to ensure their card did work and to stand and watch vehicle through the gate to prevent tailgaters.
6. Non owner Pedestrian traffic must be verified as residents using add or remove listing or access will be denied until lot resident or owner escorts the pedestrian to their unit.
7. Gatekeeper will politely greet the approaching vehicles, by stating:
"Welcome to Clarcona Resort, How May I Help You"
8. If the person is checking in as a guest.
Go to the Visitor Management Log - select client if needed.
Ask for the address to where they are going on property (address box)
Get the license plate (license plate)
Get make /model of vehicle (vehicle make/model)
List any additional comments, like name of their company (comments)
Take photo, if needed, of pass and back of vehicle/tag (photo)
Gatekeeper will Provide Guest with Daily Pass
(Write the number, expiration date & Make/Model on parking pass)
****Gatekeeper will show on the pass and advise the Guest not to park on the street, sidewalk, grass or double park in the parking lot or the vehicle will be towed, at the owner's expense. ****
Gatekeeper will then allow Guest through the gate.
9. Officer will check owners & residents in by name and lot number and verify that they are listed as owner or listed in the add or remove listing for that lot number.
10. ALL INSPECTORS, USPS, UPS, FEDEX, clearly identified known Couriers may enter the property if delivering packages to a specific lot.
11. Emergency vehicles are not to be stopped when entering the gate. Officer will make a note of it in his or her Activity Form. If it appears to be an emergency.
**** Please note: Incident Reports must be conducted for all Confrontations and you must notify your SUPERVISOR immediately****
12. Gatekeeper will need to make every effort to obtain cases numbers, and try to obtain as much information, along with witness information. if possible. A detailed report is required. ****Please Note: Supervisors must be notified ASAP by phone call and spoken to for all Incidents.**
**** Follow the chain of command, when unable to reach your immediate supervisor.**
13. Gatekeeper must keep control at the gate by directing traffic and people to comply to policy. Keeping vehicles in line unless instructed otherwise. If they have a card, they may go to the card box to avoid the traffic.
****if card or is not working, then the vehicle will need to go to the back of the line to be signed in by presenting their I.D. and information****

14. Upon any damages at the gate, the gatekeeper must try and obtain that persons I. D. and insurance information and place in an incident report. Notify the police and or emergency units if needed.