



## Access Control Summary

Approved: 4/13/2018

This is a summary of the policies and procedures for gaining access to LakeRidge Falls, for residents, their visitors and service providers.

The LakeRidge Falls community is a private gated community that has three access- controlled entrances that intersect public roads. There are two access-controlled entrances into LakeRidge Falls that are accessed by residents of the community. Special accommodations have been made to allow quick access to emergency services providers, such as the sheriff's office, EMS, and the fire department. There is emergency access only to the community from Lockwood Ridge Road just north of the back gate entrance. Access control staff is on premises 24 hours per day, 7 days per week, 365 days per year. The working supervisor oversees scheduling and daily operations. The LakeRidge Falls Property Manager handles oversight and has regular communication with the President and the Board of Directors of the homeowner's association. Access control to the community will be provided for residents by a Radio Frequency Identification (RFID) system. Initially a maximum of two transponders will be provided at no charge to each household provided a copy of a driver's license and vehicle registration is provided for each vehicle. Effective January 1, 2019 there will be a \$10/transponder for both new and replacement transponders. Additional transponders may be purchased for **\$10** dollars, if documentation is provided that the vehicle is registered to a LakeRidge Falls resident and garaged at that address.

All guests are welcome to enter LakeRidge Falls upon proper authorization. All guests must be authorized to access the community by the homeowner or authorized tenant that the guest is visiting. It is imperative that you provide the Gatehouse with a current and valid phone number. Guests may be authorized to enter the community using the following methods:

1. The homeowner or authorized tenant may call the Gatehouse.
2. The homeowner or authorized tenant may provide a list of approved visitors to the Gatehouse
3. Unannounced guests will enter the community via the Gatehouse visitor lane. Upon arrival, the access control staff will call the LakeRidge Falls residence using the phone number previously provided to the association.
4. Residents hosting a large party should provide a typed list to the Gatehouse at least 2 days prior to their event. This will ensure that your guests are treated with exceptional service and prevent a long queue from forming.

5. Residents who choose to allow another person to act on their behalf and grant access to the community to their guests may do so by completing a limited power of attorney form with the homeowner's association. For example, this may be helpful when a resident is out of town and has a caretaker assigned to their property. Only an approved resident will be granted transponder access.
6. Vendors are guests that are performing work or services within the community. There are many different types of vendors that may be working within the community on any given day. Caretakers, pest control services, plumbers, electricians and construction workers are commonly performing work within the community. Utility service providers, are authorized access in the homeowner's association to maintain their respective services to the community. County provided services such as trash collectors are authorized entry into the community. All vendors are required to be granted permission to access the community via the methods listed above.
7. Real Estate Agents – Residents who are selling and/or renting their homes are required to provide the Gatehouse with the name of the agent. The residents are also asked to inform their realtor that they are required to contact the Gatehouse for **ALL** showing appointments without exception. Realtors will not be granted access to the property without an appointment.
8. Prospective Home Buyers are granted access in one of two ways:
  - a. As a guest of a LakeRidge Falls resident
  - b. In the company of a properly identified real estate agent.

## **Radio Frequency Identification (RFID) System Implementation Plan – March 2018**

Currently LakeRidge Falls utilizes handheld gate openers to control access into the community. This system is soon to be replaced by a RFID transponder system. The implementation will take place over several months and during this period both systems will remain operational.

1. A database will be developed to include the following:
  - a. First and last name of resident
  - b. Address
  - c. Installed by
  - d. Transponder #1
    - Transponder #
    - Principal driver
    - Vehicle year, make, model, tag #, State (if not FL) and color
  - e. Transponder #2
    - Transponder #
    - Principal driver
    - Vehicle year, make, model, tag #, State (if not FL) and color

### **FAQs**

1. How do I get a transponder for my car?
  - a. Complete the RFID Transponders Issue Form and attach a copy of your drivers' license and vehicle registration. Completed forms should be given to a member of the office staff.
  - b. A member of the office staff/security committee will contact you to schedule an appointment. If you miss or can't make your appointment, simply call to reschedule.
2. Where the transponder should be placed on my car?
  - a. A member of the office staff/security committee will place the transponder on your vehicle.
3. Is there a charge for the transponder?
  - a. Initially a maximum of two transponders will be provided to each household, at no charge through December 31, 2018 provided that a copy of a drivers' license and vehicle registration is provided for each vehicle. Effective January 1, 2019 there will be a \$10/transponder for both new and replacement transponders.

- b. Owners who lease their property will be required to provide a member of the office staff with the names of their tenants. The new tenant will have to enter the community as a guest, after which they can go to the clubhouse and obtain a transponder from one of the office staff. They will be required to complete a RFID Transponders Issue Form along with a copy of their drivers' license and vehicle registration. After December 31, 2018 the fee for a transponder will be \$10. Transponders are for residents **ONLY**. An owner who is leasing his/her property to a renter becomes in effect a guest.
  - c. If a transponder is damaged/lost, there will be a \$10 replacement fee.
4. What if I need more than two transponders?
- a. These requests will be handled on an individual basis and there will be a fee for the transponder, if approved.
5. What happens if I don't get my transponder before the gate opener system is deactivated?
- a. You will have to enter the community as a guest, after which you can go to the clubhouse and obtain your transponder from one of the office staff. You will be required to present a drivers' license and vehicle registration.
6. What happens if I sell my vehicle?
- a. You **MUST** notify one of the office staff, who will then deactivate your transponder. A new transponder will be provided at no charge until December 31, 2018, after which time the fee will be \$10, if you have replaced the vehicle and present your drivers' license and vehicle registration.
7. What do I do if I am moving out of the community?
- a. You **MUST** notify one of the office staff, who will then deactivate your transponder.
8. How does a new homeowner/new tenant get his/her transponder?
- a. They will have to enter the community as a guest, after which they can go to the clubhouse and obtain a transponder from one of the office staff. Drivers' license and vehicle registration must be presented to obtain a transponder.