

LakeRidge Falls

4200 LakeRidge Blvd.
Sarasota, FL 34243

09-04-2020

Here are the more important stories we had this past and upcoming weeks:

Radio Frequency ID (RFID) – Every so often, we are approached by individuals, a resident's family member or friend, who asks to obtain an RFID sticker. In most cases, the reason provided has to do with the frequency these individuals are visiting the resident. Here are just two examples: homeowners' children who ask to obtain a sticker because they are their parents' caregivers and/or homeowners' friends who argue they help those who are unable to drive for whatever reason. The policy on this matter is clear: "Access control to the community will be provided for residents by a Radio Frequency Identification (RFID) system... 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." In simple terms, the Association cannot issue RFID stickers to a person who is not an approved resident of the community.

Here is why. Back in 2014, the Security Committee under the leadership of Mr. Chuck Tierney, who was the Association's President at the time, conducted a comprehensive study of LakeRidge Falls' security state. The committee, which was composed of 10 members, studied the community perimeter, the drive-through gates, the common areas inside the community, and the awareness and responsibility of individual residents. Once it completed its study, the committee provided recommendations for immediate and future improvements to advance LakeRidge Falls' security. Among the recommendation the committee provided, which was later implemented, is the RFID System.

Before the RFID System, the Association had a Clicker System. In short, the old Clicker System was based on a keychain remote similar to the one used for locking and unlocking vehicles. In their study, the committee realized the clicker system was compromised. Because there was no limitation on the number of clickers one household could purchase, they discovered several former residents were keeping a clicker (i.e. mainly for continuing use of the community's amenities or visiting friends). They also discovered that clickers were handed out by residents to family members or friends of the family who were Realtors. Also, they found out that some residents provided clickers to their vendors, such as their house sitter or cleaning companies. Finally, they discovered some residents lost their clickers and never reported it. To summarize things up, the committee concluded that only 80% of the clickers were accounted for and "if a new system is purchased and implemented properly 100% accuracy can be completed."

Acting on the committee's recommendation, the Board of Directors implanted the RFID System in 2018. To implement and regulate the operation of the new system, the Security Committee composed yet another comprehensive document, which was later adopted by the Board of Directors, titled Access Control Summary. Composed based on past incidents, the committee established a set of policies and procedures. Among these policies and procedures, the committee addressed who can obtain an RFID sticker and who cannot. Making it simple, approved residents will be issued an RFID sticker by the Association while family members, close friends, and/or owners who lease their units will be required to go through the gatehouse. Now, some may argue that not issuing a sticker to a cleaning company, for example, is justifiable but question why this provision applies to a family member who visits a resident regularly.

Here is the rationale behind the policy using a hypothetical situation/example. A resident of the community fell ill. The homeowner's son started to regularly visit his mother. Because of the frequency of visits, the homeowner asks that her son be issued an RFID sticker. She rationalizes her request by stating that going through the gatehouse is too much of a

hassle for her son. For the sake of the story, the Association issues the son an RFID sticker. A few months pass and the Association gets reports that the son is exercising dangerous driving habits while on property. Furthermore, residents complain that the son threatens them each time they ask him to slow down. Other neighboring residents report that someone attempted to break into their homes while pointing fingers at that individual. While looking into the complaints, the Association came to learn that the homeowner failed to mention that her son has an extensive criminal background history. See the problem as it unfolds? By the way, the story above took place in 2016 minus the fact that the Association didn't issue the son a sticker (i.e. back then the old Clicker System was in place).

Now, many would argue that the Association should disconnect the son's RFID sticker without delay. Unfortunately, it is not that simple. The Association can't remove one access without a dual process. Crazy as it may sound, this is true even if the person is not a resident of the community. This means the Association needs to initiate an enforcement procedure, which may take a few weeks to complete. Of course, the Association will also endure legal expenses in the process. More importantly, by allowing an unapproved/unauthorized individual to enter the community, which as all may know is private property, the Association assumes the responsibility, and therefore the liability, associated with the individual's actions. In the non-imaginary realm described in the previous paragraph, the Association may have put its residents' safety and well-being on the line if it would have issued that individual an RFID sticker.

So the rationale will be clear to all, the Association can't provide RFID stickers to individuals who were not approved to reside in the community. If nonresidents were to gain access via RFID stickers, it may take some time and money to discontinue their access. The Association also assumes some responsibility for these individuals' actions. Therefore, issuing RFID stickers to unauthorized individuals will be irresponsible at best. Finally, the goal of the Security Committee back in 2014 was to purchase and implement a new system that would achieve 100% accuracy. Meaning, a goal in which all access devices, i.e. RFID stickers, are accounted for. After all, the security and safety of all residents was, is, and will always be the community's number one goal. Therefore, the more regulated and less handed out the more secure this community is.

To sum it up, please understand that there is a reason behind the decision not to issue stickers to nonresidents. At times, it is not as simple to explain as this lengthy article may imply. However, please attempt to explain or even share this article with your family and friends so they understand that LakeRidge Falls does not arbitrarily execute its policies. Yes, entering the gatehouse may be less convenient for your family and friends at times. Unfortunately, the Association can't selectively execute its policies. For this reason, the Association chose security and safety over convenience. Hope you too.

Scam Alert - A week or so ago, one of LakeRidge Falls' long-time residents shared with us a report published by the Manatee County Sheriff's Office (MCSO) warning county resident against IRS, FBI scam calls. Below is the article as presented to us:

"It may look like the IRS or FBI is calling you, but it could be scammers on the other end of the line ready to try to steal thousands of dollars from you, detectives say. Manatee County Sheriff's detectives are investigating recent reports of scams where people pretend to be with the IRS or FBI. These scammers make random phone calls claiming your social security number is being used in criminal activity and you need to pay hundreds or even thousands of dollars in gift cards to make the problem go away.

One person recently scammed paid more than \$2,700, and another was scammed out of nearly \$4,000, detectives say.

According to law enforcement, if you get a call from someone saying they're with a government or police agency and they ask for personal financial information or demand payment, it's likely a scam. These scammers will often use caller ID spoofing to make their scam more believable, and it can be next to impossible to tell if the caller ID is real or not,

detectives say.

If you get a call like the one described above, treat the call as a scam and report it to law enforcement. You can call the Manatee County Sheriff's Office at 941-747-3011.

Here are some tips from MCSO to use if you get a scam call like this:

- If you get a strange call from the government, hang up. You can visit the official .gov website of the organization for contact information. Government employees won't call out of the blue to demand money or ask for account information.
- Don't give out -- or confirm -- your personal or financial information to the person calling.
- Don't wire money or send money using a reloadable card. In fact, never pay someone who calls out of the blue, even if the number or name looks legitimate.
- If you feel pressured to act immediately, hang up right away.
- You can also report scam calls to FTC.gov or FCC.gov

Find more information on the latest scams and frauds that are being used can be found on myfloridalegal.com and freshfromflorida.com."

Labor Day - Due to Labor Day Weekend, the Lakeridge Falls' **offices will be closed** on Monday, September 7th. We will open again on Tuesday, September 8th. Please note, if you experience a situation that falls under the scope of responsibility of the Association and which requires our assistance during the time the offices are closed, please call our "Emergency Only" line at 941-951-4034.

Trash Collection - NO *Residential Garbage* will be done on Monday, September 7th, due to Labor Day. Collection for that week will be as follows:

- Monday's collection will be collected on Tuesday, September 8th.
- Wednesday's yard waste collection will be collected on Thursday, September 10th.
- Thursday's collection will be collected on Friday, September 11th.

Have a healthy and safe weekend.

Sincerely,

Oded Neeman - CAM

LakeRidge Falls Community Manager 4200 LakeRidge Blvd.

Sarasota, FL 34243

Email: propertymanager@lakeridgefalls.org

Tel: 941-360-1046