

## Calabay Parc at Tower Lake Security Procedures

1. Overall Contract
  - a. Provide in person guards for the front gate 7x24x365
  - b. Security company to provide education to the all guards on duty
  - c. Security company to perform random checks on guards performing their duties.
2. Allow Vehicle Entry into the Community under these situations
  - a. Allow all emergency marked vehicles into the community without registration.
  - b. Residents with a current HOA permit are allowed entry without registration.
  - c. Visitors with current Hang tags are allowed entry without re-registration.
  - d. Visitor Hang tags are to expire at the end of the visit or at the end of the current month. Vehicles will be required to re-register for new hang tags if required each month.
3. Deny Vehicle Entry into the Community under these situations
  - a. If there is a reason to turn away a guest (ie Restraining order, etc) then this information should be provided to the guards to be posted in the guardhouse.
  - b. Restricted Access List: Any owner may provide a list of people that are only allowed access during a given timeframe. Entry for people not on the list is to be denied.
  - c. Prevent large trucks such as semi trucks into the community. Only exception to this if construction material is being delivered.
4. Complete Inbound Vehicle Logs
  - a. All vehicles are required to be given community access provided they are not on the restricted access lists, have a valid visiting community address, and have a valid driver address.
    - i. If resident does not have a Driver License, then they need to provide vehicle registration with their community address. Please note this situation in the log and allow access.
    - ii. If resident has a Driver License that is not valid, then not it in the log and allow access.
  - b. Document entry vehicles that are not registered (HOA permit, or valid Hang tag) required information (Date, Time, Address Visiting, Driver Name, Car plate number, ...etc)
  - c. Hang tags are allowed to be distributed to only non-residents that are staying in the community more than 3 days.
5. Gate Damage
  - a. Security is required to monitor both gates and report any damage as soon as possible to Security and HOA management. This will include" an incident report, picture/video of the damage cause, possible property address, police report (if one was required).
6. Accident and Incidents
  - a. Security is required to report all accidents and incidents directly to: police, HOA management, and Security management. Guard is responsible to send all reports and pictures.
7. HOA Communication
  - a. At the end of shift provide to HOA mgmt. and HOA board the visitor information log
  - b. At the end of shift provide the HOA mgmt. the visitor driver license information log.
8. Miscellaneous Items
  - a. Trash Cans
    - i. Wednesday evening after 5pm put trash can to curb on the east side of the gate house.
    - ii. Thursday evening after it has been collected, return trash can up at the wall.
  - b. Pedestrian Gate
    - i. Lock the front entrance pedestrian gate at 10:00 pm
    - ii. Unlock the front entrance pedestrian gate at 6:00 am