

## **BOCA LAKES GATE SECURITY PROCEDURES**

The Boca Lakes Board of Directors has adopted the protocol provided by United Security for entry into our community:

### **Resident Lane**

Residents have their own transponder access on the far right lane.

**PLEASE NOTE:** *Upon entry, check to see whether a vehicle is stopped at the visitor's gate, and if so, permit the visitor's vehicle entree prior to your own. In this way, the visitor may be able move into the right lane, if necessary, without creating a danger to visitor or resident.*

### **Visitor Lane**

All vehicles entering through the visitor lane are to be processed according to the following procedures before access is granted:

#### **Identification**

All visitors must provide identification. The driver of the vehicle is required to present a valid driver's license. Other forms of acceptable identification include the following:

State Issued ID

Passport

Employee ID (when processing marked service vehicles or person's entering in an official capacity)

Military ID

Student ID (used when processing minors without driver's license).

The security officer will record an image of the identification using the equipment provided in the gatehouse.

#### **Search Authorization**

Once the person or party entering is identified, the security officer will use the gatehouse computer to search for authorization.

One of the following points of information is needed:

Resident Name

Resident Phone Number

Resident Address

Management Pre-Authorization or Authorization based on Post Orders Instructions.

If the person or party is unable to provide any of the information above, access will be denied

After conducting a computer search to verify the information given, the security officer will determine the status of the person or party entering:

Resident

Pre-Authorized Guest

Pre-Authorized Vendor or Service Personnel

Guest (voicemail or phone call required)

Vendor or Service Personnel (voicemail or phone call required).

Calling Residents

If the owner/renter has called ahead to the Gate and has left a voicemail authorizing entry of a non-preauthorized guest, the guard will permit entry.

If no voicemail messages are left by a resident, a phone call is required for persons entering who are not on a pre-authorized list.

If a second vehicle is part of the group entering with the prior vehicle destined for the same owner/renter, the second vehicle must provide identification and be logged into the computer.

All vehicles entering through the visitor lane must be logged in computer every time, even if entering multiple times, and identification must be presented in every instance

Pre-authorized Service Vehicles

The following marked service vehicles may enter the property through the visitor lane and do not require computer log-in:

Bellsouth

AT & T

Comcast

USPS (US Postal Service)

UPS, FedEx, Airborne Express, DHL

Sanitation/Garbage Vehicles

FPL (Florida Power & Light)

School and City Buses

Generally, property service personnel are on a pre-authorized list. However, we are to make every effort to contact the appropriate channels and provide authorization before denying access. Contact a third party if necessary, either property management or United K-9 management.

Realtors

Joggers/Bicyclists

If possible, guards will attempt to engage persons walking, jogging, or cycling entering and verify that he/she has authorization to enter.

### Parties and Special Functions

Resident must provide a list of pre-authorized guests. Otherwise, the resident must be contacted for authorization. All guests must be logged into the computer.