

Gatehouse Policy and Responsibilities

The six major functions of the Enclave Gatehouse are:

1. Monitor the entry and exit gates.
2. Processing and logging contractors and visitors entering the community.
3. Monitoring the residents' entry gate is the Gate Attendant's primary responsibility. The attendant shall ensure traffic into the community is always flowing smoothly, and the Access Control Arms are fully closed immediately after each vehicle enters. The Access Control Arms should never be left in the open position during normal operations.
4. Processing and logging contractors and visitors are the Gate Attendant's second responsibility. The attendant shall ensure the Access Control Arm is fully closed immediately after each vehicle enters. The visitors' Access Control Arm shall never be left in the open position during normal operations.
5. Monitoring traffic entering the Enclave community, and the processing of contractors/visitors takes priority over answering the phone.
6. Maintaining the RFID, MYQ, and Key Fob System.

Procedures and Duties of the Gatehouse Attendant

Purpose

The following procedures and duties are provided to ensure uniformity and effectiveness in providing access control to The Enclave at Berwick Plantation community. The basic functions of the Gatehouse Attendants are:

1. To restrict non-resident access to the community.
2. To ensure safety compliance around the entrance and all mechanical parts of the Access Control System are working.
3. To maintain the contractor/visitor log, recording all observed or reported incidents at the Enclave entrance or inside the community.
4. To assist in reporting emergencies or disasters to the board and Schrieber Management.
5. To perform traffic control around the gates and Gatehouse when needed.
6. To cooperate and coordinate with all local authorities when needed.
7. To aid in the comfort, convenience, and general well-being of residents and guests entering the Enclave Community.
8. To adhere to a strict code of ethics and confidentiality.

Gate Operations

The Enclave at Berwick Plantation Homeowner's Association shall provide a safe, clean, well-lit, temperature-controlled working environment for Gatehouse Attendants in accordance with the O.S.H.A. Guidelines. In return, each Gate Attendant shall not engage in any unsafe behavior, such as standing on countertops or chairs, altering any electrical cable or outlets, or similar practices.

Gatehouse Attendants shall also be respectful of the gatehouse and its contents, and not place their feet upon the walls or countertops. The gatehouse shall be kept clean and tidy at all times.

SMOKING inside the gatehouse is **PROHIBITED**.

Standard Operating Procedures

Gate Operations

The Enclave gatehouse serves as the administrative center for access to the community. Gate Attendants should be aware that this is a highly visible post. The Enclave gatehouse should always appear manned and ready, with an Attendant who is attentive and actively monitoring the entrance and exit. The conduct and appearance of the Attendant should reflect professionalism, confidence, knowledge, and eagerness to serve.

The Gate Attendant should always be prepared for the unexpected. The Attendant should always respond in a courteous manner whatever the task may require.

Standard Hours of Operation

Gate	Patrol
Monday to Friday: 7am to 6pm Saturday: 9am to 2pm Sunday: Closed	Monday to Saturday: 10pm to 2am Sunday: None
Closed on major holidays	Except on major holidays

Entry Gate

1. If the Gate Attendant must leave the gate area for any reason, the entry access arms are to remain closed.
2. Access into the Enclave by residents will be controlled via the access arms activated by the HOA RFID system in the owner's lane.
3. The Gate Attendant will actively monitor the Residents' gate and lane to ensure there are no incidents of tailgating. All incidents of tailgating or similar incidents must be reported to the board and Schrieber Management.

Exit Gate

1. Residents, visitors and contractors will be allowed unrestricted egress from the Enclave.

Access Control

1. All motorized vehicles needing access to the Enclave must enter via the Visitors or the Residents Lane.
2. The Gate Attendant is responsible for greeting all persons in a professional and courteous manner.

3. **IMPORTANT:** Never stop or impede an emergency response vehicle with its lights flashing and/or siren blaring. Immediately open the gate and allow the vehicle to enter without delay. Additionally, never stop or impede law enforcement vehicles affiliated with agencies having jurisdiction over the Enclave, such as Georgia Highway Patrol, Georgia Bureau of Investigation, or Chatham County Sheriff's Office.
4. All visitors to homes for sale must be accompanied by a licensed real estate agent or have a pass called in via the homeowner. Real estate agents must show their business card and/or real estate license and their driver's license.

Issuing of Guest Passes

1. Residents are responsible for contacting the Gate Attendant to inform them of any contractors or visitors that will need a pass to enter the community. If a resident does NOT call in a pass, the Attendant can call to confirm.
2. Contractors and Guests are required to be logged in via our visitors' log as they enter the premises.
3. Information needed for vehicles entering the premises:
 - Driver's Name
 - Destination Address or Lot Number
 - Company Name (if contractor)
 - License Plate Information (State and Tag)
 - Vehicle Description (Color, Make, Model)

Unrestricted Entry to the Following

1. County, State, and Federal Law Enforcement Authorities
2. Fire Department/EMS
3. Chatham County or Savannah Officials
4. School Buses, public or private
5. Private Investigators with a court order
6. Process Servers who provide/show documents to be served
7. Utility Companies (Water, Electric, Gas, etc.)
8. USPS, FedEx, UPS, DHL, etc.
9. Home Health Care Providers
10. Clergy
11. Funeral Home/Hearse
12. Real Estate Agents – must show card and license
13. Newspaper Deliveries
14. Florist Deliveries
15. Individuals providing services to the Enclave Community