

Guest Authorization Info

Lakes of Delray rules and regulations require ALL guests to be called in using the voice authorization system, or be placed on your permanent guest list. This list is only for frequent visitors and they must be family or friend. Please update your permanent list on a regular basis. All vendors and all others MUST be called in. The guard will not call you to announce an unauthorized guest if there are several cars waiting in line. If there is no voicemail for your guest and they are not on your guest list, they may be denied entry and asked to contact you for proper authorization. The guards are required to follow our prescribed procedure, not common sense. All guests must be authorized on each and every visit, even when they come daily. The only exceptions to this are UPS, FEDEX, Emergency services, and Palm Tran buses.

The voice authorization system is easy to use and residents that have difficulty with it are welcome to call the office for assistance. In order for the system to work with minimum effort, your current phone numbers must be on record in the LOD office. If the phone you call from is not on file, the system will ask you for your seven digit phone number. You must input a number, without the area code, that is on record in the office or the system will not permit you to leave a message. Following that, you must enter your 4 digit security code which you provide the office when you register. Record your security # in a place that you can find it.

The phone number to call is 561-496-3047. If you call from a phone that is on file, the system will recognize you and begin the authorization process. You are given three options for authorization. Select option 1 to authorize your guest for the day that you are calling in on. Select option 2 to authorize your guest for the following day. Select option 3 to authorize your guest for a future date or a range of dates up to 2 weeks. When option 3 is selected, the system will first ask for your guest's 4 digit date of arrival. July 9th would be entered as 0709. It will then ask you a 2 digit number of days to authorize your guest. Five days should be entered as 05. You must pay attention to the prompts and respond by pressing the star key when asked. The most common problems with the system are residents that accidentally press the wrong key or take too long to enter a response. This causes the system to hang up you.

Occasionally you may encounter a busy signal or no answer. This usually occurs because the 2 available lines are being used by other residents. Wait 1 minute and make your call again. In the event that you are unable to reach the system at all, you can call the guard at the clubhouse during clubhouse hours and he will convey your message to the guardhouse.

Proper use of the system improves the access to the community for your guests and the guests of your neighbors. Please make sure your guests understand that they will be required to give your name, their name, and possibly their driver's license on every visit. Any problems with guests coming through the gate should be reported to the office immediately. Do not go to the gatehouse to address the guard because their procedure requires them to direct you to the office for assistance. After hours, you can call the clubhouse guard to assist you if needed.

Thank you for your cooperation – The management of Lakes of Delray