

GATE ATTENDANT POLICY AND PROCEDURES

Harbor Point Property Owners Association

122 Trinity Dr.

Trinity, Texas 75862

February, 2025

Please read all of the following policies and procedures for the duties and responsibilities as a Harbor Point Property Owners Association Gate Attendant.

Any questions may be discussed with the Gate Supervisor.

By signing this document, you are agreeing that you have read and agree to uphold all of these policies and procedures.

ENTRY INTO HARBOR POINT SUBDIVISION:

- 1) ALL property owners entering into Harbor Point MUST be verified from the HPPOA Property Owners list provided to the Gate Supervisor from the HPPOA Office.
- 2) Admission through the HPPOA Gate by Gate Attendant requires a valid Harbor Point windshield sticker or a valid HP visitor pass.
- 3) HPPOA Property Owner is REQUIRED to have a valid HPPOA vehicle windshield sticker for entry. If the property owner does not have a valid windshield sticker, ask them to visit the HPPOA office for the current sticker.
- 4) ONLY the property owner may place family members or repeat visitors on their "permanent guest list". Property owner MUST contact the HP office to complete the "permanent guest list" form. The property owner may make changes to their permanent guest list by contacting HP office. Gate Attendant CAN NOT make these changes.
- 5) HP office will update the "permanent guest list" as needed, and provide the Gate Supervisor/Attendant a copy for verification as guest arrive.
- 6) A guest not on the permanent guest list MUST be called in by the property owner ONLY, prior to their visit. If the property owner has not notified the Gate Attendant before their guests arrives, NO ENTRY IS ALLOWED. Ask the guest to park outside of the gate area until the property owner has contacted the Gate Attendant. THIS INCLUDES ANY CONTRACTORS OR DELIVERIES.
- 7) ALL guests entering Harbor Point without HPPOA valid sticker, MUST be logged into the HP Visitor Registry with property owners name, when gate was notified, visitor name, address going to and the vehicle license plate number by the Gate Attendant on duty. THIS INCLUDES VISTING THE OFFICE.
- 8) ALL guests entering through Harbor Point gate, that has not been placed on the "permanent guest list" will be issued a guest pass.
WHITE PASS for a 1 day visit. Additional days require a **COLOR PASS** to be issued, up to **30 days**. ALL guest passes issued must be filled in with date of entry and date of expiration. Guest receiving a pass must also be logged into HP Visitor Registry.
- 9) A guest needing a pass longer than 30 days, can be issued another colored guest pass for an additional 30 days, IF, the property owner has notified the gate attendant in advance of approval for another 30 day visitor pass.

- 10) Commercial company vehicle driven by a property owner DO NOT REQUIRE a HP sticker, but will be issued a 30 day guest pass, that may be renewed by the Gate Attendant.
- 11) It is required for the property owner to notify the Gate Attendant when a contractor or delivery is expected. Quiet time is between 10:00 pm – 8:00 am. NO contractor is allowed during quiet time hours. NO commercial deliveries (lumber/construction packages) is allowed during quiet time hours.
- 12) **EXCEPTION FOR ENTRY** without property owner permission are as follows; ALL emergency vehicles, Sheriff/Police departments, Sheco Electric Company, Texas Water Company, Windstream Internet Company, Mail/DHL/FedEx/UPS, Census Bureau, Homeland Security with Federal Badge or ID, Home Health care, School Bus, Medical Supply Company, RX deliveries.
ALL vehicles must be logged into HP Visitor Registry EXCEPT for home health, Emergency vehicles, school bus or mail trucks.

HEAVY HAUL FORMS:

- 1) There **MUST** be a copy of the Heavy Haul form that was approved by the HP office personnel prior to delivery. This form must be **APPROVED AND ISSUED** by HP office only.
- 2) **NO ENTRY** if the heavy haul form has not been issued from the HP office. Advise the property owner to contact HP office for approval before entry will be allowed. The Gate attendant **CAN NOT** approve entry without an approved heavy haul form.
- 3) The gate attendant may **ADD** to the number of loads on the gate copy form if the property owner has notified the gate attendant that more loads are needed, this includes dirt, rock or concrete.
- 4) **ALL** deliveries **MUST** be logged into the HP visitor registry.
- 5) **ALL** heavy haul forms, pending or complete, **MUST** be kept on the heavy haul clip board.
- 6) **The gate supervisor will deliver ALL completed heavy haul forms back to the HP office personnel every THURSDAY of each week.**

PERMITS:

- 1) There **MUST** be a copy of the Permit form that was approved by the HP office personnel prior to delivery. This form must be **APPROVED AND ISSUED** by HP office only.
- 2) **NO ENTRY** if the permit form has not been issued from the HP office. Advise the property owner to contact HP office for approval before entry will be allowed. The Gate Attendant **CAN NOT** approve entry without approved permit form.
- 3) The Gate Attendant will be notified when a storage building is to be delivered into Harbor Point. The Gate Attendant shall verify there is an approved pending permit at the gate office.
- 4) Lumber and/or construction deliveries **MUST** be called in by property owner before entry.
- 5) **ALL** deliveries **MUST** be logged into the HP visitor registry.

- 6) **NO 18 WHEELERS ARE ALLOWED INTO HARBOR POINT, EXCEPT THE WATER/WASTE COMPANY AND HPPOA BOARD APPROVED COUNTY PCT 1 TRUCKS.**
- 7) **NO CONCRETE TRUCK ARE ALLOWED OVER 6 YARDS** (small drum with single wheel axle)
- 8) ALL permit forms, pending or complete, MUST be kept on the permit clip board.
- 9) **The gate supervisor will deliver ALL completed permit forms back to HP office personnel every THURSDAY of each week.**

MOBILE HOME/MODULAR HOME PERMIT ~ MOVE-IN:

- 1) Follow permit procedures above.
- 2) The Gate Attendant will be notified when mobile home is to be delivered into Harbor Point. The Gate Attendant shall verify there is an approved pending permit at the gate office.
- 3) The Gate Attendant will ask them to park to the side until a Director arrives.
- 4) The Gate Attendant is to call the ACC Committee member or the Director listed on the permit to escort mobile home into Harbor Point. DO NOT let mobile home enter without an escort by either a HPPOA ACC MEMBER or a BOARD MEMBER. Call any director to the gate entrance if the director on permit does not answer.
- 5) ALL deliveries MUST be logged into the HP visitor registry.
- 6) MULTI WHEEL trailers ARE ALLOWED for move in with APPROVAL. Verify approval on permit.
- 7) ALL permit forms, pending or complete, MUST be kept on the permit clip board.
- 8) **The gate supervisor will deliver ALL completed permit forms back to HP office personnel every THURSDAY of each week.**

MOBILE HOME/MODULAR HOME PERMIT ~ MOVE-OUT:

- 1) Follow permit procedures above.
- 2) The Gate Attendant will be notified when mobile home is scheduled to be removed from Harbor Point. The Gate Attendant shall verify there is an approved pending permit at the gate office.
- 3) When the driver arrives, ask driver to pull to the side outside of the gate and wait for a director to arrive.
- 4) The Gate Attendant is to call the director listed on permit form for escort. DO NOT let driver enter without an ACC Committee member or a HPPOA director escort. Call any director to the gate entrance if the director on permit does not answer.
- 5) MULTI WHEELER trailers ARE ALLOWED with APPROVAL. Verify approval on permit.
- 6) ALL permit forms, pending or complete, MUST be kept on the permit clip board.
- 7) **The gate supervisor will deliver ALL completed forms back into HP office personnel every THURSDAY of each week.**

MOBILE HOME MOVE OUT ~ NO PERMIT OR UNPLANNED:

- 1) DO NOT LET THEM IN – collect information, IE; property owner's name, address/lot #, phone number and contact HP director or ACC Committee. Ask driver to park outside of the gate area until a Director can be notified.
- 2) Call the HP office to verify any information on the move out. The HP office personnel will contact a Director.

STORAGE YARD RENTAL:

- 1) HPPOA Office personnel will provide the Gate Supervisor with the approved storage yard rental list. This list must stay on the storage yard rental clip board.
- 2) The approved storage yard list will provide information for the gate attendant of the property owner's name, phone number, description of item in storage and pictures to identify item.
- 3) The Gate Attendant is responsible to verify the property owner requesting a storage yard key, is an approved renter from the storage yard rental list before a key is issued. The issuance of the key must be logged in and out.
Ask the renter (property owner) if they will be placing an item into storage or removing an item from storage. ALL ITEMS, whether placing or removing item, MUST be documented and verified by rental list provided by HPPOA office.
- 4) The Gate Attendant MUST confirm the correct item is being removed from the storage yard AND the correct owner is removing ONLY his/her items (see pictures attached to approved storage yard rental list). The property owner MUST SIGN and DATE THE REMOVAL FORM when removing items from storage. The GATE ATTENDANT MUST SIGN THE REMOVAL FORM.
- 5) If items being placed in or removed from the storage yard DO NOT match the approved list provided by the HPPOA office, CALL THE OFFICE AND/OR GATE SUPERVISOR IMMEDIATELY. Ask the property owner to stop and wait until a supervisor or director arrives to the gate.
- 6) If the property owner requesting a key to the storage yard DOES NOT appear on the approved storage yard rental list, DO NOT ISSUE A KEY. Ask the property owner to contact the HP office.
- 7) **The gate supervisor will turn in the monthly storage yard rental log in/out sheet and any removal forms at the end of every month.**

CLUBHOUSE RENTAL:

- 1) HPPOA Office personnel will provide the Gate Supervisor with all approved pending Clubhouse rentals. The pending and/or completed rental forms to be kept on the Clubhouse rental clipboard.
- 2) The Gate Attendant MUST verify and issue a clubhouse key to the renter listed on the approved rental form. The key is to be issued on the day of the rental, NO EARLIER than 8:00 am, to the verified renter ONLY. The HP office will note any information relevant to the rental that the gate attendant may need (ex: if the key may be picked up earlier than 8:00 am or who may pick up key, other than the renter).
- 3) The Gate Attendant MUST log in and initial the Clubhouse log in/out sheet of the renter's name, the date/time the key was issued.
- 4) The Gate Attendant will make a "reminder note" on the chalkboard for the next morning Gate Attendant shift that the clubhouse key is to be returned on this day. Erase "reminder" when key is returned.
- 5) The Clubhouse key is required to be turned back into the Gate Attendant the following morning of the rental date, by 8:00 am. The Gate Attendant MUST log in and initial the return of the clubhouse key. **CALL A DIRECTOR IF THE CLUBHOUSE KEY HAS NOT BEEN TURNED BACK IN WHEN DUE.**
- 6) Advise the approved clubhouse renter to call the HP office or a board member for any issues or concerns with the rental. GATE ATTENDANT is only responsible for issuing the key and receiving the return of the key for the clubhouse rental.
- 7) The property owner (renter of the clubhouse) MUST provide the Gate Attendant a list of all non-property owner guests attending their party and/or event prior to their guest arriving at Harbor Point. All guest listed for the event, MUST be logged in on the HP Visitor Registry and given a 1 day guest pass. NO ENTRY if the visitor is not on the renters guest list, ask the visitor to park outside the gate area until the property owner has notified the Gate Attendant on duty.
- 8) NOTIFY the Gate Supervisor if the key is not returned.
- 9) The Gate Supervisor will check key log on a weekly schedule, to confirm keys have been returned.
- 10) **The gate supervisor will return all completed clubhouse rental forms to the Harbor Point office personnel every THURSDAY of each week.**

CAMPGROUND RENTAL:

- 1) HPPOA Office personnel will provide the Gate Supervisor with the approved campground rental forms.
- 2) ALL approved pending and/or completed rental forms to be kept on Campground Rental clip board.

- 3) When the guest (renter) arrives at Harbor Point gate, verify they are an approved renter. Issue them a guest pass, documented with the start date and expiration date on the pass.
- 4) Log the guest (renter) into the HP Visitor Registry with property owners name, guest (renters) name, vehicle license plate number and list the campground as address going to.
- 5) Confirm with the guest (renter) what RV spot he/she will be placed at in the campground area (information on rental agreement).
- 6) Ask the guest (renter) to call the HP property owner if there is any issues with the campground water and electricity hook ups. The property owner can notify a HPPOA board member or the HPPOA Gate Attendant on duty.
- 7) **The gate supervisor will return all completed campground rental forms to the Harbor Point office personnel every THURSDAY of each week.**

METAL DETECTOR AND HP PLAY GROUND EQUIPMENT:

- 1) Harbor Point has a yellow metal detector that is available to HP property owners to use anytime. The Gate Attendant **MUST** log the property owner name and date of when the unit is given out. The Gate Attendant **MUST** log the unit back in on the metal detector sign out form. Verify the person is a property owner in the HP property owner list. **ONLY A PROPERTY OWNER MAY LOG OUT THE METAL DETECTOR.**
- 2) Harbor Point has a basketball and putt putt golf equipment that is available to HP property owners to use at anytime. The Gate Attendant **MUST** verify property owner and log the property owners name and date of when items are given out. The Gate Attendant **MUST** log the items back in on the equipment log form. The property owner may give prior approval, by notifying the Gate Attendant on duty, to allow a family member or a guest to log out play ground equipment.
- 3) **The Gate Supervisor will check the Equipment Log Out form weekly to confirm all equipment has been returned. Notify the HPPOA office if equipment has not been returned in a timely manner.**

LOTS FOR SALE:

- 1) Realtors are allowed through HP gate without the property owner prior notification IF the realtor can provide proof of credentials. The realtor must be logged into the HP Visitor Registry with name, address going to and vehicle license plate number. If the realtor has a guest in a separate vehicle, the guest must be logged into the HP Visitor Registry with name, vehicle license plate number and name of realtor. A guest pass must be issued to the realtor and their guest at the time of entry.

- 2) The property owner or Realtor **MUST** accompany the visitor to the property of interest. If the visitor is early, ask them to park outside the gate area until the property owner or realtor arrives.
- 3) If a visitor is interested in looking at a property for sale without a realtor present, ask the visitor to park outside the gate area and wait for a HP director to be notified. Call the HP office to notify any HP director to escort visitor in. The visitor **MUST** be logged into the HP Visitor Registry with name, vehicle license plate number and board member name.

MONEY RECEIVED:

- 1) NO MONEY WILL BE COLLECTED AT THE GATE FOR ANY REASON.
- 2) CHECKS AND/OR PAYMENTS FOR POA DUES, PERMIT OR HEAVY HAUL FEES ARE TO BE DROPPED IN THE HP OFFICE DROP BOX **BY THE PROPERTY OWNER**. GATE ATTENDANT IS NOT ALLOWED TO PLACE IN DROP BOX FOR THE PROPERTY OWNER.

BREAKS AND/OR AWAY FROM GATE:

- 1) DO NOT LEAVE THE GATE ARMS OPEN FOR ANY REASON. The Gate Supervisor shall notify the HPPOA Board Supervisor over the gate for any issues and/or if the gate is not working properly.
- 2) DO NOT leave the gate arm open for a restroom break or if in need to visit the HP office. Property owners will be required to use their gate access card for entry. A guest will need to park outside the gate area until the Gate Attendant has returned to the gate office.
- 3) Occasionally, the HPPOA Board of Directors will give the property owner members a scheduled time to test their Gate Access Cards. The Gate Supervisor will be notified of this test.

REQUEST FOR TIME OFF:

- 1) The gate employee must fill out and submit a "time off" request form. The request **MUST** be given to the Gate Supervisor 2 weeks prior to the requested day off.
- 2) The gate employee is asked to switch days with another gate employee, if possible, for the requested "time off". If the gate employee can not make a switch with another gate employee and the gate supervisor **CAN NOT** fill the day requested off, the gate supervisor may deny the time off request.
- 3) The Gate Supervisor **MUST** approve the "time off" request.
- 4) In the case of an **EMERGENCY** situation, contact the Gate Supervisor immediately if time off is needed.

HARBOR POINT GATE ATTENDANT NEW HIRE:

- 1) The HP Gate employee agrees to work an 8 hour shift. The manned gate shifts are 6:00 am – 2:00 pm OR 2:00 pm – 10:00 pm every day. Your shift may change from day to day or week to week. The operating times of the manned gate may and could change with a HPPOA board approval or an emergency.
- 2) The HP Gate employee agrees to be hired as a part time employee of Harbor Point Property Owners Association, to work a minimum of 16 hours per week and not to exceed more than 40 hours per week.
HPPOA Gate employees ARE NOT allowed to work over 40 hours in a 1 week pay period.
HPPOA DOES NOT PAY OVERTIME PAY. HPPOA DOES NOT PAY VACATION AND/OR SICK DAY PAY.
- 3) The HPPOA pay schedule is paid on a by-weekly schedule.

CHAIN OF COMMAND:

- 1) ALL HP Gate employees MUST follow the chain of command with any questions or concerns.
- 2) The HP Gate employee is to discuss any questions or concerns with the HP Gate Supervisor first. If you can not reach your HP Gate Supervisor then call the HPPOA Board Supervisor assigned to oversee the gate policy and procedures.
- 3) If you have tried to contact the HP Gate Supervisor and the HPPOA Board Supervisor, then you may reach out to ANY HPPOA Board of Director.

HARBOR POINT SHIFT DUTIES:

- 1) The Gate Attendant employee is required to sign in/out on the HP Visitor Registry with every shift change.
- 2) The Gate Attendant is to discuss and share any information relevant to the next shift.
- 3) The Gate Attendant is required to review all clip boards for pending heavy hauls, permits and/or pending rentals. CONTACT the Gate Supervisor with any issues with any pending forms.
- 4) The Gate Attendant is to notify the Gate Supervisor for any supplies needed to complete their shift. (Guest passes, pens/paper, etc.)
- 5) The Gate Attendant is to notify the Gate Supervisor IMMEDIATELY of any issues or concerns that may arise with the gate arm function and/or damage that has occurred.
- 6) LEAVE The Gate Office clean when you leave your shift. If you use the microwave, clean it. If you use the restroom, clean it. Re-stock toilet paper, re-stock the water in the refrigerator. Sweep the floor and wipe the counters and desk down every shift.
- 7) IF YOU FEEL THREATENED OR SCARED BY SOMEONE OR SOMETHING, GET INSIDE, CLOSE AND LOCK DOORS.

CALL SHERIFF DEPARTMENT: 936-642-1424

CALL GATE SUPERVISOR: Angie Nagle: 936-200-9048

HPPOA BOARD SUPERVISOR, Jimmy Bowles: 337-550-5857

I, _____, have read and understand the Gate Policy and Procedures that were amended on February, 2025.

I understand that if I do not follow and enforce the Gate Policy and Procedures, the HPPOA Gate Supervisor can and will issue a written write up. If I receive 3 written write ups for failing to enforce or follow the HPPOA Gate Policy and Procedures, I may be terminated without notice.

Signature of Employee: _____

Date: _____

HARBOR POINT GATE SUPERVISOR DUTIES:

Please read all of the following procedures for the duties and responsibilities as a Harbor Point Property Owners Association Gate Supervisor.

By signing this document, you are agreeing that you have read and agree to uphold ALL of these procedures.

- 1) Gate Supervisor is responsible to train ALL EMPLOYEES. Gate Supervisor will train with all new hires for a minimum of 3 days before a new hire may be placed on a shift without supervision.
- 2) Gate Supervisor is responsible to create the HP Gate Employee work schedule and post on a weekly basis for all gate employees.
- 3) Gate Supervisor is responsible to oversee ALL gate employees, to be available to all employees for both shifts to answer any questions or concerns, every day.
- 4) Gate Supervisor is responsible for restocking supplies needed for the gate employees. (this includes; paper, pens, guest passes, etc.)
- 5) Gate Supervisor is responsible to check and confirm ALL Harbor Point key log and/or equipment log out forms are complete and without issues. Confirm each employee is following Gate procedures in issuing keys/equipment and logging keys/equipment back in. This includes; storage yard, clubhouse, metal detector and playground equipment.
- 6) Gate Supervisor is responsible to check and confirm gate employees understand and follow the policy and procedures for entering into Harbor Point Subdivision.
- 7) Gate Supervisor is responsible to check and confirm the HP Visitor Registry has been filled in properly.
- 8) Gate Supervisor is responsible to check and confirm guest passes are issued correctly and logged into the HP Visitor Registry.
- 9) Gate Supervisor is responsible to manage and oversee all heavy haul forms and permit form procedures are being followed and enforced by all gate employees.
- 10) Gate Supervisor is REQUIRED to turn in ALL completed heavy haul forms, ALL completed permit forms, ALL completed Clubhouse rental forms, ALL completed campground rental forms, ALL Storage Yard Rental removal forms to the HPPOA office personnel every THURSDAY of each week. The HPPOA office personnel is responsible for delivering ALL approved pending rental forms, heavy haul forms, and permit forms to the Gate Supervisor or the Gate Attendant on duty, on a daily basis.

- 11) Gate Supervisor is responsible to manage and enforce all HP Gate Policies and Procedures. Communicate and address issues that may occur with all Gate employees. A verbal warning may be given to an employee. If the Gate employee continues to NOT follow policy and procedures, the Gate Supervisor may give a written write up notice to the Gate Employee. The employee MUST SIGN the written warning, the warning must state the employee failed to follow policy and procedure and document which procedure not followed. The Gate Supervisor MAY terminate employee after 3 written write ups have been issued. Before the employee is terminated, it is recommended that the Gate Supervisor communicate and report issues to the HPPOA Board Supervisor.
- 12) Gate Supervisor will communicate with the HPPOA Board Supervisor assigned to the gate, on all issues with employees and any policy/procedure changes needed.
- 13) The Gate Supervisor and the HPPOA Board Supervisor will post his/her phone number at the front gate entrance for emergency contact. The Gate Supervisor is REQUIRED to answer and RESPOND TO ALL PHONE CALLS, including, after hour phone calls and/ or messages.
- 14) The Gate Supervisor may be called by a property owner to report issues with the gate arm. The Supervisor is REQUIRED to address all issues reported. The Supervisor may call the Director to report if the gate arm is broken or any maintenance issues that may require attention.
- 15) The HPPOA Board Director assigned over the HP Gate Office will serve a Supervisor over the HP Gate Supervisor and all of the HP Gate employees.
The HPPOA Board Director will be available to answer all questions and/or concerns.
- 16) The HPPOA Board Supervisor has the authority to over rule the HP Gate Supervisor decision for hiring a new employee and/or any disciplinary actions taken against a HP Gate employee. The HPPOA Board Supervisor MAY issue disciplinary actions with a verbal warning or a written warning to the Gate Supervisor or Gate Attendant Employee. 3 written warnings MUST be given to the HP Gate Supervisor before termination by the HPPOA Board Supervisor.
- 17) The HP Gate Supervisor will receive a pay rate of \$1.00 more per hour, than the standard pay rate of a HP gate employees.

Signature: _____

Date: _____

Signature of HPPOA Board Supervisor: _____

