

GATE ATTENDANT PROCEDURES

**Harbor Point Property Owners Association
122 Trinity Drive
Trinity, Texas, 75862**

April 2024

Please read all the following policies and procedures regarding the duties and responsibilities as a Harbor Point Property Association Gate Attendant. All questions may be directed to the Gate Supervisor. Once this policy has been read, please sign the acknowledgment.

- **ENTRY**

1. Admission through the HPPOA Gate by Gate Personnel requires a valid sticker or a visitor pass.
2. The Property Owner may add family members or repeat visitors to their "Permanent Guest List" by contacting the HPPOA Office.
3. ANY Vehicle entering Harbor Point will be signed in and license plate recorded in the Guest Register by the Gate Attendant on duty (this includes going to the office)
4. ALL visitors that are staying one day will be issued a "White" Visitor Pass with current date in expiration block and logged into the Guest Register.
5. Visitors or contractors needing more than one day will be issued a "Color" Guest Pass and logged into the Pass Register.
6. It is REQUIRED that Property Owners contact the gate when contractors and deliveries are expected. Quiet hours are from 10pm to 8am.
7. It is REQUIRED that Property Owners contact the gate when visitors/guests are expected.
8. UNCALLED visitors, contractors, or delivery trucks will be turned away until the Property Owner contacts the gate.
9. Exceptions for entry without permission are as follows ONLY: Emergency Vehicles, Sheriff/Police, SHECO, Monarch-SWWC, Windstream, Mail/DHL/FedEx/UPS, Census Bureau, Homeland Security/Federal Badge/ID, Home Healthcare, School Bus, Medical Supply, RX Deliveries.
10. Realtors are allowed to come in without homeowner calling them in. The gate attendant MUST ask for his/her credentials, log in name, address going to and license plate of vehicle. If the Realtor has a guest in separate vehicle the guest vehicle/license plate and person MUST be logged in as well.

- **RECREATIONAL VEHICLES**

If the homeowner stops at the gate, ask if RV/trailer has been registered at the office. If not, get name, Lot #, phone, and license plate. Take to the office or leave in the night drop box. Director will follow up.

- **LOTS FOR SALE**

1. Property Owner or Realtor must accompany visitor to property.
2. These visitors **MUST** still be signed in and license plate recorded in the Guest Register.
3. If a visitor is early, they must be asked to wait outside the gate in the parking area for the Property Owner or Realtor to contact gate.

- **HEAVY HAUL FORMS AND IMPROVEMENT PERMITS**

1. There **MUST** be a Heavy Haul Form filled out and paid for by the Property Owner prior to delivery. This form must be approved and at the gate.
2. Heavy Haul Forms and Improvement Permits may be picked up at the gate or the office. They may be completed and dropped in night box if office is closed.
3. If dirt/concrete trucks arrive and no Heavy Haul Form Approved-
NO ENTRY!
4. If a carport/building arrives and no Permit Approved-
NO ENTRY!

- **MONEY RECIEVED**

1. **NO MONEY WILL BE COLLECTED AT THE GATE FOR ANY REASON.**
2. **CHECKS FOR POA DUES, PERMITS OR HEAVY HAUL FEES ARE TO BE LEFT IN THE DROP BOX BY THE HOMEOWNER.**

- **BREAKS**

1. **DO NOT** leave gates open for restroom breaks or while away from gate temporarily. Property Owners should have a key card for entry, visitors will need to wait until you have returned to the gate.

- **MOBILE HOME – MOVING IN PROCEDURE**

1. **MOVE IN DAY (Planned/Permitted)**- Mobile Home arrives at gate. Gate Personnel pulls permit that details route. (Ask them to **PARK** until a Director arrives)
2. Notify the Director listed on permit, Gate Supervisor, or one of the ACC committee members to come to gate to Escort (they will follow and document any problems)

- **MOBILE HOME – (IN) UNPLANNED OR NO PERMIT**

1. Gate Personnel will ask them to **PARK** to the side until a Director can arrive.

CALL ANY DIRECTOR TO THE GATE

2. Home will move with the Director and be documented **OR** be re-scheduled.

- **MOBILE HOME – MOVING OUT PROCEDURE**

1. **MOVE OUT DAY (Planned/Permitted)** When the driver arrives – **PULL PERMIT**
2. Call the Director on the permit for Escort and removal.

- **MOBILE HOME – (OUT) UNPLANNED OR NO PERMIT**

1. **DO NOT LET THEM IN** – Collect information, IE Owners name, lot # or address, phone number and contact Director/ACC personnel. Ask them to Park outside gate until you contact a Director. **CLEAR** the people waiting in line.
2. Call the Director for that section to see if they have any info.
3. ****NO 18 WHEELERS ALLOWED**** Only exceptions are **WATER COMPANY(WWTS)** trucks and trash trucks. All others must be board approved.

I, _____ have read and understand the
procedures for the HPPOA Gate Attendant Position.

Signed by _____

On this day, _____