

**BONITA LAKES POA
STANDARD OPERATING PROCEDURES**

GATEHOUSE - ACCESS CONTROL

VISITORS / VENDORS ENTRY:

- **GREETING.** All Visitors will be greeted with the Standard Bonita Lakes Community Greeting, **"Welcome to Bonita Lakes, how may I direct you."** Or "Good Morning, How can I help you? Good evening, How may I assist you? Etc.
- **IDENTIFICATION.** All VISITORS need to present photo identification in order to be processed for access. No Photo I.D, No entry. Any form of Photo ID is accepted; need not be a driver license (preferred). (Passport, Military ID, Student ID, Etc....)
- **VISITOR LOG-IN.** Access Control personnel will verify all visitors by reviewing the resident's permanent guest list. If the visitor's name appears on the list, the resident does not need to be called. The Access control personnel will select the guest's name, and record make of vehicle and the license plate number. Make sure that the permanent guest is logged in on a daily basis regardless of how familiar they might have become. Remember all visitors are to be logged-in, even if they are on the resident's permanent guest list.
- **CALLING RESIDENT.** Should a visitor not be on resident's permanent guest list, the officer **MUST** call that resident using numbers provided in the system **ONLY**. Three attempts to make contact with the resident for authorization will be made, at which time the visitor will be asked to turn around. **(No Answer, No Entry)** If contact is made with the resident and the visitor is granted authorization to enter, record the name, make of vehicle and the tag number and issue a guest pass to be displayed on the car dashboard at all times while on the premises. **(Access Control personnel should always identify themselves to the resident when calling).**
- **PEDESTRIANS.** Pedestrians (Foot, Bicycle, etc...) will be asked to approach gatehouse and will be processed as described above in Visitor Log-in or Calling Resident.
- **REALTORS-** Are to be treated like any other visitor, if the resident is not home and there is no contact or emergency contacts available in the SYSTEM you must deny access. Unless the realtor can provide a proper realtor I.D. and a listing showing the property to be vacant then access can be granted. Realtors can also request the owner to place them on the guests list.
- **COMMERCIAL VEHICLES:** All commercial vehicles will be processed as shown in the "visitor log-in" item and will be logged in, first by typing in the company's name, then drivers name, make of vehicle (if available), and license plate number or be placed on the visitors list by the resident. (Keep in mind hours for entry, SEE SCHEDULES)
- **One pass one Entry:** At Bonita Lakes Community all vehicles will be processed every time they arrive in the visitor's lane. If a vehicle or the driver is in a different vehicle the Clients' Policy is to re-notify the resident and re-issue another pass **EVERY TIME. NO EXCEPTIONS.**
- **OTHERS.** Insurance companies to take pictures, bank appraisers, others of the sort, process servers, will be processed as shown under item "visitor log-in". If no answer at the residence, security office will log in and grant them access.
- All Law Enforcement agencies exercising their duties, Emergency Responders (911) and process servers from the Eleventh Judicial Court will be granted access with no further questions asked.
- Access control personnel will never turn away any medical supply deliveries. Follow Visitor log-in item, if not successful, let them in.

RESIDENT ENTRY:

- Residents of Bonita Lakes will enter via the resident lane utilizing their access control devices issued by the Property Management Company.
- New residents of Bonita Lakes that have not registered with management will be asked to enter the visitor lane to be processed as a guest until they are properly registered with the Management office and added to the computer records and a resident lane access control devices is obtained.
- Residents that attempt to enter the resident lane without an access control device will be asked for ID and upon confirmation of residency will be granted access. They will also be asked to come in the guest lane until they obtain an access control device. If proof of residency cannot be established at this point, the Access control personnel will ask the resident to turn around and come in the guest lane for computer follow-up. Non-compliance of this item and/or if inappropriate conduct on behalf of the resident occurs; an incident report will be generated and submitted to Property Manager.
NOTE: If the resident runs the gate, please record it on the report.

PUBLIC SERVICES:

Officer will allow automatic access to the community to identified public services trucks and vehicles, SUCH AS:

U.P.S / AMAZON
FEDEX / DHL
US MAIL
FPL
BELLSOUTH or AT & T / COMCAST
SCHOOL BUSES
MIAMI-DADE COUNTY

News paper delivery is granted access daily, but must be logged in. The driver's Full name, name of newspaper and Vehicle Tag Numbers must be logged in the system under Bonita Lakes profile, Driver must produce ID.

TAILGATING:

- When tailgating occurs (usually in the resident's lane), the Access control personnel will get a vehicle description, license plate number and direction of travel. The Access control personnel will conduct a search of the tag in the Access Control System and advise the Management office of any findings. Access control personnel will generate an incident report.
- A person tailgating into Bonita Lakes Community is considered a trespasser. See trespassing procedures.

TELEPHONE PROCEDURES:

- Access control personnel are responsible for answering the phone. The Access control personnel will pick up within three rings identifying the post and themselves by name. Example: Good morning, Bonita Lakes main gate, Name speaking, how may I help you.
- Access control personnel will take down all information; date and time of call, name of caller, address of caller, call back number of caller and location of incident. The access control personnel will confirm caller information with system records. Access control personnel will get as much information from complainant as possible and will dispatch the rover when available (12pm – 4:00 am only) to assist and document the complaint/incident. A report will be generated.
- Incoming phone calls always have priority over a visitor. The caller may be in a medical emergency, fire, or even a criminal situation. Always listen to what the caller has to say, never put them on hold. Provide a phone number to a source that may be able to help the caller, if it is not an emergency. IF IT IS an emergency advise caller to dial 911.

THE GATEHOUSE:

- Access control personnel will NOT receive packages, envelopes, money, keys or in general provide any form of delivery/message/messenger service to anyone.
- No visitors will be allowed in the gatehouse. No person will use gatehouse as a meeting place. Access control personnel will not receive personal visits at gatehouse. Access Control personnel /work related visits will be allowed.

RESIDENT COMPLAINT PROCEDURE:

Access control personnel will follow this procedure when receiving a complaint on the phone:

- A. Log down Name
- B. Log down address
- C. Receive much detail as possible
- D. Name of access control personnel dispatched. (Rover if available 12:00pm 4:00 am).
- E. Call 911 or Miami-Dade county police (if required)
- F. Write incident report

SCHEDULES:

Delivery Trucks, Moving Companies and Construction contractors:

- Access to delivery trucks (furniture companies, construction or trucks) are allowed exclusively:
Sunday - Monday (7 days a week)
7:00 a.m. to 7:00 p.m.
- NO COMMERCIAL VEHICLES will be allowed on property on Holidays except for emergencies.
- MOVING (IN/OUT) DAYS WILL BE:
There are no restrictions. However, all moving should be completed by 10:00 p.m.

PARKING:

- Overnight parking on the street is not permitted. "Overnight is defined as follows:
Monday thru Thursday AFTER 1:00 am
Friday thru Sunday AFTER 2:00 am
- If a vehicle remains in a guest parking space for more than 1 **day**, without an authorized parking pass a warning sticker will be issued. (see stickering and towing procedures)
- No car with out a tag will be permitted to enter the community.

POOL / GYM SCHEDULE:

Pool

- Monday thru Sunday – Sunrise to Sunset
- The Access control personnel will make sure that the pools restrooms and facilities are opened at sunrise. The Access control personnel will make sure that the pools restrooms and facilities are locked and secured at Sunset. (No one is permitted to be in the pool area after sunset.

Gym

- Gym will be opened by Access control personnel at 5:30 am, 7 days a week. Access control personnel will deactivate alarm at clubhouse and unlock gym door. Access control personnel will lock all doors at 9:00 pm, 7 days a week and activate alarm at clubhouse before leaving.

TRESPASSING:

- A person is considered to be trespassing when the person enters the community illegally. Access control personnel (Rover if available from 12:00pm -4:00 am) will make contact with the subject and verify that they entered illegally. The subject will be asked to leave the property. If the subject refuses to leave the property, the local police department will be called. All incidents will be documented and reported to Management. (if necessary contact Miami -Dade county police)
- Important, all Access control personnel who are abused or mistreated by an irate person must write a report to inform Property Management and the Board of Directors.

AUTOMOBILES, MOTORCYCLES AND MOPEDS :

- All motorized vehicles must adhere to the 15 mph speed limit of Bonita Lakes and noise laws of the State of Florida governing said vehicles.
- Motorized vehicles (toys) such as scooters, battery or gas operated cars must be operated in a safe manner with parental supervision. When operated in an unsafe manner, Access control personnel should attempt to contact parents or guardians and also write an incident report.
- All Terrain Vehicles known as ATV's, as well as Go-Carts, are not permitted in Bonita Lakes. (needs to be checked to see if this can be enforced and needs Board approval)

NOISE COMPLAINTS:

- When an Access control personnel is dispatched (when available 12:00pm – 4:00 am) or locates a noise complaint on patrol, the access control personnel will call on the residents to give a verbal warning of the noise and explain the Miami Dade County Noise Ordinance. Note that noise ordinance is if it can be heard from one hundred feet away it is too loud and is in effect as of 11:00 pm.
- Access control personnel will then follow up within 30 minutes (if available 12:00pm-4:00am) to inspect if the resident complied. If the resident failed to comply then the Access control personnel will Miami Dade Police for assistance. They should also advise the complainant can also contact Miami-Dade Police non emergency number 305-279-6929. An incident report will be written.

GATE ARM / PROPERTY DAMAGE:

- When an Access control personnel witnesses damage to a gate arm or property, the access control personnel will get a vehicle description, license plate number, and direction of travel. A copy of available camera footage should be saved and the access control personnel should conduct a search of the tag in the Access control systems advise the Management office of any findings attached with an incident report.

Note: Gate Arms do not hit cars, cars hit Gate Arms.

To better improve access control personnel, be preventive and familiarize yourself with the property and owners. This will help you notice any suspicious activity going on around you.

ACCESS CONTROL DEVICES

- DO NOT ENCOURAGE residents to give out access control devices to persons that are not occupants of their homes.
- Access control devices are available at the Management office during office hours. The cost of an access control device are as follows:

Access cards - \$50.00
Clickers - \$50.00

They can be purchased at the Management office during working hours.

ROVER (from 12:00PM – 4:00 AM):

ACP will conduct rounds of property following established route as determined by NFC check point system or other similar systems establish by the POA and the company.

During their established rounds, Access control personnel will inspect guest parking through the community for illegally parked vehicles.

Illegally parked vehicles (no parking pass visible on the dashboard) will be stickered. The sticker will be placed on the drivers side rear window only. A photo of the sticker and license tag of the vehicle is to be taken and attached to the copy of the sticker and provided to the Management office the next day.

Management will provide a log of repeat violators, which shall be used to determine of towing or booting will be performed by the towing company.

Access control personnel will make one (1) attempt to contact vehicle owner to have vehicle moved, prior to calling towing/booting company.