

Wellesley at Boynton Beach

GATEHOUSE POST ORDERS

(Modified for Vestige Security, Inc. 09/2018)

1. The phone will be answered in the following manner: “Hello, this is Security Officer YOUR NAME of Wellesley at Boynton Beach, with whom am I speaking with?” During this time the officer needs to verify the name of the caller with the information on the screen.
2. Security personnel are “employees” of the association. They should respond as if they are employees of the residents and will treat all residents and visitors in a courteous and professional manner.
3. The gatehouse and its facilities are for Security, Management, Board Members, and Maintenance to conduct association business.
4. Security will **not** accept or hold packages at the gatehouse.
5. Residents are paying for a secure community, which requires that the security officers be alert and observant at all times. Watching TV (on a phone or any other device) or reading a book is allowed as long as the guard fulfills his/her duties mentioned within these post orders. A radio on low volume is acceptable as well.
6. The gatehouse must be kept neat and clean at all times.
7. Gatehouse lights (inside and outside) **MUST** be kept on at night. They are to be turned on at sunset and turned off and sunrise.
8. Security officers are expected to be on their feet to greet all entrants in a professional manner.
9. The gatehouse must be kept clear of all vehicles. Personnel with business at the gatehouse may temporarily utilize the pool area guest parking.
10. Motorcycles, all-terrain vehicles, large vehicles (those exceeding 6,000 LBS GVW), trucks, trailers, vans, boats, campers, motorhomes, busses, commercial, or other similar vehicles **are not permitted to enter** the development. GVW (Gross Vehicle Weight) can be verified on the vehicle door if a dispute arises. Wellesley property begins at the sidewalk on Meadows Blvd. and prohibited vehicles are not allowed entry, except as noted in #9 and a. – e. below. If an individual refuses to comply with a security officer’s direction in case of an imminent danger to life or property call the police without delay. Do not attempt to restrain or combat any individual.
 - a. In the case of an emergency, **ALL** emergency vehicles and personnel are to be allowed in the development without hesitation.
 - b. Motorcycles are allowed to park out front between the gatehouse and median for one (1) hour only. They are to be told that this is at their own discretion as the permitted area is a turnaround spot for vehicles not permitted into the community.
 - c. Trucks, large vehicles, and commercial vehicles are permitted within the development while delivering goods or furnishing services to occupants between the hours of 8:00AM and 8:00PM.
 - d. Plumbing and electric companies are allowed access after-hours for emergency repairs.
 - e. Small vans and small trucks (of 5,999 LBS or less GVW) **for personal use only** are allowed entry.

11. When guests arrive the guard on duty needs to ask if the guest knows where he/she is going. If not, a map will be provided by the security guard with brief directions.
12. All persons entering the community on foot, bicycle, or similar vehicles must have their resident status confirmed before entry is granted. Owners are financially supporting security of the private property and do not want strangers wandering throughout the complex or using the community amenities. Persons who are walking or wandering through the community without an apparent purpose should be questioned concerning their authority to be within the development. If a stranger does not voluntarily leave or provide identification, the police must be called.
13. The driver of **ALL** vehicles not using the resident gate must show a valid driver license and be logged in the computer before entry is allowed in the development. Please refer to the sign posted in the gatehouse regarding acceptable ID's for foreign nationals.
14. A resident may come to the gate and personally open the gate for a guest with no driver's license and be responsible for that person while in the development.
15. Residents should notify security in advance when they expect visitors or vendors. Security will note this on the appropriate form and when the visitor or vendor arrives, the entrance time will also be noted on the same form. This should prevent inconvenience for the residents, visitors, and vendors.
16. Before allowing any visitor inside the development, Security Officers must contact the unit resident for confirmation of the visitors identity unless prior permission for entry was granted by the resident and the fact entered on the appropriate form (advance notification from or computer).
 - a. Process servers with court identity cards are allowed entrance without permission of resident.
 - b. City officials with appropriate identification are allowed entrance without permission of resident.
17. U.S. Mail, package delivery services (i.e. UPS, FedEx, DHL, etc.), utility companies (i.e. cable, phone, internet, etc.), the current lawn maintenance company, government, and emergency vehicles may enter to work on the common areas or to make deliveries without contacting unit owners but they must be logged in the computer. If not in marked vehicles they must show a photo ID.
18. Soliciting within the community is prohibited.
19. Residents leaving prior approval for persons to enter the development must name the person they are approving. Security will enter the name on the log along with the resident's name that approved entrance. If residents wish to approve a large group, they should leave a list at the gatehouse prior to the start of the event. A list will speed up the entry process. The list will be kept with the regular log for pre-approved entry.
20. Persons approaching the Gatehouse looking to rent or buy property must only be given the lease/sale list compiled by the association. Referrals to Real Estate Agents may unintentionally lead to illegal acts and will not be tolerated by the association.
21. Owners advertising **their own property** for lease or sale will be contacted by security when a potential customer desires entrance. The owner may approve entrance at that time and is responsible for the approved person's actions while they are within the development. Ideally, the potential customer should have an appointment to view the property and have entrance approved by the owner calling the gatehouse prior to the appointment time.
22. Outside business people – Real Estate Agents showing property:
 - a. Must accompany potential customers to and from the unity to be shown.
 - b. Produce for inspection a valid Real Estate License and driver's license.

- c. Leave their business card at the gatehouse. Security Officer on duty will enter the date, unit being shown, and the time of entry and exit from the development on the agent's business card. The security officer may need to remind the agent to stop on the way out so that the exit time is accurately recorded. Business cards will be retained for association records.
- d. Open houses are prohibited.

23. The pool and restrooms will be locked at the 9:00PM shift change and unlocked at the 6:00AM shift change by security personnel. The fan switch is to be turned on during opening shift and turned off during closing shift.

24. A written incident report will be made for all unusual occurrences including but not limited to accidents, injuries to persons or property, and resident complaints.

25. All paperwork will be retained in association files.

26. Addendums may be added by the management company with Board approval.

Property Manager: _____
(Print and Sign)

Wellesley Board Member: _____
(Print and Sign)