

Standard Operating Procedures (SOP) For Access to Seven Lakes West Front Gate

NOTE: This first paragraph applies only to the month of May, 2010.

Saturday May 1 through Sunday May 9, ANY car without a SLW bar code shall be stopped at the gate—NO wave-through. The Guard on duty shall:

1. Remind every car with an expired SLW decal that they must get a bar code from the Community Manager at WSPCC.
2. Hand each driver with expired decal a copy of the letter explaining SLWLA bar code regulation and procedure.
3. Again tell them to go see the Community Manager.

Starting Monday, May 10th, any car without a bar code must be stopped, asked where they are going, and issued a hang tag. From Monday May 10th to May 31st, the Guards shall issue all residents that use the left hand visitor lane a one-day hang tag, remind them to go see the Community Manager, and add them to the delinquent list, which the Lead Guard shall forward to the Community Manager via email as a daily report until we have all residents with bar codes.

Note: Non-resident property owners retain the right to get a hang tag in lieu of a bar code, but they may not be waived through with an expired decal.

SOP for Access to Seven Lakes West Front Gate

1. **Applicability.** Community Associations Services (CAS) employees at SLW and all SFI Guards with duties at the SLW front gate shall follow this SOP, which has been promulgated and approved by the SLWLA Board and is incorporated into the Rules and Regulations of SLWLA as an Attachment in accordance with the NC Planned Community Act, the SLWLA Covenants, and its By-laws.
2. **Effective Dates.** This SOP is effective May 1, 2010, and may be changed from time-to-time by the Director of Security and Safety.
3. **Purpose.** The primary purpose of this SOP is to restrict entry into SLW to property owners, emergency vehicles and personnel, property owners' bona fide guests, and vendors that are invited by property owners to perform services. SLW is a private community and the SLWLA may legally restrict entry to vehicles other than emergency, law enforcement, and property owners (property owners not in good standing have a legal right to access their property, but not necessarily by driving their vehicle.)
4. **Procedures.**
 - a. A bar code once purchased from and attached by the SLWLA Staff is good for as long as that vehicle is owned by that property owner; bar codes are non-transferrable.

- b. All vehicles registered to a property owner that wishes to enter without having to obtain a daily hang tag must purchase a SLWLA Bar Code and use the right hand resident lane at the front gate, and may enter also through the back or East gate.
- c. All vehicles without a valid and current bar code must enter through the front gate using the left or visitor's lane, where the driver will be issued a daily hang tag.

Note: The intent here is to free the Guard up to focus his/her attention on getting complete information from the visitor/vendor and verifying with the resident property owner that they are expecting the visitor/vendor BEFORE allowing them to enter.

In order to expedite traffic flow at the front gate, the Guard on duty shall use the following guidelines and procedures:

- d. Use the SLWLA Visitor Log Sheet to log every visitor into SLW except as indicated below.
- e. There are three categories of visitors/vendors in this SOP:
 - 1) Emergency vehicles including: EMS, MCSO, NCSHP, SL and WE Fire Departments, etc.
 - 2) Invited non-commercial guests of property owners
 - 3) Vendors of all kinds invited by property owners

Note: "Invited" means that the property owner is a member in good standing of SLWLA, has called the gate to notify the Guard with 1) the guest's name, 2) the property owner's address, and 3) the date, time, and duration of the visit. Uninvited visitors and vendors shall not be admitted. Vehicles displaying a SLLA decal may be waived through. Vehicles transporting All Terrain Vehicles (ATV's), motorcycles, trailers, or other similar equipment should be stopped to obtain the driver's destination and purpose. Make sure they know that use of Off-road vehicles (ATV's etc.) are prohibited in SLW. Ask who they are going to visit. Call that person and ensure they are invited. Use your best judgment. If you allow them to enter, get their names and license plate number, even if they have a sponsor. If they have no sponsor, don't allow them to enter. Do not be confrontational, just ask them to turn around and leave. If they refuse, call CAS if during operational hours, or the Sheriff if after hours.

- f. All emergency vehicles shall be waived through the gate by the Guard; and the Guard shall solicit all information possible and enter it into the Activity Log Book or Unusual Incident Report Form, and report same to the Community Manager as soon as possible.
- g. All vehicles that do not have a valid SLW bar code shall use the left hand or visitor lane, and be stopped by the Guard; there will be NO wave-throughs, **except until further notice SLLA vehicles with decals may be waived through.** (This will allow the cameras to get viewable photographs of the driver, the vehicle, and the license plate.) If the hang tag is valid, raise the gate and allow the visitor/vendor to proceed. If they have no hang tag, the Guard shall ask the name of the property owner to be visited, and then call that person to ensure they are expecting the visitor/vendor. Once verified, the Guard will get the visitor/vendor's name, license number, sponsoring property owner's name, time of entry, tag number and type of hang tag issued.

Note: Property owners are required to call the Guard before the visitor/vendor may be admitted. Invited non-commercial guests of property owners may receive a hang tag for the number of days indicated by the property owner up to 30 continuous days. Property owners must renew the

approval by calling the Guard. Vendors of all kinds invited by property owners shall be issued hang tags of various types and duration based on the wishes of the property owner, and the purpose and frequency of visits. Hang tags have multiple purposes and durations and are color-coded as follows:

SLWLA Access Control Hang Tags

Color	Purpose	Duration
White	Access to invited non-commercial guests of property owners	1 day
Purple	Access to vendors of all kinds invited by property owners	1 day
Orange	Access to invited non-commercial guests of property owners	2-30 days as requested by property owner and indicated by Guard on tag
Red	Access to vendors of all kinds invited by property owners	2-30 days as requested by property owner and indicated by Guard on tag
Yellow	WSPCC	1 day
Blue	Johnson Point	1 day
Aqua (Blue-Green)	Special Event	1 day
Green	Beacon Ridge CC	1 day
Note: Exceptions may be authorized by the Community Manager, any Director, and the Lead Guard.		

- h. Guidelines for issuing hang tags to vendors of all kinds invited by property owners are as follows:

“Trusted” Vendors that may be waived through unless specifically excluded		Examples
	Embarq	
	Progress Energy	
	Moore County Utilities with logo	
	PeeDee Electric	
	Time Warner Cable	
	Waste pick-up vehicles with logo	Waste Mgmt, WEI
	Pharmacy vehicles with logo	Village Pharmacy
	Mail-package carriers	UPS, FEDEX, DHL
Up to 30-day hang tags may be issued to:		Examples
	Contractors	Bolton Builders
	Sub-Contractors	ABC Plumbing
	Exterminator vehicles with logo	Aberdeen Exterminating
	Septic vehicles with logo	Marlin’s Septic
	Propane companies	VanDerveer’s Propane
	Health-care Providers	Home Health Care Services

	Baby Sitters	Called-in by Property Owner
	Utility Sub-Contractors	Cable Hound
	Cleaning Services	Called-in by Property Owner
	Landscape/yard care services	Called-in by Property Owner
	Pet Sitters	Called-in by Property Owner
Only daily hang tags must be issued to:		
	Furniture delivery trucks	Elmore Furniture
	Florists	Aberdeen Florist
	Building supply trucks	Builders' First Choice, McDonald Bros., 7 Lakes Hdwre
	Other infrequent vehicles	
Up to 5-day hang tags may be issued to:		
	Home maintenance / repair vehicles including plumbers, electricians, HVAC, painters, etc.	John Kelly, J&L, Stackhouse Plumbing, Mace Electric, 7 Lakes Htg & A/C, Willie's Painting
Note: The following vendors may not be admitted without checking with CAS: heavy equipment, satellite dish installers, fencing contractors, auctioneers, or any other vendor that may be there to install or provide a service that requires ARC approval <u>BEFORE</u> it happens.		

- i. No later than Thursday noon of each week, CAS shall forward to the Lead Guard via email or in person the list of events that have been scheduled for the coming weekend and week ahead; the list shall include the sponsoring property owner's name and phone number, the approximate number of guests, and if at all possible the names of the guests.

5. **Questions** pertaining to access control and this SOP may be addressed to CAS or the Director of Security and Safety at 673-5314.