February 22nd, 2023

Mr. Tom Shoeber
President, Downs of Hillcrest Homeowners Association
20 Downs Lake Circle
Dallas, TX 75230

Dear Tom,

Due to the concerns of the residents of Downs of Hillcrest, we will be reminding our gate attendants to be extra vigilant regrading visitor access to Down of Hillcrest. This letter is to ensure that we are all aligned around HOA access control policies. Our staff at DOH gate house is operating under the following visitor guidelines.

- Except for emergency vehicles (police, fire, ambulance, and city services) all visitors require permission from a resident to enter the community.
- Gate attendants must log every visitor, including photo ID and license plate number of vendors in Gate Sentry. Photo ID required for guests who are not already registered in GS; subsequent visits do not require ID, only name and who they are visiting.
- Calls to residents are required if a visitor is no on their permanent or temporary list for that day.
- All deliveries going to a specific home must be captured in Gate Sentry.
- Company delivery vehicles with multiple stops (i.e., FedEx, UPS, and Amazon.) will be logged into the HOA account with name and driver's license of driver. In some HOAs we log ID and verify at least one resident to be visited)
- All delivery drivers in personal vehicles will be logged to a specific home with resident approval, and driver's license captured in Gate Sentry.
- Realtors are treated like all other visitors and require resident permission and must present proper identification for access to the community.
- No process severs, solicitors, census takers, phone book deliveries, Google Maps, photographers, or news media ate permitted unless approved by Board or Homeowner.
- Contractor hours are 7:00am to 6:00pm; Monday to Friday; 8:30am to 4:30pm on Saturday. No contractors are allowed on holidays. Holidays include New Year's Day, Memorial Day, and Independence Day, Labor Day, Thanksgiving, and Christmas Day. Exceptions are for emergency services such as plumbing, electric, or air conditioning.

With your approval, we will reinforce these policies with our team to deliver the services you desire. You can be sure that our officers will greet residents the Executive Sentinels Way – acknowledging their entrance to the community with a smile and welcoming wave.

Sincerely,

Rick Sanchez

Security Team Member Training Guide

Introduction and Training Overview for Security Officers

I. **Executive Sentinels**

    a. Security differentiated by technology-enabled customer service
    b. Our officers and uniforms; the face of our brand
    c. Visitor Management and HOA expectations

II. **Environment**

    a. Community – overview, amenities & map
    b. Guard House – equipment & mechanics
    c. Playbook for Reference and Contacts
    d. Quick Reference Booklets – Gate Sentry

III. **Shift Change Procedures**

    a. Arrive in uniform 10-15 minutes prior to shift start
    b. Review and sign Shift Turnover Log, check Visitor Call Log, Package Log and any Incident Reports. Review any issues with prior shift officer.
    c. Sign in on Gate Sentry on tablet.

IV. **Security and Service with a Smile**
    a. Acknowledge every guest/resident arrival with smile and wave at the door prepared to enter information into Gate Sentry mobile tablet.
    b. Log all visitors & ID's into Gate Sentry - call residents for unlisted visitors. If resident not answering call, leave a message and do not allow visitor entry.
    b. Pedestrian traffic treated as if they are driving. Check identification and confirm destination following visitor process above (b).
    c. Complete Incident, Package, Parking Sign, or Vehicle Registration forms as may be required during your shift.
    d. Leave Guard House neat and clean at end of your shift and brief next relieving officer on information they may need to know.

V.   **Entry Types & Access Control**

    a. Authorization and ID required for every entry!
    b. Resident 1) tolltag, 2) sticker manual open, 3) no sticker or tolltag – check ID
    c. Guests – friends & family allowed any time with authorization and ID
    d. Vendors – allowed during contractor hours and require a contractor card
    e. Emergency/Town/Bus/Mail/FedEx/UPS – NO ID REQUIRED

VI.   **Entry Procedures & Gate Sentry**

    a. What is Gate Sentry & how it benefits security & residents
    b. How to use Gate Sentry – Login & review Quick Start Guide
    c. Review Entry Scenarios Reference Guide
    d. Real time practice with actual guests and contractors

VII.   **Other Duties/Activities**

    a. Turnover log – must initial to begin shift
    b. Call-in Log – transfer to Gate Sentry
    c. Package Log – see printed procedure in Playbook
    d. Incident report – See forms in Playbook
    e. Resident vehicle Registration – see Toll Tags/Stickers form in Playbook
    f. Realtors & open house procedures – Playbook for required forms, hours and sign restrictions
    g. Party lists, process servers, etc

VIII.   **Questions and Support (**chain-of-command)

Follow the chain of command below. If no answer, leave a message and move to next number

    a. Site Lead – Varies by Site
    b. Operations Manager –
        i. Greg Cottrell – 805-304-0899
        ii. Damien Atenza 310-621-7066
    c. Executive Manager – Rick Sanchez – 708-543-9002

Gate Sentry
Visitor Management Training

Vendor Access Procedure

- Take Gate Sentry tablet out to vehicle when guest arrives
- "Welcome to [community name], how may I help you?"
- Open that homeowner profile and ask for their name and their company name
- Before asking for ID, check Gate Sentry to see if they are already registered

Not on list
- Ask the vendor for their ID and confirm which resident(s) they are servicing
- Tell the vendor "Let me call them and let them know that you are here."
- CALL THE HOME(S) FOR AUTHORIZATION
- **Must ask homeowner** "Would you like me to add this vendor to your permanent visitor list or just for a temporary period?" If temporary, confirm and enter duration.
- Once authorized, add vendor, employee and duration (permanent or temporary dates)
- On vendor/employee profile, scan the ID into Gate Sentry (turn ID on its side)
- Enter contractor card or pass #
- Select the home(s) the contractor is visiting, press grant
- Give the vendor their ID and the contractor card and explain the card procedure
- Lift gate arm and say, "Have a nice day"

On list but no ID in Gate Sentry
- Ask the vendor for their ID and confirm which resident(s) they are servicing
- Scan the ID into Gate Sentry (hold upper corner and turn ID on its side)
- Check to see if all homes they are visiting are listed
- If a home being serviced is not listed, CALL THE HOME FOR AUTHORIZATION
- **Must ask homeowner** "Would you like me to add this vendor to your permanent visitor list or just for a temporary period?" If temporary, confirm and enter duration.
- Once authorized, enter contractor card #, select home(s) visiting, press grant
- Give the vendor their ID and the contractor card and explain the card procedure
- Lift gate arm and say, "Have a nice day"

On list and ID in Gate Sentry
- Check to see how many residents they serve
- If more than one is listed ask "Which residents they you servicing today?"
- If a home is not listed, CALL THE HOME FOR AUTHORIZATION
- If all homes are listed enter contractor card #, select homes visiting, press grant
- For Tour 18, give the vendor the contractor card and explain the card procedure
- Lift gate arm and say, "Have a nice day"

Gate Sentry
Visitor Management Training

Guest Access Procedure

- Take Gate Sentry tablet out to vehicle when guest arrives
- "Welcome to [community name], how may I help you?"
- Open that homeowner profile and ask for the visitor's name
- Before asking for ID, check Gate Sentry to see if they are already registered

Not on list
- Ask the guest for their ID
- Tell the guest "Let me call them and let them know that you are here."
- Enter the guardhouse and <u>CALL THE HOME FOR AUTHORIZATION</u>
- **Must ask homeowner** "Would you like me to add this guest to your permanent visitor list or just for a temporary period?" If temporary, confirm and enter duration.
- Once authorized, add guest and duration (permanent or temporary dates)
- On guest profile, scan the ID (hold upper corner and turn ID on its side)
- Enter ID number and press grant
- Give the guest their ID, lift gate arm and say, "Have a nice day"

On list but no ID in Gate Sentry
- Ask the guest for their ID
- Inside GH, scan the ID into Gate Sentry (turn ID on its side)
- Enter ID number and press grant
- Give the guest their ID, lift gate arm and say, "Have a nice day"

On Guest list and ID in Gate Sentry
- "Welcome back Mr./Mrs. -------, have a nice day"
- Lift gate arm

"Powered by Gate Sentry"

Visitor Scenarios
& Access Policies

Our security team encounters a number of situations regarding visitors wanting access to the communities we serve. A summary of our policies based upon various visitor scenarios follow in alphabetic order. Security Officers must enforce these policies, through proper use of Gate Sentry, as mandated by the Homeowner Associations we serve.

ACCIDENT ON PROPERTY

- Complete Incident Report
- Alert property manager and share copy of Incident Report
- If asked to call police tell residents Flower Mound or Dallas PD require direct contact with resident or person involved Provide numbers If an emergency call 911

AMAZON DELIVERY

- For a single delivery, process as normal entry in Gate Sentry
- For multiple deliveries, enter driver and ID into Gate Sentry under the HOA account

CITY OR UTILITIES VEHICLES

- Allow clearly marked city vehicles on property w/o ID
- Clearly marked ONCOR or CoServ utility vehicles are allowed on property but ID checked into Gate Sentry
- Unmarked vehicles must be authorized by a resident or by property manager and checked in through Gate Sentry

EMERGENCY VEHICLES

- Allow all emergency vehicles in and open both gates if they are coming in to respond to an emergency
- Provide back gate code to emergency vehicles entering Oakdale

FEDERAL AGENTS (IRS, FBI, ETC)

- Unmarked vehicles must be authorized by a resident or by property manager and checked in through Gate Sentry
- Check government ID into Gate Sentry
- Turn away if not authorized by homeowner

GOLFERS

- Allowed access dawn to dusk
- Scan driver's ID into desktop ID scanner (not passenger's)

GOLF COURSE EMPLOYEE

- Should be listed in Gate Sentry under Tour 18 Golf Course
- Enter employee's name and ID into Gate Sentry

HOA VENDOR/VISITOR

- Call Property Manager if not listed in Gate Sentry
- If authorized, check in on the HOA's Gate Sentry profile

IRRIGATION ISSUES

- Contact property manager for issues near guard house
- Sprinkler box at T18 located in back of GH turn dial to off

LOOSE ANIMAL

- Call Animal Control if notified of loose or dead animals
- Do not give access to non-residents to search for lost pets

NEW RESIDENT

- Welcome them & check if listed in Gate Sentry
- Must provide their closing statement to verify ownership
- Get their email & phone number for property manager

NEW CAR or TOLL TAG

- Provide Resident Vehicle Registration form and save completed form for Site Supervisor to process
- Notify residents that they must enter through Guest side until resident sticker or Toll Tag activated

No ID OR REFUSE TO SHOW ID

- Inform driver that state/federal ID is required for entry per HOA policy (HOA roads are private property)
- Do not accept company ID or business cards
- Turn visitor away if they refuse to produce ID or have scanned into Gate Sentry
- Residents wanting guest to enter community without ID are required to come to Guard House and escort visitor on and off property

PACKAGE DROP OFF

- Accept package if resident approved and fits in guardhouse
- Do not accept any checks or cash
- Enter information on Package Log & Gate Sentry
- Call resident to notify them of package/s at guard house

PROCESS SERVER

- Must be authorized by resident
- Processor must provide business card and ID
- Enter visitor info & ID into Gate Sentry
- If not authorized, have Processor exit property without going through Gates
- Never accept any material from a Processor on behalf of any resident

OPEN HOUSE

- Open Houses are restricted to Saturday and Sunday between 12pm and 4pm
- Approval for Open House is required by property manager
- All guests must be authorized and checked in Gate Sentry
- No Open House signs are allowed at community entrance

REALTORS

- All real estate agents are required to show their Driver's license and Business Card
- Agents must tell you the name of the listing Realtor and resident address of the home they will be showing
- Homeowner must verify the showing, then the Realtor and prospective buyer must be logged in Gate Sentry

RENTAL OR LOANER CAR

- Verify resident ID if you do not recognize them
- Ask them to enter guest lane while using loaner vehicles

REPO DRIVERS

- Entrance only if authorized by homeowner
- Enter visitor info & ID into Gate Sentry
- Turn away if not approved by resident;
- No entry after 10:00 pm

RESIDENT IN GUEST CAR

- Check resident ID to verify they live here unless you recognize the owner

SPEEDING ON PROPERTY

- If resident calls regarding speeder, ask them to call police
- Complete Incident Report including vehicle information as can be ascertained
- Contact property manager and share Incident Report

TAXI / UBER / LYFT DRIVERS

- Get authorization from resident or check resident ID if they are in the vehicle and you do not recognize them
- Driver must be checked into Gate Sentry even if resident is in the vehicle

TABLET CRASHES/ TURNS OFF

- Ensure it is plugged in properly to charge cord
- Power button should be held down until it comes back on
- Last resort is to call security manager if it won't power on

TORNADO WARNING

- Contact Security Manager before leaving post; if approved, take shelter at 4500 Tour 18
- Oakdale guards take shelter under desk or in restroom
- In the event of an actual tornado entry gates should remain closed

VANDALS ON GOLF COURSE

- If called by resident have them call Flower Mound Police to report trespassers
- Fill out Incident Report

<u>VEHICLE RUNS INTO GATE</u>

- Fill out incident form and contact property manager
- Have resident / Guest contact property manager for further instructions
- Make copies of Driver's license and insurance card for incident report

<u>VEHICLE TRESPASSES PAST GATE</u>

- Call police & report trespassing
- Fill out incident report and contact security manager
- Close all gates if vehicle hasn't come out
- Obtain vehicle information on cameras

<u>WATER/POWER OUTAGE</u>

- Call property manager