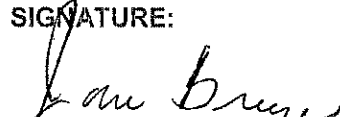




Lakewood Ranch,

Community Development Districts
Homeowners' Associations

ADMINISTRATIVE POLICY

NUMBER: D6-2014-02	DATE: March 20, 2014
REVISIONS:	
APPROVED BY/AUTHORITY: Lakewood Ranch Community Development District #6	SIGNATURE: 

SUBJECT: Balmoral Gate Security Policy

PURPOSE: To ensure the Balmoral Gatehouse, as a point of entry into District 6, achieves the best possible level of security allowed by law by utilizing gate technology and security personnel procedures.

POLICY: District 6 is located in Southeast Manatee County. The Lakewood Ranch Country Club is a residential country club and golf course community containing one gate for ingress/egress. The Country Club is governed by Community Development Districts ("CDD" or "District"). The streets/roads are public and access may not be denied to any person for any reason.

A board of elected officials governs the operations of each District. The Board has the responsibility to efficiently and effectively manage the operations and maintenance of public infrastructure within its boundaries. District 6 has authorized the IDA District Operations Director to represent the interests of the District on all security matters relating to security personnel and gate access infrastructure, software, and hardware. However, it is expected that security personnel will be proactive in finding ways to improve the level of service and to be innovative in regularly bringing new ideas to the District's attention.

Balmoral Gatehouse Guidelines:

1. No armed guards.
2. Balmoral Gatehouse Hours of Operation: One security officer is to be on duty 112 hours per week from 6:30am to 10:30pm each day. Officer hours may change depending on the needs of the District.
3. Direction to security personnel with regard to post orders, policies, and procedures are to be provided by District staff only.

Basic Objectives of Security Personnel:

4. To record all entry to District 6. Access must be granted to all persons, including vendors, contractors, residents, club members, and guests.
5. To ensure proper processing and control of all residents, visitors, and vendors entering the communities.
6. To ensure proper adherence to post orders for guards on duty. Periodically, unmarked vehicles will conduct performance audits on behalf of the Districts. Results of such audits will allow the Districts to make determinations on current contract status with contractor and/or future contract renewal.

General Procedures:

7. Access is not to be denied to anyone.
8. Visitor access will be entered in the computer database (under the resident or club host) for each and every vehicle entering the community through the guest/visitor's lane. No vehicle should enter without, at minimum, a record of the vehicle tag number and time entered. Always to be requested is the visitor's name and destination. Refusal to submit this information does not prohibit the visitor from entering, but only strengthens the need for proper vehicle ID and time entered.
9. Regardless of the number of times the vehicle enters in the guest/visitor lane daily, the minimal information listed above must be obtained.
10. A security personnel representative will be requested to attend District meetings from time to time.
11. Determine the person's destination, check for approval, process entry:
 - a. If on permanent access list as a resident's guest or household service provider (check computer register), record and allow access.
 - b. If on pre-approved access list (resident called in an expected guest), record entry and allow access.
 - c. Input all necessary information into the computer before allowing entry.
 - d. Resident gate is only to be opened by owner transponders. Owners' household staff or vendors are to use the guest/visitor gate unless size of vehicle dictates the use of the outside lane. Their information must be entered.
 - e. No solicitation is allowed within the community. However, this is a rule enforced through the Homeowners' Associations. Simply advise the person (if you believe

he or she is a solicitor) that this is a deed-restricted community that does not allow "solicitors." Do not deny entry.

- f. Residents who have not purchased a transponder will have to use the guest/visitor lane.
 - (i) Transponders: If an owner has lost the transponder or it has been deactivated for any reason, the owner must enter through the guest/visitor lane. If the owner is in the resident only lane with cars behind, the staff should allow the owner through and advise them not to use that lane until receiving a functioning transponder from Town Hall.
 - g. Process servers are allowed in any time and residents are not to be notified. Verify process servers by examining credentials and checking the individuals and credentials against the 12th judicial circuit court listing.
 - h. Lakewood Ranch employees: Record entry and allow access.
 - i. Guests and vendors: Record entry and allow access.
 - j. Public utilities & County employees/US Mail/newspaper delivery/package delivery firms (UPS/Fed Ex/etc.): Record entry and allow access.
 - k. Public safety personnel: For sheriff's deputies in marked units or presenting identification if in unmarked unit, fire or medical units, allow immediate access and log entry with as much information as possible to obtain without impeding them in any way.
12. Gates should not be left in the open position except in an emergency, special events, and malfunction situations.
13. Gate monitoring: All gates are to be monitored real time and any out of the ordinary occurrences, including damage and gate malfunction, must be reported to the appropriate District staff immediately. Security cameras are owned and operated by the Districts. However, the cameras are required to be checked by security personnel daily for proper operation. If a camera is determined to be not functioning properly, notification is to be provided to the IDA District Operations Director.
14. Gate damage: Procure all incident information (name, vehicle tag, insurance carrier, etc.) and complete a detailed community incident report.
15. Emergencies: All emergencies are to be reported to the Manatee County Sheriff's Department.

16. Incidents/complaints: Any complaint or report of damage must be recorded on a community incident report.
17. Gatehouse doors: The Gatehouse door on the exit side of the gatehouse building should be kept locked at all times.
18. Parking: The parking area for security personnel is in the area provided in the vicinity of each Gatehouse. Security personnel are not to park on the exit side of the gate or in a turnaround area.
19. Workstation Maintenance: It is the responsibility of the security personnel to keep the respective gatehouse and the bathroom clean and tidy and to observe the "no smoking at any time" policy. In addition, District staff routinely cleans the gatehouse. Cleaning supplies are furnished to help keep the gatehouses clean.
20. Noise Complaints: Noise complaints are to be handled by the officer on duty by obtaining information and alerting the resident that the Manatee County Sheriff's Office will be contacted by the complainant. The officer will document the time of the incident and who was involved and include this in the incident report.
21. All state, county and local laws apply, as well as District and applicable neighborhood association rules and regulations.