



Holly Lake Ranch Association

Access Control Guidelines And Procedures

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A. Purpose

1. The safety and security of Holly Lake Ranch (HLR) depends largely on the guidelines and procedures enforced by the security Department and associated entities controlling the entry of visitors, contractors, etc. Without these guidelines and procedures, the security of HLR would be compromised. The Holly Lake Ranch Association, along with the residing Board of Directors, have adopted the following ABDI Guidelines and Procedures to enhance the security, safety, enjoyment, and tranquility of all persons within the security gates of Holly Lake Ranch.

B. Guidelines

1. RFID Tags

A. Initial Issue

- 1) Homeowner needs to visit the Administration Office
- 2) Fill out the RFID paperwork
- 3) Show Driver's license and proof of residency (deed, power of Attorney (POA), driver's license, etc.)
- 4) Show insurance for all vehicles receiving RFID tag(s)
- 5) Pay for RFID tag(s)
- 6) Take vehicle(s) to the Security Office
- 7) Security Officer will put the RFID tag on appropriate vehicle(s)
- 8) Designated Security Officer will activate RFID tag

B. Subsequent RFID Tag Issue

- 1) Drive appropriate vehicle to Security Office
- 2) Security will verify vehicle information
- 3) Security Officer will install RFID tag on appropriate vehicle(s)
- 4) Designated Security Officer will activate RFID tag

C. Replacement RFID Tag Issue

- 1) Homeowner needs to visit the Administration Office
- 2) Pay for new RFID tag
- 3) Receive a copy of the paperwork
- 4) Drive vehicle(s) to the Security Office
- 5) Give the paperwork to the Security Officer
- 6) Security Officer will install the RFID tag onto the appropriate vehicle(s)
- 7) Designated Security Officer will activate the RFID tag

2. Passes

A. Guest Passes

- 1) Guests can be called in for up to 60 days
- 2) Guests must provide Security with a valid ID upon arrival
- 3) Security will issue a pass for up to 7 days then must be renewed

B. Contractor Passes

- 1) Contractors can be called in for up to 60 days
- 2) Contractor must provide Security with a valid ID upon arrival
- 3) Security will issue a pass that does not exceed past Saturday (preventing contract work on Sundays)

C. Realtor Passes

- 1) Realtor will present Security with their realtor license and a valid ID
- 2) Realtor will provide Security with a list of addresses they are showing
- 3) Realtor will provide Security with the names of their clients
- 4) Security will issue a pass for 1 day to the realtor and their clients

D. Employee Passes

- 1) Employee will provide Security with a valid ID and the department they work for
- 2) Security will issue the employee a pass for 7 days

E. Miscellaneous

- 1) Refers to delivery services, utility companies, newspaper delivery, etc.
- 2) Driver will provide Security with a valid ID
- 3) Security will issue a pass for 1 day only

3. ABDI App. / Gateaccess.net

A. ABDI App. Is available online for your phone or tablet

B. ABDI guest entry is also available at www.gateaccess.net

C. Security will verify identification and then provide:

- 1) Community Code: HLR
- 2) User ID
- 3) Password/pin

D. After initial login, homeowner can change User ID and Password/pin. If homeowner needs to reset User ID and Password/pin, contact the Security Office and it will be reset to the original login after homeowner provides member ID number or presents themselves in person with ID at the Security Office for reset.

C. Procedures

1. RFID Issuing (administration Office)

A. Initial Issue

- 1) Homeowner goes to the Administration Office
- 2) Verify homeowner's information
- 3) Verify proof of residence (deed, POA, driver's license, etc.)
- 4) Verify information from insurance document(s) to RFID paperwork
- 5) Scan driver's license and insurance forms
- 6) Copy RFID paperwork
- 7) Give a copy of the paperwork to the homeowner to take to Security or send the copy of the paperwork to Security at the end of the day

B. Replacement Tag issue/additional Tag issue

- 1) Homeowner goes to the Administration Office
- 2) Verify homeowner's information
- 3) Get homeowner's file
- 4) Accept payment for new RFID tag
- 5) Annotate on the paperwork which vehicle is getting a new RFID tag or annotate new vehicle information on the RFID paperwork
- 6) Copy RFID paperwork
- 7) Give a copy of the paperwork to the homeowner to take to Security or send the copy of the paperwork to Security at the end of the day

2. RFID Tag Issuing (Security Office)

A. RFID Tags - All Security Officers can activate RFID tags

B. Initial RFID tag issuing

- 1) Homeowner will drive their vehicle(s) to the Security Office
- 2) Homeowner will give the Security Officer their paperwork
- 3) Security Officer will verify the homeowner's information and payment
- 4) Security Officer will verify vehicle information and note it on the paperwork
- 5) Security Officer will install the RFID tag and staple the RFID tag stub to the paperwork
- 6) If this is the only RFID tag or the last RFID tag for the homeowner, the Security Officer will file the paperwork in the accordion folder to be filed at the Administration Office at the end of every week
- 7) If more RFID tag(s) are to be issued, a Security Officer will file the paperwork in the filing folders until the last RFID tag is issued

C. Replacement RFID Tag Issue

- 1) Homeowner will drive vehicle(s) to the Security Office
- 2) Security Officer will retrieve the RFID tag paperwork from the homeowner
- 3) Security will verify the homeowner's information and that payment has been made for the new RFID tag
- 4) Security Officer will verify vehicle information
- 5) Security Officer will install the RFID tag and annotate the number on the paperwork
- 6) Security Officer will verify, enter, and activate RFID tag information as soon as possible
- 7) Security Officer will annotate the reason for the new tag and the old RFID tag number in the note section of the data entry
- 8) Security Officer will file the paperwork in the accordion folder to be filed at the Administration Office at the end of every week

3. Passes

A. Guests/Homeowner

- 1) Guest/homeowner will be entered into the ABDI system for up to 60 days
- 2) All guests/homeowners must present a valid photo ID to the Security Officer
- 3) Guests/homeowners ID must be scanned before a pass is printed
- 4) Guest/homeowner passes will be issued for up to 7 days. If the guest will be staying longer, they will have to come back every 7 days for a new pass
- 5) If homeowner is not in "good standing", as defined in the Rules and Regulations, all passes will be issued for one time only and to the appropriate gate to access the homeowner's residence

B. Contractors

- 1) Contractors may be entered into the ABDI system for up to 60 days
- 2) All contractors must present a valid photo ID to the Security Officer
- 3) Contractor's IDs must be scanned before a pass is printed
- 4) Contractor's will be issued a pass that does not exceed past Saturday (preventing contract work on Sundays)
- 5) If homeowner is not in "good standing", as defined in the Rules and Regulations, all passes will be issued for one time only and to the appropriate gate to access the homeowner's residence

C. Realtors

- 1) Realtors will be entered into the ABDI system under one of the homes they are showing
- 2) Realtor will give Security Officer the names of their clients
- 3) All realtors will present a valid photo ID and realtor license
- 4) Realtor's ID must be scanned before a pass is printed
- 5) Realtor's pass will be issued for 1 day
- 6) Realtor's clients must present a valid photo ID
- 7) Realtor's clients IDs must be scanned before a pass is printed
- 8) Realtor's clients pass will be issued for 1 day

D. Employees

- 1) Employee will be entered under their department
- 2) Employee must present a valid photo ID
- 3) Employee's ID must be scanned before a pass is printed
- 4) Employee will be issued a pass for 7 days

E. Miscellaneous

- 1) Includes but is not limited to delivery services, utility companies, newspaper deliveries, outside agencies, etc.
- 2) May be entered under the Security address for 1 day only
- 3) Drivers will present a valid photo ID
- 4) ID must be scanned before a pass is printed
- 5) Passes will be issued for 1 day

4. ABDI App. / Gate Access

A. ABDI App.

- 1) If homeowner calls for information on the ABDI Gate Access App., Security will:
 - a. Verify resident calling is who they say they are by providing their member number. If they cannot provide their member number, they will need to bring their ID to Admin (to get the member number) or Security for ID verification prior to providing Gate Access information.
 - b. Click on the Admin Tab
 - c. Community code: HLR
 - d. User ID: homeowner's primary phone number on file, no dashes
 - e. Pin number: top of the screen in green
- 2) If the homeowner needs to reset their User ID/Pin
 - a. Verify resident calling is who they say they are by providing their member number. If they cannot provide their member number, they will need to bring their ID to Admin (to get the member number) or Security for ID verification prior to providing Gate Access information.

- b. Click the Admin tab
- c. Click the gateaccess.net tab
- d. Erase the entries in the user ID and password fields
- e. Give homeowner their original information from the Admin tab