

# **EASTLAKE WOODLANDS**

## **CONTROLLED ACCESS PATROL**

### **POST ORDERS**

**Revised and Adopted By  
The Board of Directors  
September 17, 2019**

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## **USE OF EMERGENCY LIGHTS ON PATROL VEHICLES**

Overhead Emergency Lights on Vehicles will be used during accidents involving "INJURY or TO WARN" oncoming traffic of dangerous conditions that may exist on the Roads. Overhead lights are also to be used whenever the school bus comes to a stop, while monitoring school Bus.

## **SECURITY VEHICLES S.O.P.**

- 1.** Vehicles will be swept out and cleaned "DAILY" by Driver.
- 2.** Vehicle Logs will be filled out and signed by Drivers with the Date, Shift, Beginning/Ending mileage and maintenance check.
- 3.** Vehicles will be inspected at the beginning of each Shift by the Driver and inspection sheets filled out.
- 4.** All Vehicle damages must be "REPORTED IMMEDIATELY" or immediate dismissal could occur.
- 5.** Gas will be logged by Gallons, Dollar amounts, and Mileage on Vehicle Log Sheet. Officers are to print their name and truck number on each gas receipt.
- 6.** Trip Meter will be set at the END of each Shift.
- 7.** Vehicles will be Gassed-up by the 11 pm-7 am Shift, unless the Gas Gauge reads less than a half of a tank.
- 8.** Vehicles will be "WASHED" by the 11 pm-7 am shift on Sunday and Wednesday.
- 9.** All Drivers of the Vehicles will observe the speed limits in Eastlake Woodlands and will drop to a slow speed when crossing any speed waves.
- 10.** No RIDERS or ANIMALS allowed except for Security personnel, because of insurance purposes.
- 11.** Captain will be required to report on the status of all vehicles at each controlled access meeting.
- 12.** All calls are to be followed up with the resident. Do not ask if resident would like a call back.

- 13.** Phone calls should be answered EVERY time with “hello, East Lake Woodlands. This is Officer XXXX, how may I help you”.
- 14.** Non-urgent calls received 15 minutes or less prior to shift change can be passed down to relieving officer.
- 15.** An Incident Report is required for every call that is dispatched
- 16.** Large groups of cyclists are to be reported to the Sheriff’s department and monitored by the rover until they leave property or an officer arrives. Cyclist are not to be engaged by officers.
- 17.** Barcodes MUST be affixed to the window of the vehicle.

## **ROVER DUTIES**

**7:00am – 3:00pm**

- (a) Thoroughly inspect truck for damages or malfunctions of any kind prior to beginning your patrols and document your findings. Check headlights, takedown lights, security strobes, and perform a radio check.
- (b) Ensure that you have everything you need in the truck such as flash light, gate access card, gate clicker, community gate keys, map, updated vacation/vacant house lists, emergency contact list, etc.
- (c) Check all perimeter gates within one hour of reporting for duty. Any property damages to ELWCA property should be reported to the Pinellas County Sheriff's office and a report filed.
- (d) Patrol each street in assigned area whether it be short, long or a dead end.
- (e) Look for missing or broken signs.
- (f) Insure that all inner Gates are opened and all the outer Gates are working properly. If a gate is not working properly, it is to be coned off and the gate it is paired with, is to remain in normal operation. If a gate is closed, please place appropriate Gate Closed Sign in strategic locations to warn residents in advance.
- (g) Give Gate Officers their breaks.
- (h) Check Supervisor's book at the Tampa Road Gate for any other instructions on a Daily Basis.
- (i) Monitor Bus stops Monday – Friday and check for cars passing stopped School Buses and speeding. At times the Captain may provide the rover with a specific schedule of busses that are to be followed.
- (j) Monitor the Suntrust Bank Entrance and Shopping Plaza Gates at every shift and redirect vehicles without barcodes to manned gates. Officer must monitor these entrances outside of the vehicle.
- (k) Write out Violation Tickets on Vehicles parking on the grass, blocking the sidewalk or Vehicles that have expired or no license plates.
- (l) Check for any vandalism that may have occurred during the night.

- (m) Saturday and Sunday monitor for Garage Sale, Open House, For Sale or Vendor signs at entrances of ELW and on right-of-way along main roads. Garage Sale signs appearing within entrances to individual associations are allowed. No Garage Sale signs are allowed on community association property ever. Open House and For Sale signs are allowed on community association property on Sundays only from 11 AM to 4PM. Any signs during any other time shall be removed and placed inside the shed behind the monument wall at the South Gate. See Rules and Regulations for additional information.
- (n) Unless there is emergency work being done, absolutely no construction work to begin before 7:00 A.M.
- (o) An Incident Report is required for every call that is dispatched.
- (p) A perimeter check is to be done for the vacation/vacant homes, every shift, by both patrol officers. A log will be kept on both vacation/vacant homes and kept in vehicles. A copy of the log is to be brought to each Controlled Access Meeting.

## **ROVER DUTIES**

**3:00 pm – 11:00 pm**

- a) Thoroughly inspect truck for damages or malfunctions of any kind prior to beginning your patrols and document your findings. Check headlights, takedown lights, security strobes, and perform a radio check.
- b) Ensure that you have everything you need in the truck such as flash light, gate access card, gate clicker, community gate keys, map, updated vacation/vacant house lists, emergency contact list, etc.
- c) Check all perimeter gates within one hour of reporting for duty. Any property damages to ELWCA property should be reported to the Pinellas County Sheriff's office and a report filed.
- d) Patrol each street in assigned area whether it be short, long or a dead end.
- e) Look for missing or broken signs.
- f) Insure that all inner and outer Gates are working properly. If a gate is not working properly, it is to be coned off and the gate it is paired with, is to remain in normal operation. If a gate is closed, please place appropriate Gate Closed Sign in strategic locations to warn residents in advance.
- g) Give Gate Officers their breaks.
- h) Check Supervisor's book at the Tampa Road Gate for any other instructions on a Daily Basis.
- i) Monitor Bus stops Monday through Friday and check for cars passing while busses are loading or unloading. At times the Captain may provide the rover with a specific schedule of buses that are to be followed.
- j) Monitor the SunTrust Bank Entrance and Shopping Plaza Gates daily.
- k) Write out Violation Tickets on vehicles parking on the grass, blocking the sidewalk or vehicles that have expired or that have no license plates on Community Association Property only unless there is a written agreement with the sub association.
- l) Saturday and Sunday monitor for Garage Sale, Open House, For Sale or Vendor signs at entrances of ELW and on right-of-way along main roads. Garage Sale signs appearing within entrances to individual associations are allowed. No Garage Sale signs are allowed on community association property ever. Open House and For Sale signs are allowed on

community association property on Sundays only from 11 AM to 4PM. Any signs during any other time shall be removed and placed inside the shed behind the monument wall at the South Gate. See rules and regulations for additional information.

- m) Check all Swimming Pools.
- n) An Incident Report is required for every call that is dispatched.
- o) A perimeter check is to be done for the vacation/vacant homes by patrol officer. A log will be kept on vacation/vacant homes and kept in vehicles. A copy of the log is to be brought to each Controlled Access Meeting.
- p) Check monument and landscaping lighting at Tampa Road and East Lake Road entrances and report light outages.
- q) Check that Tampa Road fountain is functioning properly and lit at night. Report outages.



## **ROVER DUTIES**

**11:00 pm – 7:00 am**

- (a) Thoroughly inspect truck for damages or malfunctions of any kind prior to beginning your patrols and document your findings. Check headlights, takedown lights, security strobes, and perform a radio check.
- (b) Ensure that you have everything you need in the truck such as flash light, gate access card, gate clicker, community gate keys, map, updated vacation/vacant house lists, emergency contact list, etc.
- (c) Check all perimeter gates within one hour of reporting for duty. Any property damages to ELWCA property should be reported to the Pinellas County Sheriff's office and a report filed.
- (d) Patrol each street in assigned area whether it be short, long or a dead end.
- (e) Look for missing or broken signs.
- (f) Check on Gate Officers during the night.
- (g) Insure that all inner Gates, Call Boxes and Outer Gates are working properly. If a gate is not working properly, it is to be coned off and the gate it is paired with, is to be kept in normal operation. If a gate is closed, please place appropriate Gate Closed Sign in strategic locations to warn residents in advance.
- (h) Make Radio checks periodically.
- (i) A perimeter check is to be done for the vacation/vacant homes by patrol officer. A log will be kept on vacation/vacant homes and kept in vehicles. A copy of the log is to be brought to each Controlled Access Meeting.
- (j) Check Supervisor's book at the Tampa Road Gate for any other instructions on a Daily Basis.
- (k) Keep a look-out for any suspicious people in the area.
- (l) Monitor the Suntrust Bank Entrance and Shopping Plaza Gates daily. All officers need to monitor this location outside of the vehicle.
- (m) Write out Violation Tickets on vehicles parking on the grass, blocking the sidewalk, vehicles that have expired or no license plates, or parking in the street after midnight.

We do not ticket in Laurel Oaks, Heatherwood, and the Pinnacle. Make 2 AM ticket run through Woodland Estates, Cluster III and Greenhaven 1. All other Associations with agreements are done at midnight.

- (n) Check for any vandalism that may occur during the night.
- (o) Street Light survey should be completed the 1<sup>st</sup> and 15<sup>th</sup> of each month.
- (p) An Incident Report is required for every call that is dispatched.
- (q) Check monument and landscaping lighting at Tampa Road and East Lake Road entrances and report light outages.
- (r) Check that Tampa Road fountain is functioning properly and lit at night. Report outages.

### **SUB-ASSOCIATIONS WITH AN AGREEMENT FOR TOWING**

#### **ELW Cluster Homes III Procedures:**

Each vehicle should have a green parking sticker affixed to the left rear bumper or a visitor's pass hanging from the rear view mirror. Any vehicle without a sticker or visitor's pass should be ticketed. The Rover should keep a log of all vehicles ticketed. Once the same vehicle has received its third violation, Rover shall contact Manager Peggy Semsey, as she is the only individual authorized to have vehicles towed through Bradford Towing. All vehicles parked on the street between 2:00 AM and 6:00 AM, or that are blocking other vehicles, will be towed without notice.

#### **Woodlands Estates Procedures:**

Vehicles parked between 2:00 AM and 6:00 AM should be given a violation notice. After two violations in one year, the vehicle can be towed. Officer has authority to call Bradford Towing at 727-938-5511.

#### **General:**

Security Officers are not authorized to contact and tow within any other sub-association within ELWCA.

Vehicles parked on main roads of ELWCA should be checked with Pinellas County Sheriff's Department to determine if it is stolen.

## **GATE DUTIES**

**7:00 AM – 3:00 PM/3:00 PM – 11:00 PM/11:00 PM – 7:00 AM**

1. If the Officer is going to be late, they are required to call in and let the shift supervisor know. Failure to do this could result in disciplinary action.
2. Officer's name placard must be visible at all times. Placard should be in large font.
3. Officers will be courteous and respectful to all residents and visitors alike. Each car will be greeted with Hello, good morning or similar.
4. Each car is to be asked where they are going. If guest is not sure of address, officer should ask for a street name.
5. Officer should end with thank you or have a nice day for every car.
6. Do not give out any information regarding incidents or any cases on Eastlake Woodlands property. Refer them to Management and Associates for information.
7. If you need time off or need to switch shifts, let Supervisor know. Do not write on the calendar, as this will not acknowledge notification.
8. Gate personnel will not accept parcels, keys or luggage from airlines. Do not accept keys from renters or owners trying to return keys. If found items are turned in by residents Manager is to be notified.
9. Gate personnel are to assist guests by directing them to their destination if needed and by calling residents to come to the gate if requested.
10. Gate personnel are to control entry into complex by identifying current "ELW Decal".
11. All vehicles not displaying ELW Decal must be stopped and signed in.
12. Gate personnel are to explain policy to residents who do not have current ELW Decal and inform them how to obtain a decal.
13. It should be noted that all barcodes should be affixed to the window of the vehicle.
14. Gate personnel are to give directions and if needed, give map to visitor. Contractors or service providers should not require maps.
15. Emergency vehicles have free access to the complex when entering, gates will be locked open. The State Fire Marshall will not permit anyone other than fire rescue to have a Knox key. The same key operates all Knox boxes in the fire district. Should an emergency

vehicle not lock the gate upon departure, the On Duty Division Chief is the person to contact directly. That number is 727-784-8668, extension 211.

16. All vehicles shall be logged in, which includes Duke Energy, TECO, US Post Office, UPS, Fed Ex, Amazon, Spectrum/Frontier Cable, Pinellas County Utilities, etc. School buses and emergency vehicles are the only exceptions.
17. In the event of any car or gate damage, you MUST notify the Site Supervisor, Dave Harns with AAA, Rick Limbert and Manager Hudrlik immediately. If the vehicle leaves the area, you MUST get a description of the vehicle and the license plate number. Officer must call FHP and make sure that there is a written report. The basic information that is always required: License Plate Number, Name, Driver's License Number, Insurance Information, Phone Number, Address, and a complete description of the accident.
18. Malfunctions of the gate should be reported immediately to the Site Supervisor. If the malfunction creates a hazard, the gate should be locked in the open position until repairs are made. Site supervisor shall notify Rick Limbert and Manager Hudrlik.
19. Gate personnel will not take or accept responsibility for a car being struck by a gate. GATE ARM COMES DOWN AFTER EACH VEHICLE ENTRY.
20. All vehicles must come to a complete stop before gate is opened – both visitors and residents.
21. Before Gate personnel can open any inner or outer gates for anyone, they must come to your gate and identify themselves to you or they must call the resident to open the gate for them. Let them know which number to be able to call so they reach you and not the other gate. No exceptions to this rule.
22. No contractors can access ELW (unless emergency) before 7:00 A.M.
23. All shifts are responsible for maintaining a clean gatehouse. Captain will create a checklist for each shift and shift leader will sign off to ensure that the work has been completed. Captain will be required to report on the guard houses at each controlled access meeting. This will include any items that are not working properly.
24. If a resident requests a supervisor, there is always one on property. The patrol officer is always the acting supervisor.
25. Officers on duty shall be familiar with retrieving information and reports from the License Plate Reader cameras and shall provide any information requested by appropriate law

enforcement authorities. Equipment failures should be reported to PlateSmart Technologies at 749-0892 and Manager Hudrlik.

## **PERSONAL APPEARANCE**

1. Uniforms need to be clean and pressed
2. Employee issued hats only
3. Solid colored black belts and shoes required
4. Shirts must be tucked in neatly
5. Hair must be neat, clean and held in a ponytail if long enough to do so
6. The only jewelry allowed to be visible is small post earrings.
7. Male employees must keep their facial hair neat and groomed
8. Name tags are to be worn at all times while on property

## **LICENSE AND ID CARDS**

License and ID Cards will be kept on your person at all times. This is a requirement by the State of Florida. They will make you leave and can pull your license if you are caught working without it.

## **TELEPHONE NUMBERS**

Do not give any phone numbers to anyone for any reason. The only exception is to provide telephone numbers to residents to contact animal services or emergency numbers. Telephone numbers for association management companies may also be given.

## **DIRECTIONS**

Please give accurate directions. If you are unsure, check Maps on gate street sheet. Do Not Guess. Never give out information without Supervisor's approval. Questions should be directed to management representative.

## **DUKE ENERGY RIGHT-OF-WAY**

1. This is Private Property. If Rovers find anyone on this Property, you are to call the Sheriff's Dept. because this is considered Trespassing.
2. Get Names, Address, and Phone number of Person or Persons Trespassing.
3. Get Make, Model, Color and License Plate Number of Vehicle.
4. Put incident on your DAR and make Incident Report.

## **ANIMAL CALLS**

1. Refer caller to the Proper Authority for removal of nuisance.
2. If the animal is dead and on owner's property it is owner's responsibility. If animal is on ELWCA roadway contact the Proper Authority for removal and monitor traffic.

## **IRRIGATION**

1. When the Gate House receives a water complaint, the Rover will go check Irrigation Responsibility chart to see if East Lake Water should be notified. If so, the Rover will have the Gate Officer call the pager number for East Lake Water. If ELW Water is not indicated on the chart contact the appropriate party if after hours or instruct the caller to contact the appropriate party if Monday-Friday during working hours.
2. Officer will not attempt to fix or turn off the water. If something gets broken, you will be held responsible for the cost of repair or replacement.
3. Officer will put down the time the call was received, what action was taken and the time the request was made for the Gate Officer to call ELW Water.
4. This action will be logged on your DAR.

## **POOLS**

All pools must be physically checked.

## **RULES AND REGULATIONS**

1. Pets – Pets must be leashed at all times while on Community Association property. Owners are responsible for the removal and proper disposal of waste. Waste may not be disposed of into the drainage system.
2. Signs – Open House or For Sale signs may be posted on Community Association property ONLY on Sundays between the hours of 11 am and 4 pm. No other type of sign may be posted by residents or contractors at any time on common property including the entrance right-of-ways. If signs are posted at any other time they will be picked up immediately by the officers and placed inside the shed behind the Tampa Road wall. If an officer is approached by the owners of these signs they are now directed to tell the owner that signs that have been removed will be available for pick-up after 7:00 AM on Monday mornings or thereafter during the course of each week. No signs may be picked up on Sundays. If an officer feels threatened in any way they should walk away, not engage and call the Pinellas County Sheriff. Signs that are removed by ELWCA will be disposed of by the janitorial service on the last day of each month if they are not retrieved previously by the owner.
3. Commercial Vehicles – No commercial vehicles are allowed to park overnight except when servicing residents or properties.
4. Parking – Parking is not permitted on Community Association roads or on turf areas adjacent to such roads. See the community chart for individual association parking restrictions.
5. Lake Access and Use (Fishing, Boating, Swimming) -
  - Access to lakes and ponds owned or controlled by ELWCA may be permitted through Community Association common property, for fishing and boating only, and shall be limited to Community Association members and their guests. Swimming is not allowed and motorized boats are prohibited. Any person using a lake or pond owned or controlled by ELWCA agrees to hold the Association from any claims or losses arising out of such use, and understands and agrees that such use is at their own risk.
  - All adjacent property owners shall have the right of access to, and use of, waters abutting their property subject to applicable covenants and restrictions in their documents.

- All owners in an association shall have similar rights in regard to any common properties that abut lakes in their own association.
- No one shall be permitted to trespass on another's private property without the latter's approval.
- All owners living in ELW shall have access to lakes abutting common grounds that are not a part of any association, and therefore under the jurisdiction of the ELWCA, but such access shall never be from the golf course side of any lake.
- No one will be allowed to fish or otherwise access lakes from golf course property or to trespass across the golf course property to fish.
- Non-residents shall not be permitted access to any waterway except that guests, accompanied by owners, shall have the same rights as owners.
- This policy covers both fishing and boating. The basic policy cannot properly list the specific covenants and restrictions since they vary among the different associations.

6. Gates – All gates close after each car entry.

7. Speed limit on ELW roads is 30 MPH unless otherwise posted. Radar Enforcement by Pinellas County Sheriff's Office.

8. Soliciting is never allowed in East Lake Woodlands