

## **Security, Safety and Emergency Preparedness Committee (SSEP)**

### **Security Policy**

Herons Glen is a private gated community with private roads. Access is granted to the Herons Glen Homeowners Association Common Areas and Residential homes with permission from the responsible parties. Herons Glen Homeowners Association allows access based on information provided by person requesting access and information provided by the responsible party giving permission for access. The Herons Glen Homeowners Association has no control over the destination of persons entering once they have been processed at the Guardhouse.

Through an easement granted to the Herons Glen Recreation District public access is provided to and from the public amenities which includes the Nest Restaurant and Golf Course.

The Herons Glen Homeowners Association, Board of Directors, Committees, Security Contractors, Employees or Representatives make no representation, warranty, guaranty of effectiveness of security policies or measures taken or nor do the insure the security and safety of Residents, tenants, guests or invitees. Residents, visitors, guests and invitees are responsible for their personal safety and security of their property.

#### **Herons Glen Community Access**

**Entry into Herons Glen:** Entry to Herons Glen is permitted through the front entrance located on HWY41. No non-resident access is permitted from Magnolia Landings through Dennisport Ln. Residents of Herons Glen entering Herons Glen through the resident gate must have a barcode on their vehicle, or handheld barcode for rental cars and motorcycles. Renters and approved contractors may purchase an Annual Barcode. All others- visitors, guests, vendors and contractors must come through the front entrance guard gate and obtain permission to enter and receive a printed pass.

Residents are required to register guests, visitors and contractors/vendors before arrival time at least two hours ahead of time when possible. If person has not been registered then Security Guard will attempt to call resident at the phone numbers on file and if no answer then the person will not be granted access to the community. A Frequent Visitors and Contractors form is available to pre-register regular guests, visitors and Contractors/Vendors. Security Guard will check visitor list, if the person is on the Frequent Visitor and Contractor/Vendor list, Security Guard will issue a one day pass and allow entry without calling the resident. Residents may request a multi-day pass for their visitor. Multi-day passes may not exceed 30 days and will need to be requested again if guest (s) will be staying longer. All visitors obtaining a pass may use the pass to re-enter community only on the dates the pass is valid for and must hand pass to guard for verification before re-entry will be permitted.

All visitors, guests, vendors, contractors, renters and including residents without a vehicle barcode coming through the guard gate entry must provide driver's license to guard for

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identification before entry will be permitted. All entry into Herons Glen is under Video and Audio Surveillance.

No contractor vehicles are allowed to enter Herons Glen between 7:00 PM and 7:00 AM or on Sundays. Residents who have guests visiting for non-business purposes that drive commercial vehicles must request all removable signs to be removed before entry. The guest may not perform any work during the restricted entry times and days. No soliciting is permitted at anytime. No Commercial vehicles are allowed to be parked in the street or driveway overnight.

Commercial Vehicles allowed during 7:00 p.m. to 7:00 a.m. and on Sundays are Moving vehicles, emergency services requested by resident (no construction or landscapers unless damage repair or removal), resident events, home health, medical related vendors and deliveries. Resident must notify the gate house prior to arrival.

All gates must remain closed unless residents, authorized guests, or emergency vehicles are entering. If the resident gate malfunctions and cannot be opened automatically, it shall remain closed until repairs can be made. A sign advising the resident or guests to use the other gate shall be placed in front of the gate until the gate is operational.

**Magnolia Landing:** Visitors seeking access to Magnolia landing through the Herons Glen Entrance will be denied access.

### **Barcodes for Vehicles:**

**Residents:** All Barcode applications will be processed through the HOA Office. Resident must bring Barcode Application to the Guardhouse along with vehicle registration. Once processed, the registered barcode will be sent to the Guardhouse for application to the vehicle. Barcodes will be available 24 to 48 hours after application is received. The Guard will call Resident when barcode is ready. Barcodes will be applied to Vehicles at the Guardhouse Monday through Friday after 4:00 p.m., on Saturday after 1:00 p.m. and Sunday anytime.

**Renters: Renters/Tenants:** Renters/Tenants may secure a barcode for a fee of \$10.00 (non-refundable) per barcode payable by check or money order to Herons Glen HOA. A copy of the Rental Information Form must be on file with the HOA Office (see Rental Policy) before barcode can be issued. Barcodes are issued only to named Renters or Tenants on file with the HOA Office. Barcodes will be terminated in the event the Renter/Tenant is in violation of the Covenants, Restrictions and Policies.

**Contractor/Vendor Barcodes:** Contractors/Vendors may secure a barcode by submitting a Contractor/Barcode Application for approval. If approved and all fees received a barcode will be issued for each vehicle applied for. Any contractor and/or reps violating the terms of the bar code Application, Contractor Rules & Regulations, HOA Covenants, Restrictions or Polices will have their entry privileges suspended for 3 months. During this period, the bar code number will be blocked in the computer and the contractor will be required to use the guest lane. If a second violation occurs, after entry privilege re-instatement, the bar code number will be voided with no reinstatement and no refund. The contractor would use the guest lane thereafter. Depending on

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the seriousness of the violations, contractors could be banned from all future entry into our community.

**Guardhouse and Personnel:** Residents are not permitted to enter the Guardhouse at anytime unless determined by Security Guard to be necessary for safety or inclement weather. Guard house telephone, equipment and restroom are not for resident or public use. Security Guard must follow the HOA Policies, and Procedures and Security Guard Responsibilities. Problems with contracted Security Personnel are to be reported to the HOA Office.

**Roving Security Patrol:** A uniformed Security Officer will use the HOA Vehicle to patrol all of Herons Glen Streets 7 days per week for 7 hours each 24 hour period as scheduled by Management.

The Roving Security Patrol will log and report all items according to the Security Procedures and Guardhouse Responsibilities Policy and the HGRD Amenity Patrol Responsibilities.

**Emergencies:** The Security Guard cannot leave the guardhouse unattended. If an emergency occurs it is the responsibility of the Resident to call 911 first then report it to the Guardhouse.

Residents are responsible for their personal security and security of their homes and registering a contact person and key holder for unmonitored alarms with the HOA Office.

**Irrigation Emergencies:** Residents may call Guardhouse Monday to Friday after 3:00 p.m. or Saturday and Sunday to report an irrigation emergency if there is a mainline break or threat of irrigation water intrusion into the home.

All other incidents such as broken heads or irrigation stuck on are to be reported by the resident directly to the Irrigation Dept by calling 239-731-4524 and leaving a message or by email to [irrigation@hgrdnfm.com](mailto:irrigation@hgrdnfm.com)

**Wildlife Emergencies:** Residents are responsible for removal of wildlife on their property. Dangerous wildlife should be reported to the HOA Office during office hours Monday to Friday 8:30 to 4:00 and after hours and weekends to the Guardhouse with time and location sighted. Guard will be responsible to contact HOA Manager for after hour's calls.

**Domestic Animals:** Residents are responsible to report dogs and cats that are not on a leash and under control by their owner directly to Animal Control and then to Management or after hours to Guardhouse.

**Public facility use:** Visitors and guests requesting entry into Herons Glen for access to the Herons Glen Recreation District (HGRD) public facilities will be granted access during business hours when the facility is open.

**Special event gate entrance:** For Traffic control and safety at the entrance all special events must be pre-registered with Security. Event and estimated number of attendees should be provided to the Security Guard at the Gatehouse or provided to the HOA Office during business hours.

**Street lighting:** The yard lamps located in front of each home must have the power on and be operational from dusk to dawn at all times of the year. Owners should have a designated key holder to reset the GFI breaker when necessary. Roving Security Patrol will report non-working yard lamps to Management.

**Garage Doors:** Garage doors left open at night when noted by Roving Security patrol will be reported to the Guardhouse and Security Guard will use contact numbers on file to alert resident that garage door is open. Rover will not be able to see if only the garage screen door is down.

**Home sales:** An information packet will be provided by Security Guard at the Gatehouse to anyone entering the community and identifying themselves as looking for a home to purchase. This packet of information is to be provided to Security by the designated Coordinator or Realtor once per week and must pickup unused information from the prior week. The new information will be handed out between the hours of 9:00 AM and 5:00 PM only, 7 days a week. Permission from a resident is required for entry before or after these hours. Residents will need to refer to the Home Sales Policy for additional information and Requirements.

**Open Houses:** Are only permitted during the hours of noon to 6:00pm on Saturday and Sunday. No "Open House" Signs are allowed on common property. One approved sign advertising Open Houses may be displayed at the entry to Herons Glen from Saturday morning to Sunday evening. Erecting and removing this sign will be the responsibility of the Realtors. There will be no directional signs within the community.

One "Open House" sign, not to exceed 24"x18", may be erected on the grounds of the property for sale from Saturday morning to Sunday evening on the condition that the afternoon hours of the open house are clearly printed on the sign. This sign may also reflect the name of the realtor and/ or realty company. No flags, balloons or other objects may be displayed on the grounds of the property for sale. Residents will need to refer to the Home Sales Policy for additional information and Requirements.

**Street Parking:** Motor homes owned by a resident are allowed on the street, in front of the owner's residence for the purpose of loading and unloading, 48 hours only, within a 7 day period. Enter in log time and date Motor Home first appears on patrol. Motor homes that have a visitor's tag in the window are not permitted overnight street parking unless specific permission is given by the HOA. Any visitor's motor home on the street between the hours of 11:00 p.m. and 5:00 a.m. should be ticketed and a warning issued to the resident. No occupancy of any vehicle is permitted. Fines may be imposed according to HOA Policy.

Enclosed trailers and boat trailers are allowed to be parked on the street in front of owner's residence. Parking may not exceed 24 hours within a 7 day period.

*Adopted by the Herons Glen Board of Directors 12-14-11*

*Amended 3-14-12*

*Amended 7-11-18*