

KISSING CAMELS POA

ACCESS PROCEDURES

VERSION 5/22/2008

1. Gatehouse Access Procedures

1.1. Generally

The primary duty of the security officer is to control physical access to Kissing Camels Estates and the country club and to facilitate the movement of traffic through the various gates in the most efficient and courteous manner possible. Homeowner's access takes precedence whenever possible. The security supervisor on duty has the final authority on decisions regarding access and refusal of entry. The supervisor may defer the question of entry or refusal of entry to the director of security, or the community manager of the HOA.

1.2. Types of Access and Restrictions

1.2.1. Resident Owners

Residents of KCE may use any gate for entry and exit. All residents will be given a decal, for each car they own. This decal, when displayed correctly will allow guards to identify the vehicle as belonging to an owner and allow access. Owners are required to re-register each year and confirm vehicles and a new color decal will be issued for the new calendar year. Gate Cards are available for purchase from the Security Gatehouse for residents and family members living in the house **ONLY**. Transponders allow the resident to have 24-hour access or exit to/from the estates from any gated entry. These transponders can be programmed at the owners request to work only at certain gates, or only at one gate if restrictions are needed. If not in the computer as a family member or visitor, access will be denied. The Owner is responsible for keeping their information updated with Security and the Management Company, including who is in the family and allowed access.

1.2.2. Garden of Gods Club Members

Members of the Club (Full, Golf Only, or Social) will be issued a decal and will only be able to access or exit the community through the Main Gate. No transponders will be given. Decal will be changed annually. Members are required to stop and be greeted by a guard, guards will open the gate to allow access. If there is no decal and the person's name does not appear in the computer system, access will be denied.

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1.3. Visitor Procedures

ALL visitors will enter the community through the Main Gate and check in with the guard. When a visitor requests entry onto the property the gate guard will obtain the visitor's name, and their destination. This information will be checked against the expectancy list in the computer entry system. If the person is not listed, then the guard must attempt to call the Owner. If the Owner does not answer then guard will deny access. If access is granted, guard will record type of vehicle and name of visitor and issue a guest pass with expiration date. Visitor passes will be issued with the authorization of the Owner/Resident. Passes will be good for a period of one year, if approved by the Owner/Resident. All access to KCE and the Garden of the Gods Club must be arranged for in advance.

1.3.1. Those **WITH** Prior Clearance:

- 1) **Guests of Garden of the Gods Club:** Personnel at the Sales Office, Design Center and Club will enter their own appointments for the day directly into the computer system. When the guest arrives, the gate guard will:
 - a. Locate them in the computer system.
 - b. Print out the appropriate pass using the computerized entry system and go over the directions printed on the pass with the guest.
 - c. Enter their license number and other vehicle information.
 - d. Phone the appropriate office to let them know that their guest is on the way.
- 2) **Guests of Resident Owners**
 - a. Locate them in the computer system.
 - b. Give guest temporary pass and record their license number and vehicle information.
 - c. If the owner has not called in advance the guard will ask guest to pull out of traffic and one phone call will be attempted to reach owner.
 - d. If the owner cannot be reached the guest will be denied entry.

1.3.2. Those **WITHOUT** Prior Clearance:

- 1) **Visitors NOT in the Computer:** If the visitor is not in the computer, the gate guard must call for authorization. After obtaining the proper clearance, a pass will be issued and the guest's vehicle information will be entered into the computer system. If there is no answer, and an answering machine is available, the guard should leave a message as to who was attempting to gain access. An "Entry

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Denied” record should be generated in the event that the homeowner or member cannot be contacted or if the guest was refused access. If the visitor is a guest of a member and that member cannot be contacted, the guard must attempt to gain authorization for the guest through contact with the Golf Club.

3) Drop-In Referrals by Residents & Members: When a guest arrives without an appointment, but was referred to Kissing Camels by a member or homeowner:

- a) The gate guard will verify that the referring party was in fact a homeowner or member by locating their record in the Computer System or clipboard.
- b) The guard will then telephone the desired destination (Golf Shop or Sales Office) and speak with a representative there to “make an appointment” for the guest. The Sales Office or Golf Shop will then advise whether Security should send the guest in.
- c) If the guest can be seen, the visitor information will be entered into the system as required to generate the appropriate pass.
- d) If the receptionist or golf staff does not see the guest in an appropriate amount of time, they will call the gatehouse to advise. In that event, notify patrol who will attempt to locate the guest.
- e) If the Sales Office cannot accommodate the guest, the guard will present them with an information sheet and explain that appointments are needed in order to ensure that each guest has the full attention of the sales staff.

1.3.3. Service Personnel in General

Under Section 7.4 of the Design Guidelines, there may be no outside commercial construction, remodeling, or maintenance work or activities, including commercial landscape maintenance crews, on any home-site on Sunday or national holidays. This restriction does not apply to work or activities conducted on an emergency basis. Service personnel may only be admitted between the hours of 7 a.m. and 6 p.m.

1.3.4. Vendors, Service Personnel & Deliveries – Access Restrictions

1) Specific Vehicle Restrictions

All vendors, service personnel and contractors driving vehicles that are *towing trailers or that carry tools and supplies of the trade which are readily visible* (e.g., pool

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maintenance personnel, service trucks & gardeners), must be directed to use the Main Gate. **Large oversized vehicles and moving vans** should contact the guard at the Main Gate and arrange access through the North Entrance. Semis can not enter through the traffic circles at the East and Main Entrances, access will need to be granted through the North Entrance. The Main Gate **must** be used by service personnel driving passenger vehicles such as cars, vans, SUV's and pickups; who are providing services and deliveries for homeowners.

2) **Mail & Package Delivery Vehicles**

The U.S. Postal Service, UPS, Federal Express, and other public service delivery agencies do not require a pass and must enter the Main Gate. Notation of the vehicle license plate or truck number should be taken and placed on the clipboard. If the driver is in an unmarked vehicle, the gate guard will obtain a photo identification which indicates the person is an employee of one of the approved public service deliveries, and log the information on the clipboard. If you are unsure of the identification, call for your supervisor.

3) **Construction Workers**

All subcontractors working on the construction of homes must use the Main Gate and check in with the guard, regardless of the type of vehicle they are driving. A large temporary pass that is placed on the dash is issued each month for contractors and landscapers that work within KCE on a regular basis and the color of the pass is changed monthly. The vehicle information, company name and identification number are taken and written on the clipboard and pass. Temporary workers will be issues same hang tag at request of the Owner, or will be denied access. Construction passes will be renewed MONTHLY.

4) **Comfort / Quality of Life**

Limousines, taxis, oxygen, flower and food deliveries may be admitted through the Main Gate after the guard verifies that they are expected by the homeowner, or other person who is able to authorize entry. If the vehicle is not marked, a photo id check is required. Access is only allowed if prior approval by the Owner is given. If not pre-approved; one phone call will be made in attempt to contact owner. If no answer, then service person will be turned away. The gatehouse will accept flower deliveries, in the event the

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resident is not home to accept them. The Guard will attempt a reasonable number of calls to contact the resident and inform them of the delivery. If the flowers are not picked up within 48-hours, the Guard may dispose of the flowers. A pass should not be issued but all required information must be entered into the computer.

5) **Utilities Vehicles**

Utilities vehicles for the gas, telephone, cable, electric and water companies must use the Main Entrance. Gatehouse will obtain information about the person's destination and then give direction on the best way to reach the destination.

6) **Official Vehicles**

Government vehicles on official business including U.S. Mail, animal control, and any emergency response vehicle such as fire, paramedic and police access through the Main Gate. Non-emergency vehicles are asked their destination and then allowed entry. Emergency vehicles are allowed entry and exit through ANY GATE and guards will help facilitate their movement. ALL VEHICLES AND INCIDENTS WILL BE LOGGED INTO THE COMPUTER SYSTEM.

1.3.5. **Emergency Vehicles**

Emergency vehicles such as fire engines, ambulances, and paramedics are to pass through the gates without delay. They may use any gate which should be opened for them as they approach. As emergency vehicles enter KCE property, the gate guard will immediately notify the patrol supervisor by radio of the type of vehicles and the direction of travel. Emergency vehicles are not to be delayed for the purpose of obtaining information.

1.3.6. **Law Enforcement Officials**

Law enforcement officers in marked vehicles are to be passed through any gate without delay. If they provide the purpose and location of the visit, notify the patrol officer and enter it into the pass-on log. If the officer does not volunteer any information, do not attempt to delay them. Notify the patrol supervisor of their presence and the direction of travel. If law enforcement officers arrive in an unmarked car, the guard will ask the officer to show him/her a photo identification card and badge. When they have identified themselves as a law enforcement officer, pass them

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through the gate and log all information you have from them. If they do not volunteer information, do not delay them or try to solicit information from them, simply notify the patrol supervisor that they are on property, and their direction of travel.

Special Note: Do not try to interfere or delay a law enforcement officer in any way. If you do, you may be subject to arrest.

1.3.7. **Civilian Government Vehicles**

Vehicles marked with a clearly discernable City, County, State, or U.S. government emblem, may be allowed on property through the Main Gate entrance without a pass. If the vehicle is not clearly marked, Guards will obtain photo identification, and record the name of the official and the name of his agency in the computer.

Guards must ask government officials where they are going and the type of business they are conducting for security records. This information should be given to the patrol supervisor immediately so that he/she may make contact with the government official if necessary and notify appropriate Management personnel.

1.3.8. **Miscellaneous Classifications**

- 1) **Pedestrians: Golf carts, bicycles, and walk-ins**
All are to be cleared as if they were in an automobile. Homeowners on foot or on bicycles should be identified in the same manner as those that arrive in a vehicle without their transponder. All other walk-ins or bicycle riders must be cleared using the appropriate procedures for visitors.

- 2) **Outside Real Estate Agents**
Home or lot owners who wish to sell their property and list it for sale with an outside Real Estate Agent must adhere to the following policy:
 1. Property owners may add the name of the Agent to their permanent guest list at the security gatehouse in order to provide the Agent with unlimited access to their property during the term of the Agent's listing or sale of the property. If the Agent's name is not added to the permanent guest list, the property owner must authorize each separate access by the Agent.
 2. Listing Agent/Owner/ DPR can notify gate of a potential showing and potential buyers name for access into KCE. If the Agent is on the owner's permanent guest list, clients may be accompanied by

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the Agent. In all other circumstances, the owner must authorize access.

3. Open houses are not permitted under any circumstances.
4. One sign offering the property "For Sale" or "For Rent" can be placed in front of a property, near the street. Sign panels must be no greater than 24"x36". (This section does not apply for residents in The Park, Camels Ridge and KC Townhomes. Signs are prohibited in the Declarations of these sub associations.)
5. At the conclusion of the sale of the property or the expiration of the Agent's listing, the property owner must give notice at the security gatehouse to remove the Agent's name from their permanent guest list.

3) **Private Investigators**

Private investigators have identification issued by the state of Colorado; however, they are neither government officials nor law enforcement officers. Guards should read badges and I.D. cards very carefully. Private Investigators must be treated as any other guest or vendor. They must have clearance to enter the premises.

4) **Media**

All media need to be registered guests. If they are not registered, the Board of Directors or Management should be contacted to clear any entry.

1.4. **Designated Personal Representative (DPR)**

A "DPR" is a person whom the homeowner has designated as their direct representative. They are the person security must contact instead of the homeowner in the event problems arise with the property. DPR's are designated as such in the computerized entry system. They have the same basic rights the homeowner has with regard to authorizing people to enter into the Country Club on behalf of the homeowner.

1.5. **Parties – Guest Lists For**

For any event, whether a Country Club event or privately held party, the host has the option of either providing security with a list of the expected guests or providing notice of the event with an estimate of the number of people expected. Below are procedures for dealing with each possibility.

No List Provided: Make an entry in the host's guest list for the date of the event, e.g., Dinner Party. As guests arrive, select the Dinner Party record in

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the guest list and enter the guest's name and vehicle information and admit the guest with directions.

List Provided: Whenever accepting a guest list for any private or Golf Club event, always ask the host how they want us to handle the arrival of a guest who is not on the list. The options are:

1. **Admit the Guest:** In preparation of the event, enter the names provided and create a generic event record as described above (see the No List Provided Procedure). As guests arrive, check the guest list. If the guest is not found, enter him or her under the generic event record by obtaining the guest's name and vehicle information.
2. **Call for Clearance:** Call the designated person for clearance. If the contact cannot be reached or authorization is denied, the guest will be turned away and an "Entry Denied" record created.
3. **Turn the Guest Away:** The guest is simply not admitted. No further action need be taken, although an "Entry Denied" record should be completed for documentation purposes.

Guest Lists: Large lists can be e-mailed to the Security e-mail address or forwarded to him/her for entry provided there is sufficient notice prior to the event for the names to be entered. The guests will be entered under the "*Log in an Event Guest*".

If the list arrives without sufficient time to enter the names into the computer, work off of the hard copy, but a generic event record must be created as described above and the guest's last name and vehicle information must be entered into the computer as they arrive.

1.6. **Pass Displayed**

Vehicles displaying a current pass shall be greeted and waived through the gate unless there is some indication that the pass is not valid, has been transferred to an unauthorized person or the visitor is using the incorrect gate.

1.7. **Pass Duration**

Transponders will be deactivated in the computer system as required. Paper passes will have the date of expiration printed on them in large, bold numbers. This date is derived from the computer entry system and is automatically printed on the pass. Pass duration is determined by the authority requesting the pass.

1.8. **Pass Required**

Passes must be printed for all guests and visitors accessing the community.

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Passes are not required for:

- 1) The U.S. Postal Service, UPS, Federal Express, and other public service delivery agencies do not require a pass. It is also unnecessary to log these vehicles unless it is an unmarked vehicle.
- 2) Limousines, taxis, flower and food deliveries may be admitted without a pass but all required information must be entered into the computer.
- 3) Vehicles marked with a clearly discernable City, County, State, or U.S. government emblem, may be allowed on property without a pass.

For construction passes, see Section 4 below.

1.9. Pass-On Log

A Daily Log is used as our 'pass-on' log. It is used to pass along information of interest to subsequent shifts. It must be used to document your activities during your shift. Entries would include dispatching patrol to perimeter alarms and recording information concerning the receipt of transponders for programming, etc.

Other entries shall include the time in which any vendor arrives to perform repairs or services at the gatehouse or within the KCE. For example, pest control, maids, etc.. Include a description of the service being provided.

Entries must be kept professional, concise and pertinent. Significant incidents should be recorded in detail on an Incident Report Form and a notation regarding the incident should be entered into the Daily Log. The message board must not be used as a substitute for your Daily Log.

1.10. Entry Refusal

Entry into the KCE shall be granted only to those authorized. Authority to enter may be granted by the homeowner or their designated personal representative (DPR). Upper Management employed by the Sunrise Company, the Homeowner's Association, Recreation Center and the Clubhouse also have the ability to grant authorization to enter the premises.

Persons who are refused entry must be directed to pull forward and go around the gatehouse to make their exit. Do not instruct anyone to back up. The guard must watch that the person actually leaves the premises. If they "run the gate" send the patrol unit to their intended destination and escort them off the property.

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An "Entry Denied" record of the access denial will be generated in the computer entry system. The guard will indicate the reason for the refusal and enter the license plate number of the vehicle.

1.11. Greeting

Never stand or sit inside the gatehouse when a vehicle approaches your gate, even if you know who it is. Gate Guards shall be alert and on their feet when a vehicle approaches and shall walk outside the gatehouse when greeting, talking or conducting business with the occupants of a vehicle. Everyone approaching the gate should be looked upon as a customer and must be greeted with a phrase such as: "Welcome to Kissing Camels!" Be as courteous as possible and inquire as to how you may help them. Use their name if you have it.

It shall be the goal of all Security officers to recognize and greet each homeowner and member by name.

1.12. Lights at Night

All exterior lights must remain on during hours of darkness. Interior lights may be *slightly* subdued to enhance visibility through the windows, but may not be turned off entirely.

1.13. Open Garage Doors

Patrol will log and report any open garage doors he/she finds to the Guardhouse where it appears that the resident is not in attendance, regardless of the time of day. The gate guard will attempt to contact the resident by phone and request that the door be closed to help prevent opportunistic thefts. He/she will log the outcome of the attempted contact in the **Open Garage Door Log of the computer system** and notify patrol. No contact will be attempted after 21:00 if the homeowner has requested they not be contacted and there is a notation of such in the comment section of the resident's computer record. PATROL WILL NOT CLOSE ANY GARAGE DOORS.

1.14. Open Houses

There may be *no open houses* within the Kissing Camels Estates. Real estate agents must be listed as a guest of the resident for whom they represent or must be cleared by the resident or DPR at the time of admittance as with any other guest. Caravans are not permitted under any circumstances.

1.15. Preventing Back-Up at the Gate

It is important to keep the traffic at the gates flowing smoothly. Should an unregistered guest take too long to clear, ask the guest to pull forward and out of the lane of traffic. Process the remaining traffic while you await a response. If necessary, call patrol for back-up.

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1.16. Safety Checks

The guards will conduct a safety check of the patrol officer each hour. This requirement is satisfied by routine contact with the patrol officer during the normal course of business

1.17. Taking Visitor Information

Homeowners, members and employees of KCE will call the main gate to have their expectancies entered into the computer/clipboard. When taking guest information from residents, homeowners and employees of KCE, the guard must ask for the caller's address number for identification purposes.

1.18. Transponder Access

Homeowners and Residents will be issued a transponder. The transponders will be programmed with gate and time restrictions (if applicable).

1.18.1. Homeowners/Members without Their Transponder

At times, a homeowner may approach the entrance in a vehicle without his/her issued transponder. In this event, verify that indeed, they are a homeowner. Admit them using the homeowner admit function in the computer software.

1.19. Unauthorized Access

In the event a vehicle enters the property without proper authorization, the gate officer shall immediately notify patrol and provide the vehicle description, direction of travel and destination if known. If located, the patrol officer will obtain sufficient information to determine that they are in fact not authorized to be on the premises (i.e., not a homeowner or other authorized guest) and will ask the driver and occupants to leave the premises immediately. If they fail to comply, the Police Department may be called for a trespassing violation. At the conclusion of the incident, the patrol officer shall write an incident report describing the situation and make a notation in the officer's daily activity report.

1.20. Visitor Control after Entry

After Security receives notice that a visitor has not arrived at his/her intended destination (i.e., the Sales Office) the guard will notify the patrol officer of the name of the visitor, description of the vehicle and their intended destination. The patrol officer will then attempt to locate the visitor and escort them to their original destination.

2. Construction Access Procedures

2.1. Greeting

Construction traffic must enter through the Main Gate. Guards must exit the guardhouse and greet each vehicle as it approaches. The vehicle will be checked to see that it displays a valid KCE pass.

2.2. Passes

2.2.1. Pass Requirement

Other than company logo'd vehicles (see below), all vehicles entering the property must have a *permanent numbered pass* or a *temporary paper pass* displayed. Drivers without passes who approach the gate should be instructed to pull up and onto the side of the road to avoid a backup at the entrance. The gate guard will then assist the subcontractor or employee after the flow of traffic into the construction site has slowed. Temporary (paper) construction gate passes are issued only to privately owned vehicles.

Employees who do not carry large tools, compressors or other equipment in their vehicles should be encouraged to park outside the construction zone and carpool in.

Every pass issued must also be logged indicating: 1) Name of the driver. 2) Company name. 3) License plate. 4) Date Issued. Please write legibly on both the log and the pass. This information is important as it will be used as an investigative tool should the need arise. The type of pass issued is determined by where the requestor is working. See below.

2.2.2. Exception to Pass Requirement

Company vehicles of an authorized Golf Club or Garden of the Gods Club do not need a pass. The purposes for which paper passes are issued are satisfied by virtue of the company logos and markings on the vehicle. Location and identity of the driver can be obtained through contact with the duly authorized company representative/owner of the company vehicle.

2.2.3. Types of Passes

There are three types of passes issued. These classifications allow our patrol officers and Club superintendents to distinguish between the various subcontractors and to gauge whether these individuals are in an authorized location.

1) Permanent Numbered Construction Passes

Issued by the Director or Assistant Director of Security to Sunrise Company employees and supervisors/foremen of subcontractors driving unmarked or privately owned vehicles. The gate guard shall refer all those seeking these permanent passes to the HOA

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office. As these passes are issued, the company name, employee name, pass number and vehicle information is entered into the Permanent Parking Pass Log.

2) **Temporary Paper Passes**

Temporary paper passes are issued by the gate guard from the Main entrance to employees of KCE subcontractors who are driving privately owned vehicles. The company name, the license number of the vehicle and the driver's name must be written on the pass. The recipient must be instructed to place the pass on the dashboard in plain sight.

3) **KCE Guest Passes**

Issued to guests of homeowners including their contractors. These are the same passes issued from the Main gatehouse.

2.2.4. Purpose of Issuing Passes

Construction gate passes are issued for the following reasons:

- a. Provides a means by which the guard issuing the pass can verify that the requester is an employee of an authorized KCE subcontractor and is allowed to enter the property.
- b. Provides a means by which security can identify, control and hold accountable those who violate KCE project rules and regulations.
- c. Provides a means by which security or a Management official can identify the owner/driver of an unattended vehicle parked on the property.
- d. The information used to create the pass is collected and used to populate a database of all privately owned vehicles which have been given access to the property for investigative and statistical purposes.

2.3. Hours of Operation

The guardhouse is staffed 24 hours/day, 7 days per week. Construction hours are from 7:00 a.m. to 7:00 p.m. Monday through Saturday. No Commercial construction is allowed on Sundays or National Holidays.

2.4. Deliveries

Large trucks should not be allowed passage without an escort unless there is no question that their drivers are familiar with the route to take without getting lost. It is the responsibility of the subcontractor expecting the delivery to provide an escort. The guard may hold up a delivery until the escort arrives. Clubhouse deliveries will be escorted by patrol if necessary.