

- I. **POLICY** – It is the policy of Riverwood to grant electronic barcode access to Homeowners, residents, long-term renters, fee-paying club members, and staff. All other visitors, frequent guests, short term renters, occasional guests and vendors will receive a paper pass with an expiration date. The GateHouse software system is available on the RCA and CDD website for Homeowners to register their visitors.
- II. **RESPONSIBILITY** – It is the responsibility of the RCDD and the professional security firm to administer this policy. It is the responsibility of all Riverwood Homeowners and residents to abide by the guidelines set forth in this policy.
- III. **PROCEDURE**
  - A. Definitions
    1. **Homeowner** – an individual (s) who owns the deed to a Riverwood property.
    2. **Resident** – an individual who resides in the home and uses the mailing address of a Riverwood Homeowner.
    3. **Short-term Renter** - an individual who leases a residence from a Riverwood Homeowner for less than three (3) consecutive months.
    4. **Long-term Renter** –an individual who leases a residence from a Riverwood Homeowner for a minimum of three (3) consecutive months.
    5. **Guest** – a visitor or family member who visits occasionally.
    6. **Frequent Guest** - a visitor or family member who visits a Homeowner on a regular basis, at least several times per month.
    7. **Non-resident Club Member** – (Golf, Tennis, Croquet, Activity Center) individuals who are paying members of a Riverwood club but do not reside in Riverwood.
    8. **Vendor** – An outside business that provides services to Riverwood residents
    9. **Homeowner Vendor** – A Riverwood Homeowner who owns a business and keeps a business vehicle within Riverwood to provide services to residents.
    10. **Riverwood Staff** – An employee of a Riverwood organization (RCA, RCDD) or club (Golf Club, Tennis Club, etc.).
    11. **Bar Code Form** – the application form for a vehicle bar code is available on the Riverwood Website [http://riverwoodcdd.org/Controlled\\_Access\\_Forms.html](http://riverwoodcdd.org/Controlled_Access_Forms.html) or thru the Golf Club.
    12. **Frequent Guest Access Form** – the application for a frequent guest pass is available on the Riverwood Website. [http://riverwoodcdd.org/Controlled\\_Access\\_Forms.html](http://riverwoodcdd.org/Controlled_Access_Forms.html)
    13. **Vendor Access Form** - the application for a vendor pass is available on the Riverwood Website. [http://riverwoodcdd.org/Controlled\\_Access\\_Forms.html](http://riverwoodcdd.org/Controlled_Access_Forms.html)

**B. Bar Codes**

Bar code holders will have entry access thru front and back resident gates. A maximum of five (5) bar codes will be issued per Riverwood Household. If a household needs more than five (5) bar codes, the Homeowner must petition the Safety & Access Control Committee. Bar code installation times will be posted at the guard house and on the RCA Website.

**Violation of bar code distribution policies may result in deactivation of the bar code. Bar codes are non-transferrable. Any bar code that has been altered will be invalidated immediately.**

**The following classifications are eligible to receive a vehicle bar code:**

1. **Homeowners** - New Homeowners must register with the RCA office after closing on the property. New Homeowners will be issued login and password credentials to the RCA website.

All Homeowners will complete a Barcode Application Form [http://riverwoodcdd.org/Controlled\\_Access\\_Forms.html](http://riverwoodcdd.org/Controlled_Access_Forms.html) and provide the Guard House Supervisor with verification of vehicle ownership (current vehicle registration or current vehicle insurance card). Guard House Supervisor will validate information and install a barcode on the vehicle.

2. **Resident**

The Homeowner must complete a Barcode Application Form [http://riverwoodcdd.org/Controlled\\_Access\\_Forms.html](http://riverwoodcdd.org/Controlled_Access_Forms.html) for each individual living at the residence who owns a vehicle. The vehicle owner must provide verification of ownership (current vehicle registration or current vehicle insurance card). The Guard House Supervisor will validate information and install a barcode on vehicle.

3. **Long Term Renter**

The Homeowner must register the long term renter with the RCA. The Homeowner must complete a Barcode Application Form [http://riverwoodcdd.org/Controlled\\_Access\\_Forms.html](http://riverwoodcdd.org/Controlled_Access_Forms.html) on behalf of the renter. The Renter must provide the current rental lease contract including lease duration dates along with verification of vehicle ownership (current vehicle registration or current vehicle insurance card). The Guard House Supervisor will validate information and install a bar code on vehicle. The bar code will be deactivated on the day after the expiration date of the lease.

4. **Non-resident Club Member**

Paying members of Riverwood clubs, including the Golf Club, Tennis Club, Croquet Club, and Activity Center Membership are eligible for a vehicle bar code as part of their membership. Golf Club Management or the RCA Management will provide its non-resident members with a Riverwood bar code application form. Management will submit completed bar code application to the Guard House Supervisor. The Guard House Supervisor will validate information and install bar code on member

vehicle. Golf Club Management or the RCA Management is responsible for verification and updating membership status.

**5. Riverwood Staff**

RCA/RCDD/Golf Club management will provide staff with a bar code application form. RCA/RCDD/Golf Club management will submit the completed form to the Guard House Supervisor. Guard House Supervisor will validate information and install a bar code on member vehicle. RCA/RCDD/Golf Club management will notify Guard House Supervisor when employment of a staff member has been terminated.

**6. Homeowner Vendor**

Bar codes will be issued for Homeowner Vendor vehicles that are parked at the Riverwood Homeowner's property. Homeowner Vendor vehicles not parked in Riverwood overnight will be issued regular Vendor passes. See Section "D" - Vendor Passes.

**C. Frequent Guest Passes**

1. Grandfathering "frequent guests" with bar codes – Any guest who has been issued a bar code under the previous RCA policy will be permitted to keep the bar code for as long as they retain their vehicle. (Bar codes are registered to specific vehicles.) Bar code access will be renewed annually by the Guard House Supervisor following verification by the Homeowner.
2. **New requests for "frequent guest" passes** – effective upon the implementation date of this policy, **paper passes** will be issued to frequent guests. The Homeowner is required to fill out a Frequent Guest form [http://riverwoodcdd.org/Controlled\\_Access\\_Forms.html](http://riverwoodcdd.org/Controlled_Access_Forms.html) to register a frequent guest for a pass. The guest will be given a paper pass and added to the frequent guest list in the Gatehouse computer system. Pass and proper ID must be presented each time to gate attendant for access into Riverwood. If pass is lost or worn out, the guest may show ID and inform the gate attendant that he/she is on the frequent guest list. On-duty gate attendant will reprint a new paper pass. Frequent guest passes will be required to be validated by Riverwood Homeowner on an annual basis. Riverwood Homeowner must contact Guard House Supervisor to remove frequent guest from access list at any time. Frequent guest will be required to enter Riverwood through the left lane next to the guard house. A frequent guest pass does not enable entry into Riverwood through the back gate. A maximum of five (5) Frequent Guest Passes is permitted per Riverwood household.

**D. Vendor Passes**

1. **All Riverwood issued vendor vehicle bar codes will be deactivated in the GateHouse system on September 30, 2018. Effective upon the**

**implementation date of this policy, paper passes will be issued for new requests for Vendor access into Riverwood.**

2. There are two types of vendor passes: three (3) months and six (6) months. For three month passes, the Homeowner may log into the GateHouse system via the RCA website to register vendors. Homeowners can renew vendor access every 90-days using the system otherwise the pass will expire.  
  
For six month passes, the Homeowner must complete a vendor access form [http://riverwoodcdd.org/Controlled\\_Access\\_Forms.html](http://riverwoodcdd.org/Controlled_Access_Forms.html). Homeowners can renew vendor pass every six (6) months by submitting a new form to the Guard House Supervisor. Six-month vendor passes will have an expiration date.
3. Vendors must access Riverwood through the left lane next to the guard house and be checked-in by the gate attendant by presenting the paper pass and ID to enter Riverwood.

**E. Short Term Renters**

1. The Homeowner must register his/her renter with the RCA. Once registered, the renter must present rental lease agreement with duration of lease to the Guard House Supervisor.
2. Short term renters will receive a paper pass and enter Riverwood through the left lane next to the gate house. Pass and proper ID must be presented each time to gate attendant for access into Riverwood. If pass is lost or worn out, the guest may show ID and inform the gate attendant that he/she is a short-term renter. On-duty gate attendant will reprint a new paper pass. Passes will expire the day after the end of the lease agreement.

**F. Daily Guest Passes**

The Homeowner will register his/her guest using the GateHouse Software System located on the Riverwood CDD or Riverwood Community Association website. <http://riverwoodcdd.org/> or <http://www.riverwoodflorida.org/home.asp>. Homeowners can also go directly to GateHouse by typing the following address into the search window of your computer: [https://gatelognine.com/riv\\_042/](https://gatelognine.com/riv_042/). If you have forgotten your ID login or password, contact the Guard House Supervisor by calling (941-764-6822).

**G. Homeowners with a Rental Car**

Homeowners with a rental car must present the rental car lease to the Guard House Supervisor. The Guard House Supervisor will issue the Homeowner a bar code "placard" to hang from the rear-view mirror. The placard will be activated for the length of the rental car lease period. The placard must be held up, facing the bar code reader,

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**Effective Date:  
May 15, 2018**

to activate both front and back resident entry gates. The bar code reader can scan the placard held by the driver or the passenger. The placard must be returned to the guard house after the rental car lease period has expired.