

# **RHCA GATE POLICY**

## **Effective November 20, 2018**

### **BACKGROUND**

On April 30, 2014, after months of deliberation and soliciting member feedback, the RHCA Board of Directors voted to change the Gate Policy to require that all non-residents entering the gates to be either listed on a homeowner's/resident's Guest List or otherwise authorized, by the homeowner/resident to enter Rolling Hills. Those who are not on a homeowner's Guest List or otherwise authorized by the homeowner/resident to visit the resident, are denied access to the community. This policy change significantly reduced the number of non-resident vehicles cutting through Rolling Hills; expedited the processing of non-resident guests and Service Providers seeking entry to travel to and from resident's home; and advanced the objective of maintaining the privacy, safety, and security of Rolling Hills. The RHCA Gate Policy is being amended to further reduce "drive through" traffic; enhance the privacy of the City; and to help insure the safety and security of our City and its residents.

### **POLICY FOR NON-RESIDENT ENTRY:**

1. **Overview:** Non-residents seeking entry into the community must be authorized by a resident to do so. Once a non-resident has been so authorized, may use the roads to drive to and from the permitting resident's home. However, these non-resident motorists and pedestrians are not allowed to use our roads or trails for any recreational purpose, unless the permitting resident accompanies them. Service Providers are persons or businesses that have been hired by a resident to perform services at their home.

A resident can identify a non-resident visitor or Service Provider by putting their name on a resident's Guest List, which can be found on the DwellingLive website. Also a resident can identify the visitor or Service Provider by notifying one of the gate attendants or RHCA staff, in person or by phone.

- a. It is helpful for all residents to provide the Association with a Guest List of non-residents authorized to go to their home, e.g., family, friends, housekeepers, Service Providers, etc. so their visitors can access the community without unnecessary delay. A resident's Guest List can be easily created or modified at any time in the dwellingLive resident profile accessed through the RHCA website ([www.rhca.org](http://www.rhca.org)) or, in person at the Association office, or by telephone with the Association's staff or one of the gate attendants.
- b. To authorize guests or Service Providers to enter Rolling Hills, by phone, residents must homeowners are required to have a verbal authorization code. This is a pre-set password that the homeowner selects to give to the RHCA staff when the resident is phoned about a "guest" or "Service Provider" seeking entry into Rolling Hills, using the resident's name. Reliance on a password minimizes

the risk of non-residents or minors in a household from authorizing themselves or others to enter Rolling Hills, Residents may set up a password for themselves in their dwellingLive profile, or can be provided with assistance from RHCA staff.

- c. Service Providers should be listed on a resident's Guest List by their names and/or business name, with the dates and times the Service Provider is expected to seek entry.
- d. Residents may specify that access for their guests and/or Service Providers are restricted to certain dates and times, e.g., for housekeepers, gardeners, pool service personnel, etc.); however, Service Providers are, unless coming into the community to provide emergency service or repairs, are only admitted to the community on Monday through Saturday, inclusive, between the hours of 7:00 a.m. and 6:00 p.m.
- e. Service Providers are only admitted to the community during authorized business hours, Monday – Saturday 7:00 .am. – 6:00 p.m. Except for emergency situations, food delivery, home health care, and realtors , Service Providers are not allowed into the City on Sundays or holidays.
- f. A resident may designate another person to be able to act on their behalf to authorize guests and Service Providers to come to their residence. The resident must provide the RHCA written authorization granting a named person the authority to act on their behalf and authorize entries to the resident's property.

2. **Permanent and Temporary Guests:** When a resident identifies a non-resident person or Service Provider on their Guest List, they must identify whether their authorization is on a permanent or temporary basis.

- a. A Permanent Guest is a non-resident who regularly visits a resident's home and remains on your Guest List indefinitely; i.e., family, friends or regular Service Providers, , e.g., care givers, housekeepers, gardeners, etc. Residents may limit the days and times of entry for such Permanent Guests. For example, a gardener may be authorized to enter on designated day(s) only.
- b. A Temporary Guest is someone who is authorized to go to a resident's home for up to 30 days. Please provide the expiration date for the authorization. For example, a food delivery may be authorized one day; a service provider (like a repair technician) for a few days; until the problem is fixed, a house sitter for two weeks, etc. Residents may also call Association staff or any of the gate attendants to provide the name(s) of visitors who are visiting on a particular day.

3. **When a Guest or Service Provider Arrives at the Gate:** When a guest or Service Provider arrives at one of the three entry gates, to enter the City, they must provide the gate attendant with their name, the name and address of the resident they are visiting and a valid drivers license or government issued ID. If the guest or Service Provider is

on the authorizing resident's Guest List, the visitor will be allowed in without any need for the gate attendant to contact the resident. The guest or Service Provider can then use the roads to travel to and from the resident's home.

- a. In those instances when the guest or Service Provider is not on the resident's Guest List or does not have a photo ID, the gate attendant will phone the resident; request the resident's password; and ask the resident to confirm whether the guest or Service Provider is authorized to go to their property. A resident may prioritize up to four phone numbers for the gate attendant to call, in sequence, to ensure the person seeking entry is, in fact, a resident's guest or Service Provider. If the gate attendant cannot reach any of the household's members at the numbers provided, or if a household member declines to authorize the entry, the non-resident will not be given allowed into Rolling Hills.
- b. Unless otherwise restricted by the resident as to specific days and/or times, non-residents on a resident's Guest List will be admitted without telephoning the resident between the hours of 6:00 a.m. and 12:00 midnight. However, for the security, privacy, and safety of all residents, residents must call the gate attendants or Association staff to authorize a visitor for entry into Rolling Hills if between 12:00 midnight and 6:00 a.m.  
To authorize a visitor for entry after 12:00 midnight, a resident may designate that a visitor has access 24 hours a day, seven days a week, in the DwellingLive system by typing "24/7" after the guest's last name on their Guest List. Service Providers may not be designated "24/7". Absent emergency situations, Service Provider entry is limited to the hours between 7:00 a.m. and 6:00 p.m., Monday through Saturday.
- c. Non-residents identified as regularly entering one gate and quickly exiting another (cutting through) without actually visiting the resident who authorized their admittance, may be restricted for entry through the Main Gate only. RHCA staff will notify residents if their guests or service providers appear to be cutting through the community.

4. **Parties:** two options are available for authorizing entry for party guests:

- a. Party Guest List: Residents may enter the names of invited guests on a Party List on their profile page in the dwellingLive system or, residents may give a copy of the guest and any related Service Providers to the RHCA office to be entered into dwellingLive system. Lists must be provided to the office during business hours and no later than 8:00 a.m. on Friday for a party taking place the same weekend. Residents are encouraged to provide a guest list to the RHCA office at least 24 hours prior to an event.
- b. Open Gate: For special events and parties, residents may also request to have a "temporary open gate" allowing any visitor who provides their name and address, to gain access through one of Rolling Hills' entry gates. A resident must notify the

RHCA office or gate attendant of the date and hours of the event prior to the party. A resident may have a temporary open gate for a maximum of eight (8) hours. Any temporary open gate will automatically end at 12:00 midnight, unless other arrangements are made with the RHCA office in advance. All visitors are required to give the name and address of where they are going to and give their name and show ID so they may be logged in.

6. **Non-Residents on Bicycles or Motorcycles:** Non-residents on bicycles or motorcycles are not allowed access to the community. Residents are not precluded from riding bicycles or motorcycles on the community's roads, but may not ride bicycles, motor driven cycles, or any other motor driven vehicles on the community's bridle trails. Residents are required to register their bicycles and e-bikes with the RHCA office and will be issued a resident decal to facilitate their access through the community's gates. Residents on bikes should enter through the visitor lane and identify themselves to gate staff.
7. **Horseback Riders:** Horseback riders entering at a gate to use the bridle trails for recreation purposes must have a valid RHCA equestrian trail use permit. The permit must be an RHCA issued photo identification and must be visible at all times. Riders must present trail badges to the gate attendants for entry.
8. **Pedestrians:** Pedestrians entering the gate to visit a resident must either be accompanied by a resident or on the authorizing resident's guest list, with entry permitted to allow the guest or Service Provider to travel to and from the resident's home. Such pedestrians may not use the bridle trails or roadways for recreational purposes unless they are a house guest of a resident.
9. **Process Servers and Government Officials:** As required by law, after authentication, process servers and government officials will be allowed access to the community without a need for resident approval. They will need to show credentials and give the address of the property they are serving or inspecting.
10. **Service Providers:** Service providers must provide the authorizing residents's name, address and be on the guest list (personal or company name) and show a drivers license or government ID to gain access to Rolling Hills. If the service provider's name is not on the guest list, the RHCA gate staff will call the resident for authorization. Regular Service Providers (e.g. gardeners, pool service, nannies, housekeepers, etc.) should be listed on a resident's Guest List as a permanent guest, along with the days they are authorized to enter the City.
  - a. All Realtors must be listed on the guest list for the property they will be showing.
  - b. Certain general Service Providers , e.g. FedEx, UPS, USPS, newspaper, etc., designated by the RHCA will be admitted without resident approval.

- c. Service Providers will only be admitted between the hours of 7:00 a.m. and 6:00 p.m., Monday through Saturday, inclusive. Service Providers are not allowed entry on Sundays and Holidays except for realtors, food delivery, emergency service worker, e.g. plumbers, septic pump, etc.

## **POLICY FOR RESIDENT ENTRY**

- 1. Association Member Owned Vehicles:** each vehicle registered to a property owner must be registered with the RHCA office to gain access through the resident gate.
  - a. Registrations for property owners vehicles must be emailed, faxed or brought into the RHCA office before the vehicle is granted access through the resident gate.
  - b. When a new vehicle is purchased, the temporary registration or the contract must be brought to the RHCA to obtain a transponder.
  - c. If a resident is driving a vehicle not properly registered with the RHCA, entry with that vehicle must be made through the visitor gate or if made through the resident gate, the resident must be properly identified.
  - d. Residents entering the community through the Guest Lane or in the resident lane in a vehicle not registered with the RHCA must identify themselves as a resident prior to gaining access to the community. As a courtesy, residents may verify their identity through a number of ways: picture identification, providing their name, address and some other piece of information on their record that only they would know (other than their Verbal Authorization Code), or if known, as a resident, by the gate attendant. A resident should not be asked for a Verbal Authorization Code in person).
  - e. If a resident is driving a rental car, the rental car may be registered with the RHCA for entry through the resident gate on a temporary basis. To register a rental car, the rental contract must be brought into the RHCA office.
- 2. Vehicles owned by residents who are not Association Members:** If a vehicle is registered to a non-property owner (parent or adult child living at the property or a renter), a \$200 per vehicle deposit is required for that vehicle to have access through the resident gate. This deposit is refunded in full when access is no longer requested; or the renter moves out of the City; or the owner of the vehicle is named on the title to the property; or if the owner of the property is added to the vehicle's title.

- 3. Resident Minors:** Resident minors who are not listed in the resident profile as living at the residence and are arriving in vehicles driven by a non-resident and are not on a guest list, shall be identified in any way possible by the gate attendant, in a courteous manner. Resident minors must not be asked for a household's Verbal Authorization Code. Absent any picture or other reasonable means of identification, the gate attendant should first attempt to reach an adult at the residence using the phone numbers listed in the resident's DwellingLive profile for authorization to admit the minor. If this is not possible and there is no other way to verify the minor's identity, the Gate attendant shall ask the minor to identify a piece of information contained in the resident's profile (such as a housekeeper's name, parent's vehicle description, etc.). If the child can verify no information in the resident's record, a gate attendant should contact their supervisor or Association administration staff **In no event shall a minor be turned away without exhausting all possible avenues for admittance.**
- 4. Residents arriving in a limousine, taxi or ride share service may be asked for identification.**