



The Grove Homeowners' Association
WEST GATE INFORMATION SHEET

Lake Griffin Road, Lady Lake, FL
West Gate 352-750-0421
www.thegrovehh.org

The West Gate (AKA The Grove Gate) and its surrounding area is the property of The Grove at Harbor Hills. This document is to state and clarify the Operating Policy for this entity. The security of the gate is managed in the following ways:

- I. **SECURITY CAMERAS.** On a 24-hour, 7-day basis, security cameras capture an image of any vehicle entering the gate entrance area. The vehicle's license plate, activity at the telephone entry system, the entry gate, activity at the exit gate and any attempt to enter the gatehouse are all recorded. The record of all activity is kept for a minimum of 30 days.
- II. **TRANSPONDERS.** Transponders are for the exclusive use of residents of The Grove at Harbor Hills HOA members, Harbor Hills HOA members and their authorized renters. Transponders must be installed on the windshield of the vehicle, except for motorcycles, where installation varies depending upon the windshield material. Transponders are not to be distributed to ANY non-resident. Such distribution may result in the de-activation of the resident's transponder as well as the illegally distributed unit.

Short-Term Use of Remote Gate Openers. Short-term gate openers may be approved in the event your vehicle is unavailable for use for a brief period of time, such as during repairs. They are also available for use for an extended-stay guest. The resident must pick up the temporary device in person at the gate and will be required to fill out a rental form accepting responsibility for the proper use of the device. It will not be given to a surrogate. Failure to return the device by the return date will result in deactivation and the resident will be responsible for replacing the remote gate opener at the cost of \$35.

Renters. Renters will not be admitted through the gate until Gate Security personnel have been advised that a legal rental agreement has been provided by Sentry Management.

Requests for a Remote Gate Transmitter for the Entry System. If a new or replacement transponder is needed by a resident of The Grove, the following procedures must be followed. Any transponder being replaced will be deactivated in the system when the resident purchases a new one. The activating and deleting of telephone directory codes, phone numbers, names and acquisition of remote transponders will be managed by The Grove HOA through Guardian Access. Email any request for transponders to Dan Delzio, President of the HOA, at danadelzio@gmail.com Golf cart transponders are also available. The cost per transponder of either type is \$35.

Requests for the Updating of Names and/or Telephone Numbers for the Entry System. Email any request to Dana Delzio at danadelzio@gmail.com Either cell or land-line phones may be used for the telephone entry system.

- III. **SECURITY PERSONNEL.** The Gatehouse is staffed by security personnel during the hours of 7:00am through 5:30pm Monday through Saturday. During off hours and Sunday, the gate may be opened by residents utilizing transponders, temporary gate transmitters or the Telephone Gate Entry System. If assistance is required, the gate may be opened by the North Gate security officer by entering four zeros (0000) at the Telephone Entry Pad and providing the resident's Personal Identification Number (PIN) to the security personnel. The New Owner must complete a NEW RESIDENT INFORMATION SHEET and establish an account for new residents.

Residents are encouraged to use the TekControl Portal to allow temporary or permanent admittance of individuals or companies. In addition, from the Portal, residents may deny access to any of those entities. For those residents who do not use computers, they may phone the gatehouse and authorize entry with the help of the security personnel.

The TekControl Portal may be accessed through The Grove's website at <https://thegrovehh.org/gate-policy.html> There you can access your account and authorize visitors. You will need to set up your account prior to using the portal.

Security Personnel are NOT permitted to accept packages intended for any individual's home.

- IV. **GATE ENTRY SYSTEM.** The Gate Entry System is used by any visitor coming in before or after Gate House hours. Residents of The Grove have the right to use the Telephone Gate Entry System by using individual telephone directory codes assigned by Access Control Technology (ACT). These codes are linked to land or mobile phone lines for the residents to facilitate the entry of visitors. These codes are not to be provided to vendors.

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It is especially important that all residents check to verify they are identified in their system and to make a note of their designated Directory Code. Requests for the updating of names and/or designated telephone numbers can be accomplished by sending an emailed request, including name, address and telephone, to Dana Delzio at danadelzio@gmail.com

Gate System Instructions:

- a. At call box, visitors can press either the A or Z button, which will open the list of the residents and their directory code. It will open the list in the middle of the residents' names.
- b. Pressing the A button will move the advance the list towards the residents whose last name begins with A. Pressing the Z button will advance the list towards the letter Z. If you press and hold either the A or Z buttons, the cursor will scroll rapidly.
- c. With the cursor at the proper resident's name, press the CALL button

All emergency personnel can open the gate via use of their emergency siren. The Emergency Services all have access via Click to Enter, Touch Key and Remote Transmitter. Lake County Sheriff's Department has a four-digit code to open the gate. All utility companies, e.g., USPS, UPS, FedEx, Comcast, etc., do not require entry approval; however, their entry is recorded by security personnel.

- V. INDEPENDENT/MLS REALTORS. Independent or MLS realtors need only present to the Security Personnel their real estate license card issued by the Department of Business and Professional Regulation and a Photo ID as identification. Realtors are permitted access to The Grove whether they are showing a specific home or providing a potential buyer with a tour of The Grove Community. Except for Realtors as described in this passage, no one will be admitted without prior approval. Lacking prior approval, security personnel may call the resident, if available, to approval admittance.

Management assumes no responsibility for damage to vehicles due to access gates.

The Grove Board