

The Woods Community Association Post Orders

The Woods Community Association (WCA) is a controlled-access community. In order to enter the community, each vehicle must pass through one of the two gates located at Atlantic Boulevard, or Hodges Boulevard. Each entrance has an unmanned and automatic gate activated by a bar-code sticker and one gate operates manually by a Security Officer 24 hours a day. Security Officers are to enforce community rules and regulations as well as monitor incoming traffic.

Incoming Traffic – New and Current Residents

1. Security Officers will inform new residents (homeowners and renters) to register with the association office as soon as possible after purchasing or moving into their home. List name, address and phone number, and pass the information to the other gate.
2. New residents are provided with up to two complimentary bar-code stickers, which will be attached to the resident's vehicle when they check in with the association office. Bar-code stickers will be provided only for vehicles owned and domiciled at the resident's property in The Woods. Residents with more than two vehicles may purchase additional bar code stickers from the association office. Replacement bar-code stickers may also be purchased.
3. Access will be freely allowed at the un-manned gate for any vehicle with a properly displayed bar code sticker. Resident's vehicle with a valid bar code sticker will proceed through the unmanned gate ahead of vehicles at the visitors' gate. If no current sticker is affixed to the vehicle, the security officer is instructed to request personal identification to verify that a current Woods resident owns the vehicle, requesting a driver's license or other suitable identification. Residents who do not have bar code stickers are encouraged obtain one from the association office as soon as possible. Residents who do not obtain a bar code sticker after repeated reminders are to be reported to the association office for further action. During rush hours, the security officer should use good judgment when verifying bar code stickers so traffic does not back up on Atlantic or Hodges boulevards.
4. If a residency cannot be confirmed, the vehicle and driver will be treated as a visitor.
5. Visitors will be allowed to enter if the guard calls the resident and confirms the guest, or if the residents notifies the security officer in advance of the guest's arrival. In addition, a resident may place up to nine individual names on a permanent guest list. The association office will maintain the guest list validity, and periodically update the permanent guest list.
6. Security Officers will not under any circumstances accept changes to resident's profiles. The Management Company will maintain an up-to-date alphabetical listing of all residents of The Woods Community in the computers located at each gate, as well as a printed list. Such listing shall include names of family members, addresses and phone numbers. These files are to be updated by

- residents only. Residents should be instructed to call The Woods Office with all changes.
7. Security Officers are expected to courteously provide information and rules pertaining to the Woods Community.
 8. All WCA residents are required to have a current bar-code sticker. If they do not have a current sticker, the resident's access should be handled the same as a guest access, also verifying residency.
 9. Residents may have temporary houseguest; these guests can be issued a Woods pass valid for a specific period of time. Such passes are issued only by the officer at the Atlantic gate and will be valid for a maximum of ten (10) days. All passes issued must be properly logged with the guest name, resident's name, and a brief description of the vehicle, along with the tag number. Any resident who has a guest for more than 10 days must request an extended pass from the association office.
 10. Residents must notify both gates when expecting guests, and must provide a full name and/or company name.
 11. No open gate policy. If a Resident is having a party at their house or community center they must submit a signed list to each gate identifying each guest. The guest list must be in alphabetical order of their guest last names, including the date and times of the party.
 12. The Atlantic Gate Security Officer can issue a ten (10) day temporary parking pass for the Atlantic Gate Parking lot. The management company must approve any extension requests.
 13. The Woods Office will issue vendor passes. The Security Officer will issue a one-day temporary pass for the vendor access to The Woods Office.
 14. If the security officer does not receive prior notification of the guest(s) arrival. The security officer must call the resident and request permission for all the guest(s) access.
 15. Many Residents have the same last name. Confirm that you are speaking to the correct Mr. Smith or Mrs. Jones.
 16. If the visitor cannot speak English, they must have a card in English stating their intentions.
 17. If the resident is not at home, the guest will not be allowed to enter, unless otherwise noted on that resident's profile.
 18. If the resident's telephone is busy, ask the guest to park out of the way until the resident can be reached; otherwise, guest may return at a later time.
 19. Be sure you know to whom you are speaking with when contacting the resident. The resident is defined as the property owner, spouse, renter or spouse.

Incoming traffic – Visitors

1. Security Officers are responsible for informing all visitors of the 25 MPH speed limit.
2. Absolutely no go-peds, go-carts, motorized skateboards or other motorized non-license plate vehicles are allowed to enter the woods. Renters, Homeowner's

- dependents, or Guest are not permitted to enter the property at either gate by motorcycle. The motorcycle may be parked at the Atlantic gate if a space is available. Only property owners and spouse may ride a motorcycle, after approval by management.
3. The security officer on duty shall maintain a visitors log including date, time, name of visitor, name of resident visited and a tag number.
 4. Security officers will open the door of the guardhouse, step out and greet all visitors with Good morning/afternoon/evening. You will be polite and courteous at all times.
 5. When there is a vehicle approaching the gate and you have a phone call, politely ask the caller to hold and greet the vehicle. No personal phone calls are permitted unless it is an emergency.
 6. There are no longer any model homes in The Woods. Therefore, a realtor should accompany any visitor wishing to look at homes for sale.
 7. Construction workers and sub-contractors shall enter via the visitor's gate. Daily visitors should be logged in, and told to obtain a contractor pass at the WCA Office. Construction workers and sub-contractors should only be allowed entry during the construction hours.
 - a. Monday to Thursday 7:00AM to sunset
 - b. Friday 7:00AM to 6:00 PM
 - c. Saturday 8:00 AM to 4:00 PM
 - d. Sunday 8:00 AM to 4:00 PM
 8. Police officers and Deputy Sheriffs of Duval County and/or Jacksonville who wish to enter for the purpose of serving legal notices, will not be announced to the residents. Uniformed officers, fire department, and other emergency vehicles along with animal control do not need authorization to enter. Civilian process servers who are not sworn officers of the law but have proper identification, will be allowed and without announcement to the residents. They will be logged in.
 9. Realtors are permitted in caravans and may use their business cards as a means of ID. Realtors without pictures on their cards must present current Florida Real Estate License.
 10. Realtors whom sponsor an open house will provide the security personnel with contact number and address of open house.
 11. Commercial delivery vehicles JEA, Bellsouth, Comcast Cable Service, Pest Control, utility workers, U.S. Postal Service delivery service, UPS, FEDEX, and other delivery services, will be admitted without approval from residents, however such vehicles must be logged in.
 12. Any unauthorized visitor gaining entrance by means other than the gate will be reported first to the roving patrol officer, then JSO, then the supervisor of security.
 13. You must log in every non-resident vehicle even if the resident called and authorized entry. Guests must be issued a daily pass.
 14. Upon notification of impending arrival of an emergency vehicle, it is the security officer's responsibility of keeping the lanes clear of traffic. Log in the time and unit number.

15. At the beginning of every shift, the officer reporting to duty will change out the “Officer On Duty” sign to reflect the name of the Officer currently on duty.
16. Posters and signs are not permitted at either gate. Lost and found will be reported to the Hodges gate and logged. All other signs must be as directed by the management company.
17. If a visitor comes to the gate after 11:00 PM, do not call the resident. Ask the visitor to pull onto the other side of the gate, and then have the visitor call the resident. After the visitor makes contact with the resident by phone, the resident must call the security officer for authorization. Do not call residents between the hours of 11:00 PM to 5:30 AM.

Specific Instructions

1. Security Officers are not allowed to accept packages of any type for or from residents. Deliveries for the WCA Office may be accepted only if there is no answer at the office at the time of delivery.
2. Community center renters: The association manager will notify the duty security personnel of the individual(s) who will be picking up the key, which must be returned by 8 AM the following day. If the key is not returned within this period, the association manager will be notified. Only the personnel listed below may check out the Association key in the guardhouse. All checkouts and check-ins will be recorded on the key log form.
 - a. Association Managers.
 - b. Buddy Pafford, maintenance supervisor.
 - c. Jason Willaims, security supervisor.
 - d. Authorized community center renters.
3. Non-residents parked outside the gate are not permitted to fish in The Woods Community Association’s ponds. Politely ask these individuals to leave; otherwise notify the rover and/or JSO to document a trespassing violation.

Gate Malfunctions

1. If the gate will not go into the up position, perform the following steps:
 - a. Turn the power off the main unit.
 - b. Take the cover off the main unit. Locate the pulley inside the motor and move the gate up manually by turning the pulley.
 - c. If step B doesn’t work, use a wrench provided at each gate and take off the arm. Do not break the arm off. After removing the gate arm, block off the resident gate, of the effected gate. Complete an incident report.
2. Call Sunbelt (Ron Thomas) contact number 354-7060 Ext 3001 and property manager.
3. Do not call the Association office except during normal business hours. If you do not get a response from Sunbelt’s emergency contact number property manager emergency contact number.

Gate Operations During Thunderstorms

1. Gate arm procedures during thunderstorms
 - a. Put the entrance and exit arms in the up positions.
 - b. Turn the power off to the gate arms.
 - c. Block off the resident's lane with the large traffic cones.
 - d. Return gates to normal operation once the storm has passed.

Computer Instructions

1. Computers are located at the Atlantic gate and Hodges gate entrances. These computers are provided to allow you to access and view guest lists, which are maintained by the association office. Resident's information is private and restricted only for community access. The computers are to be used for the sole purpose of looking up this information only.
2. When security officer starts his/her shift, verify the computer is operable.
3. Any security officer caught tampering with the computers will be billed for repairs to the computer.

Noise Complaints

The roving patrol officer will respond to the resident making the complaint, and will have the complainant complete a form. After the form is completed, the rover will report back to headquarters and will attempt to contact the offending resident. If the contact is made, the rover will inform the resident that a complaint has been received and that the noise must be reduced to an acceptable level. The rover will not inform resident who made the complaint. If no contact can be made, contact the complaining resident, inform them that no contact can be made, if further action is desired, JSO should be contacted.

Roving Patrol

1. The roving patrol officer will perform routing patrol around the community at which time they will check in a total of four buttons located at various sites. A map will be enclosed identifying button locations. The pipe will be kept in the patrol vehicle. In performing the patrols through the community the roving patrol officer will help identify and assist in the following situations:
 - a. During each shift, rovers must be aware of and report all lighting problems, including burned out streetlights. Make note on the daily log and forward to the association manager.

- b. Issue parking citations:
 - i. If a vehicle has a temporary parking pass, vehicle is authorized to park in the street only.
 - ii. Vehicles parked in the streets between the hours of midnight and six (6) AM will be ticketed. If a vehicle receives two warning tickets it will be towed on the third offense. If the vehicle is blocking a fire hydrant, neighbor's driveway or mailbox, the vehicle will be towed without warning.
 - iii. Vehicles parked on common property (grass areas) anytime will be towed without warning.
- c. Report any damage to property within the WCA (lights out, fence line, community areas, etc.)
- d. Assist residents with noise complaints or emergencies.
- e. Patrol nature walks to deter any illegal activity.
- f. Assist security officers located at either gate during heavy traffic periods.
- g. Enforce City of Jacksonville's curfew ordinance.

Emergency Instructions

1. Residents who call the guardhouse and ask you to call the police should be politely informed that they must call 911 themselves, since they are in a better position to answer any questions the JSO dispatcher may have.
2. Residents are permitted to use the security phone to place an emergency call
3. Security officers will only call the police if they actually witness a violation of the law. Security Officers have a JSO direct radio located at the Atlantic gate.
4. For all other non-emergency calls to the sheriff's office number 630-0500.
5. Contact the following personnel if the police have been called either for an emergency or non-emergency incident and note the event in the pass-down logbook. Complete an incident report.

Giddens Security Dispatch 384-9071

6. Under no circumstances will the security officer give out resident's information any reason.

Guardhouse Etiquette

1. Each security officer is responsible for cleaning the work area at the end of the shift. This includes sweeping floors, cleaning counter space, toilet and glass doors.
2. To respect other security officers who do not smoke, smoking will not be allowed in the guardhouses and must be out of the presence of residents and guests. Properly dispose of the tobacco product in a container outside the guardhouse.
Do not throw cigarette butts on the ground outside the guardhouse.

3. Empty your trash in the trash bin located outside the guardhouse.
4. Do not prop your feet on the walls or on the counter.

I have read and understand the Security Post orders for The Woods Community Association.

Print name _____

Signed _____ Date: _____

Revised December 2005

Emergency and important

Giddens Security Dispatch	384-8071
Atlantic Gate	221-3111
Hodges Gate	221-2435
Lifeguard/pool	221-0646
Tennis court combination	1950 (push-in, then pull down)
Security System Code	2975

Association Managers

Woods Office	221-3722
Marsh Landing Mgmt	273-3033

Maintenance

Buddy Pafford	361 8150 Cell
Tommy Allen	361-8151 Cell

Fire Non-Emergency	630-0522
Police Non-Emergency	630-0500
City Services	630-4975
Animal Control	630-4957
Fish and Wildlife	270-2500
Regency Substation Police	726-5100
City Hall	630-2489
School Information	390-2126
School Bus Information	381-3800
JEA Electric and Water	665-6000
Garbage Collection	630-CITY
Cable Television	630-3445
Mayor's Office	630-1776
Neighborhood Services	630-7398
Nuisance and Abatement	630-4975