

Security Guidelines

1. Security guards are not to leave their posts for any reason. In emergency situations, call 911. For non-emergencies call the JSO non-emergency number (630-0500).
2. Security guards will NOT be utilized to notify emergency services for residents. Residents will be instructed to notify the required proper emergency services on their own. Only in a situation where residents are at the guard gate will they be permitted to use the phone to contact emergency services.
3. All Woods Community Association residents are required to have a bar-code sticker on authorized vehicles; otherwise, the resident will be treated as a guest when entering the property and will be required to show proper identification. In the event a resident's bar-code sticker doesn't work, the guard will request that the resident back up and try the scanner again one time. If the sticker still doesn't work, the guard will verify the resident's ID and note the license plate number. Residents who continue to have problems with their stickers should notify the Woods office.
4. Residents must notify both guard houses when expecting guests not on their permanent guest list. A name and approximate time of arrival are required. This will prevent the possibility of refusing entry to a guest (phone busy, unable to verify, etc.). Proper ID is required. If you're having a party and expect a large number of visitors, an alphabetized guest list for each gate will make the process much faster and easier.
5. Gate guards maintain a visitors' log, including the date, time, visitor's name, resident's name, and license plate number. Guest lists are updated two times per week.
6. If the gate guard doesn't receive notification of a guest's arrival, or if the visitor is not on the resident's guest list, the guard MUST call the resident and receive permission to admit the guest; otherwise the guest will be refused entry.
7. Residents may wish to have their database profiles annotated to admit specific guests (a maximum of nine) without prior notification. Contact the Woods office for corrections, additions or deletions to the resident database. Guest-list changes should not be given to security guards, who are not allowed to accept them.
8. Any unauthorized person in The Woods will be reported to the police and will be subject to prosecution.
9. Food deliveries will be allowed access without prior notification between the hours of 5:00 PM and midnight, and will be noted in the visitor log.
10. Security guards are NOT allowed to accept packages or deliveries for homeowners in their absence, or to accept changes, additions, etc. to residents' permanent guest lists.

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