

# RANCHO MURIETA COMMUNITY SERVICES DISTRICT

<b>Category:</b>	Security	<b>Policy #</b> 2003-2
<b>Title:</b>	RMA-CSD Gate Procedures	

## PURPOSE

**VEHICLE DECAL:** Vehicles owned by residents of Rancho Murieta shall be registered with RMCS D and shall display the Rancho Murieta Association approved gate (bar code) decal on the designated area of the vehicle.

Residents who are unable to affix a gate (bar code) decal to their car will use the visitor lane at all times. The resident must show identification to the Gate Officer.

Residents that arrive at the gate in a rental borrowed or loaned vehicle or vehicles driven by their guests will be issued a guest pass. The resident must show identification to the Gate Officer.

**RESIDENT/PROPERTY OWNER GATE ACCESS:** Rancho Murieta Association residents/property owners registered vehicles will be provided gate (bar code) decals for up to three vehicles for access through the resident lanes at the North and South Gates. Additional gate (bar code) decals will be available for a fee of \$ 10.00. If any additional decals are required the fee will be billed to the property owner's account by the Community Services District.

\*Please refer to Rancho Murieta Association Non-Architectural Rule II, Section 7.

**RESIDENT RENTER OR LESSOR GATE ACCESS:** Residents who are renting or leasing homes inside the gated community will be permitted to purchase a bar code decal for each of their registered vehicles for a fee of \$10.00 each. This fee shall be paid by check or money order only. No cash will be accepted at any time.

**BAR CODED VEHICLES:** A registered vehicle with a gate (bar code) decal will use the bar code reader lane(s) when entering either the North or South gates. The use of the visitor lane will only be used for the following reasons.

- 1) To conduct business with the Gate Officer.
- 2) Resident/property owner is driving or an occupant of a vehicle without a gate (Bar code) decal.

**GATE ACCESS ARMS:** The resident access gate arms shall be operated twenty-four (24) hours a day. If a malfunction occurs with a resident's gate (bar code) decal the Gate Officer shall override the system only after he/she has determined that the person entering the gate is in fact a resident.

The following information will be obtained prior to opening the lane;

Resident's name, lot number or address. After verifying this information in the computer the lane may be opened.

**UNAUTHORIZED VEHICLES:** All motor homes and/or trucks or cars that are pulling house trailers, boats, horse trailers, etc. will be issued 1-24 hour pass. They will be allowed 3 passes per 30-day period, but each pass must be at least 24 hours apart.  
(Non-consecutive)

**RESIDENTS GUEST ACCESS:** Guests of RMA members will be allowed access by entering the visitors' lane and under the following conditions:

- 1) PRE-REGISTERED GUEST(S): Residents **SHALL ALWAYS** call the gate in advance or provide a list (for larger groups) to the gate for entry using their PIN number.
- 2) The resident may authorize Guest(s) not pre-registered if called by the Gate Officer.
- 3) Guests are on the permanent guest list.
- 4) Guest(s) driving an "unauthorized vehicle" will be issued a 24-hour permit if staying over night. (This permit is limited to 24-hours – see unauthorized vehicles above.)

The guest must show identification to the Gate Officer – if cleared a Guest Pass will be issued. All required information will be logged into the computer.

Residents can have up to six (6) permanent guests on their list.

A minor/dependant of a resident may give permission to receive visitors under the following circumstances:

- 1) The minor/dependant knows the PIN number.
- 2) Someone other than the resident is driving the minor/dependant into the community. A guest pass will be issued to the vehicle with the resident's lot number on the pass and also recorded on the guest register as authorized by the minor/dependant.

**ACCESS SYSTEM:** Each Gate Officer will record the following information into the access system in the following manner:

- 1) TIME/DATE – The time and date that the pass was issued to the guest.
- 2) PASS NUMBER – Record the pass number that is stamped on the pass.
- 3) TYPE OF PASS – Construction, vendor, general guest, real estate, etc.
- 4) LOCATION – Record the destination of the guest.
- 5) LICENSE NUMBER – Record the license number of the vehicle.

**VISITOR ACCESS LANE:** The visitor access arm shall be closed at all times. It will be opened only after an incoming vehicle has been processed and the proper pass issued. The gate arm may be left in the up position until all vehicles have been processed, but it will be closed immediately after the lane clears.

**COUNTRY CLUB ACCESS:** Guests will be issued a one (1) day pass that will entitle them to drive to and park at the Country Club. The Country Club will notify the RMCS Security Department at least one (1) week prior to any tournament or scheduled event and supply a list for any outside participants of the tournament to the Gate Officer at least twenty four (24) hours prior to said tournament or event. If the person or persons entering Rancho Murietta on a Country Club pass is found to be at a location not authorized, they will be asked to leave and may not re-enter the community until a determination has been made by the RMA that they can abide by this rule.

- 1) Non-resident club members will be allowed to purchase one (1) gate (bar code) decal per registered vehicle for a fee of \$ 10.00. This pass must be distinguishable from resident bar codes. They will only have access during posted Country Club hours and access will be limited to the Country Club only (Alameda Drive).
- 2) Guests of non-resident club members must be accompanied by the member.

**CONSTRUCTION ACCESS:** A construction pass will be issued each day (Monday thru Friday from 7:00 a.m. to 7:00 p.m. and Saturdays from 8:00 a.m. to 6:00 p.m.) to contractors and sub-contractors. This will allow access through the gate during construction hours only, and will permit parking at the job site specifically noted on the construction pass. If the person or persons entering Rancho Murieta on a construction pass is found to be at a location not authorized, they will be asked to leave and may not re-enter the community until a determination has been made by the RMA that they can abide by this rule.

Construction workers are not allowed to authorize guests or have use of any RMA or Country Club facility.

No construction work is to be done and no passes issued on Sundays and those holidays recognized by the RMA.

**GENERAL ACCESS:** This category includes all landscapers, household employees, etc. This will allow access through the gate between the hours of 7:00 a.m. and 6:00 p.m., and will permit parking at the residence where service is required. If a person or persons entering Rancho Murieta on a general access pass is found at a location not authorized, they will be asked to leave and may not re-enter the community until a determination has been made by the RMA that they can abide by this rule.

The access hours will not apply to caregivers, medical personal, house sitters or babysitters if arrangements have been made with the Gate Officer prior to entry.

**REAL ESTATE ACCESS:** Any realtor will be given a gate pass to show property. The realtor must show identification to the Gate Officer.

For sale by owner and open houses will be allowed. However, the homeowner or realtor must escort the prospective buyer to the property. The prospective buyer will then be given a guest pass to that specific property only. Entry to see unspecified property will not be allowed.

Sundays from 1 to 5 PM: Visitors to open houses will be permitted to enter without authorization. The Gate Officer will issue a restricted open house pass.

**THE VILLAS:** The Villas residents and non-resident property owners registered vehicles will be permitted to purchase up to three (3) gate (bar code) decals for a fee of \$ 10.00 each. These passes must be distinguishable from resident bar codes. All other rules contained in this document shall apply.

**MURIETA VILLAGE:** Murieta Village residents and non resident property owners will be permitted to purchase up to three (3) gate (bar code) decals for a fee of \$ 10.00 each. These passes must be distinguishable from resident bar codes. Guests must be accompanied by a Murieta Village resident or property owner.

**POLICE AND FIRE PERSONNEL:** All law enforcement officers and fire personnel will be allowed to enter the gate twenty four (24) hours a day, seven (7) days a week in the performance of their duty. No pass is required

OFFICERS OF THE COURT: Process servers and those repossessing vehicles will be given a guest pass when they present the proper identification or Court Order. Service may occur at any time of day or night.

DELIVERY VEHICLES DISPLAYING COMPANY NAME: Any delivery vehicles, excluding contractor or sub-contractor trucks that are identified by large markings on both sides of the vehicle will not require a pass. UPS, Sears, Federal Express, Operating Engineers, cement trucks, lumber trucks, etc.

SOLICITORS: Solicitors will not be permitted entrance at any time.

POLITICAL CANDIDATES: Political candidates with proper identification will be permitted to walk their precinct during the hours of daylight only.

EMPLOYEE ACCESS: RMA, CSD & RMCC will supply to the Gate Officer a list of their regular employees. Employees will be required to show identification when entering Rancho Murieta in their own vehicles. Employees will be issued a pass at the visitor window when they enter at the beginning of their shift.

HAZARDS: If the Gate Officer notices a potential traffic hazard he/she may open the gate arms and let traffic pass until the hazard has ended. The vehicles shall be monitored for the resident gate (bar code) decals.

POWER FAILURES: In case of a power outage the Gate Officer will immediately start the backup generator to maintain gate control. If this is not possible the Gate Officer will open all gates manually, but as soon as the power is restored the gates will be closed.

<b>Approved by CSD Board of Directors</b>	January 8, 2003
---	-----------------