



CALLENDER LAKE PROPERTY OWNERS IMPROVEMENT ASSOCIATION (CLPOIA)

COMMUNITY ACCESS POLICY

Revision Date: July 9, 2016

This Policy replaces any previous Gate Card, Call Box or Community Entry Policies.

1. PURPOSE:

- a. To provide an enhanced measure of security to CLPOIA Members.
- b. To comply with Article II, Section 2, d and Article VIII, Section 9 of the CLPOIA by-laws.
- c. To have one comprehensive access policy for the administration and issuance of security gate cards and for call box access and use.

2. COMMUNITY ACCESS FOR PROPERTY OWNERS WITH IMPROVED LOTS:

- a. **Primary Gate Card:** The property Owner of an Improved Lot may lease one primary gate card. This primary card will be issued in the name of the Owner, or in the name of one of the Joint Owners of the improved lot. If the Improved Lot is jointly owned the Joint Owners shall decide to which Joint Owner the primary card shall be issued. This card will be active until the person assigned the primary gate card no longer owns the property.
- b. **Secondary Gate Cards:** Secondary gate cards are available to Immediate Family members of the Owner of an Improved Lot if the property Owner is in Good Standing. These secondary gate cards will be issued to Immediate Family members who have a valid driver's license issued by a regulating authority and will be issued to these individuals by name. Property Owners wishing to have secondary gate cards issued to Immediate Family members are required to appear in person at the Callender Lake office to lease the card for the family member. The maximum number of secondary cards that can be leased to an Owner's Immediate Family is ten (10). All secondary cards will be deactivated upon sale of the property. Property Owners that fail to remain current with their Maintenance Fee Agreement will not be eligible for secondary gate cards until accounts are paid in full. If a property Owner enters into a payment plan the secondary gate cards that were previously issued will remain activated or will be re-activated, however no new secondary gate cards will be issued until all accounts are paid in full.
- c. **Call Box:** The Association provides a call box, located at the entrance gate, as a privilege for property Owners of Improved Lots who are in Good Standing. The call box is intended as a convenience for these property Owners since it allows them to admit visitors to their home without leaving home. Property Owners must have a landline telephone in their Callender Lake residence if they wish to employ the call box for admitting visitors. The call box is provided by the Association to allow occasional access for property Owner approved-persons and is subject to being disconnected for excessive use. Any property Owner that allows persons access to the community through the call box more than three times per day for multiple days or demonstrates any other pattern of excessive use will have their call box connection terminated and will need to present just cause to the Board of Directors as to why the connection should be re-established. Call box connections will be terminated upon sale of the property. The Association does not provide call box access for renters.

3. COMMUNITY ACCESS FOR PROPERTY OWNERS WITH UNIMPROVED LOTS:

Property Owners of Unimproved Lots are limited to one gate card regardless of the number of Joint Owners on the Deed or the number of Unimproved Lots owned. If the Unimproved Lot is jointly owned the Joint Owners shall decide which Joint Owner should receive the card. If a property Owner owns an Improved Lot and one or more Unimproved Lots, all community access will be governed by the rules for Improved Lots and no additional gate cards are available as a result of the ownership of an Unimproved Lot. The gate card associated with an Unimproved Lot will be deactivated upon sale of the property. If property Owners of Unimproved Lots elect to build a home they will be issued one secondary card in addition to their primary card.

4. COMMUNITY ACCESS FOR PROPERTY OWNERS OF IMPROVED LOTS THAT ARE RENTING THEIR HOMES:

Secondary gate cards for renters can be issued to renters only if the property Owner is in Good Standing. These secondary gate cards for renters will be issued in both the property Owner and renters' name. Gate cards for renters will be limited to the number of people who are listed on the lease, not to exceed four (4) cards. Each card will be assigned to one person who must have a valid driver's license. Renters gate cards are deactivated after 12 months unless property Owner requests an extension. Property Owners acting as landlords must notify the office when their renters vacate their home. Renter gate cards will be deactivated when the renter no longer rents the home.

5. INFORMATION REQUIRED FOR PROPERTY OWNERS TO LEASE CARDS OR ARRANGE FOR A CALL BOX CONNECTION:

- a. To apply for the lease of a primary gate card or to request call box connection, property Owners will need to supply:
 - i. Property Owners name as it appears in the Van Zandt County property records, residence address, phone numbers, email if available, along with a copy of Owner's valid driver's license.
 - ii. The Callender Lake Section, Block and Lot number, and any other addresses for property owned at Callender Lake.
- b. To apply for the lease of a secondary gate card for an Immediate Family member, property Owners will need to supply:
 - i. Name, relationship to Owner, address, phone numbers of the Immediate Family member who will be using the gate card as well as a copy of a valid driver's license.
 - ii. Section, Block and Lot number and Callender Lake address of the Improved Property to which the Immediate Family member desires access.
- c. To apply for the lease of secondary gate cards for renters:
 - i. Section, Block and Lot number and Callender Lake address of the Improved Property to which the renter desires access.
 - ii. Renter(s) name as it appears on the lease, phone numbers and copy of the renter(s) valid driver's license.
 - iii. Property Owner and renter(s) must present a rental agreement and be at the office at the time the secondary card is issued.
 - iv. The property Owner must present a valid driver's license.

6. COMMUNITY ACCESS FOR WORKERS:

A property Owner may obtain gate cards for workers after submitting a written request to the office describing the need. Workers gate cards will function as follows:

- a. Limit of five (5) worker gate cards per property Owner.
- b. General workers gate cards will allow access 6AM to 6PM, Monday through Saturday. General worker gate cards are provided to a property Owner for outside work that will last less than 30 days. The general worker cards will expire after the completion of work or a maximum of 30 days.
- c. Contract worker gate cards will allow access 6AM to 6PM, Monday through Saturday. Contractor worker gate cards are provided to a property Owner for outside work that will last more than 30 days. The Contractor worker cards will expire after the completion of work or a maximum of 180 days.
- d. Health Care workers gate cards will allow access 24 hours per day and 7 days per week. Health Care workers gate cards expire after 90 days.
- e. Cards will be deactivated on the expiration date. Each card must be assigned to one worker. This worker must present a valid driver's license in the office with the property Owner.

7. COMMUNITY ACCESS FOR PUBLIC SERVICE PERSONS AND DELIVERIES:

Gate cards are issued at the Callender Lake office to all public service and delivery companies, as needed, upon written request and personal appearance at the Callender Lake office. These cards will stay active so long as the public service is offered in Callender Lake.

8. REALTY CARDS:

Gate cards can be issued to Realtors, upon written request and personal appearance in the Callender Lake office. These cards require renewal every twelve (12) months and will be deactivated if not renewed. Realtor cards shall be used solely for the purpose of gaining access to Callender Lake to show listed properties and should not be used for any other purposes.

9. NUMBER OF CARDS PER PERSON:

No person shall have more than one card issued in their name except when an Owner rents a residence. In this case, the Owner may have one card issued in the name of the Owner alone in addition to the cards issued jointly to the Owner and the renter.

10. CARD LEASE FEES:

- a. Primary Gate Card - \$10
- b. Secondary Gate Cards - Cards 1-5 = \$20 each. Cards 6-10 = \$40 each
- c. Workers Gate Cards - \$20 each
- d. Contractor Gate Cards - \$20 each
- e. Home Health Care Cards - No Charge
- f. Public Service and Delivery Companies - No Charge
- g. Realtors Cards - \$50 each

11. REFUNDS:

Property Owners returning gate cards, in good operating condition, will receive the following refunds:

- a. Primary Gate Card - \$10
- b. Secondary Gate Cards - \$10 each
- c. Workers Gate Cards - \$10 each
- d. Contractor Gate Cards - \$10 each
- e. Home Health Care Cards - No Refund
- f. Public Service and Delivery Companies – No Refund
- g. Realtors Cards - \$50 each

12. REPLACEMENT GATE CARDS:

A \$20 fee will be charged for the replacement of any card that has been lost or stolen.

13. EXCHANGING GATE CARDS:

Any non-functioning gate card may be exchanged at no charge at the Callender Lake office if the card has not been damaged.

14. RENEWING CARDS:

Submitting a written request to the Callender Lake office may renew any card that is scheduled to expire. The request should be submitted by the Owner for renewal of worker's cards and for renewal of renter's cards. A request to renew a realtor's card should be submitted by the realtor. Requests must be submitted to the Office at least one week before the scheduled expiration date for the card. No request for card renewal will be honored if it is submitted to the Office more than four weeks before the scheduled expiration date.

15. INAPPROPRIATE USE OF GATE CARDS:

Gate cards are intended only for the use of the person they were issued to. Cards should not be given to unauthorized persons. If it is observed that someone is using gate cards other than the person the card was assigned to or their Immediate Family, then the card may be deactivated and will not be reactivated. There will be no refund issued when a card is deactivated for inappropriate use.

16. OWNERSHIP OF CARDS:

Gate cards are leased and remain the property of CLPOIA. Gate cards are not transferable.

17. RECORDS AND SURVEILLANCE OF COMMUNITY ACCESS:

All gate access card entries are electronically logged, filed and stored. Records include the card number and the date and time the card was used. The Association also stores video images of the area around the entrance gate, using more than one camera.

18. PROPERTY OWNERS REMEDY FOR DEACTIVATED CARDS:

If a gate card has been deactivated due to failure to follow this policy, or because the Owner is no longer in Good Standing the Owner may request a meeting with the Board of Directors.

19. DEFINITIONS:

- a. An Improved Lot is a lot within the Callender Lake community containing a residence.
- b. An Unimproved Lot is a lot within the Callender Lake community with no residence.
- c. For the purposes of the Community Access Policy the Owner is considered to be;
 - i. An individual Owner, or
 - ii. The person designated by a group of Joint Owners as their representative.
- d. For the purposes of this Policy, an Owner in Good Standing is considered by the CLPOIA to be an individual property Owner or a group of Joint Owners that meet the following conditions;
 - i. Has paid in full all maintenance fees owed to the Association or
 - ii. Has entered into a payment plan with the Association and is fulfilling all the requirements of the payment plan, and
 - iii. Have no active violations of any community rules, including by not limited to the Restrictive Covenants.
- e. For the purposes of this Policy, the Owners Immediate Family is considered to be;
 - i. Spouse or Partner of the Owner,
 - ii. Children of the Owner and children of the Owner's Spouse or Partner, and
 - iii. Parents of the Owner and Parents of the Owner's Spouse or Partner.

The Board of Directors may grant an exception to this policy for good cause shown, which may be withdrawn at any time. The Owner requesting an exception should submit the request in writing, addressed to the President of the Association at the postal address of the Office of the Association. The written request should explain the nature of the requested exception to this policy. The Board may invite the requesting Owner to appear before the Board and present the request in person.