

LAKE OF THE PINES ASSOCIATION POLICIES & PROCEDURES



Gate Entry Procedures

Authorized entry into Lake of the Pines is afforded only through the guarded main gate on Magnolia Road and the shopping center gate. Use of the gates at the ends of Sunset Ridge, Foothill Road and Oro Valley Road for any purpose other than an emergency must be authorized by prior approval of the General Manager.

Getting large numbers of vehicles through the gate each and every day is an enormous task and requires the cooperation of everyone. The two main ways to pass efficiently through the gate include the vehicle mounted decal and by the use of a Gate Entry Card. Everyone is encouraged to maximize the proper utilization of these two alternatives.

In addition, each member household is assigned a unique Personal Identification Number ("PIN"), which must remain CONFIDENTIAL and be used judiciously.

There are specific uses for this number as described herein.

As a CAUTION everyone needs to be aware that the misuse, abuse or compromise of either the PIN or the GATE ENTRY CARD can cause financial liability. There is a fine imposed for anyone allowing an unauthorized party to use a means of entry assigned to another. Additionally, the owner of record will be held responsible for any fines and/or property damage, if any, for whoever may enter the facility without proper authorization using the pin or Gate Entry Card not assigned to the person or persons entering.

Entry into Lake of the Pines is afforded to the following classes:

- Resident Association Members
- Non-Resident Association Members
- Guests of LOP Residents & Guests of Non-Resident Owners Who Have Not Rented Their Property
- Association Employees
- Household Employees and Medical Care Providers
- Real Estate Brokers, Agents, and Property Managers
- Contractors, Subcontractors, Workers, and Material Suppliers
- Delivery Services
- Utility Companies, Mail, and Package Delivery Services
- Emergency and Public Service Vehicles
- Lawful Process Servers and Repossession Professionals

All Gate Entry Decals and Gate Entry Cards are handled through the Administration Office. The amount of any related fees can be found in the current LOP Fee Schedule.

Gate entry procedures are as follows:

- A. Resident Association Members

1. LOP Residents - Owner or Tenant

a. Gate Entry Decals

Gate Entry Decals are available for a fee as listed in the current LOP Fee Schedule. These Gate Entry Decals allow access through the automated member lane without the intervention of the Gate Officer. LOP personnel will apply the gate entry decals to your vehicle upon presentation of the vehicle's current DMV registration, evidence that the applicant is an LOP Resident and payment of any appropriate fees.

On vehicles that do not have license plates, the gate entry decals will expire in 60 days. Members need to contact Administration to provide the license plate number in order for the decal to remain active.

b. Gate Entry Cards

Gate Entry Cards are available for a fee, as listed in the current LOP Fee Schedule. These Gate Entry Cards allow access through the automated member or guest lane without the intervention of the Gate Officer. All Gate Entry Cards shall remain the property of the Association, are not transferable, and may be confiscated by Public Safety without reimbursement to the holder or owner, at any time for cause, which shall include, but is not limited to: possession by someone other than the person to whom the card was issued, refusal of the holder to allow inspection of the card to confirm the holder's identity, or failure to comply with the Association's Governing Documents.

Any action taken against a holder of a Gate Entry Card for a violation of the Association's Governing Documents may be appealed in accordance with the procedures outlined in those Documents.

Gate Entry Cards can only be purchased by registered Owner Members and Primary Tenants, either for themselves or for the person or persons they choose to sponsor. Purchases can be made at the Administration office during business hours.

c. Guest lane entry – Members may enter LOP by entering through the guest lane and providing evidence that they are a LOP Resident. However, it is preferred that members opt for either the vehicle decal or the Gate Entry Card in order to minimize gate congestion and to avoid delays.

2. Rancho owners/residents, that have obtained LOP privileges through the payment of LOP Association dues have the same gate entry privileges and restrictions as LOP Residents, with the exception of Guest privileges. Rancho residents must personally escort their guests into LOP. Guests may not be called in or issued Gate Entry Cards and must comply with Guest Rules.

B. Non-Resident Association Members

1. Non-resident LOP Property Owners that have not rented their property to a tenant, or have paid a dual usage fee, have the same gate entry privileges and restrictions as LOP Residents.

2. Non-resident LOP Property Owners that have rented their property to a tenant and have not paid a dual usage fee, do not have any Guest privileges.

A Non-Resident LOP Property Owner that rents their property to a tenant and has not paid a dual usage fee, may access the gate to check on their property with an Owner Gate Entry Card or by providing the gate officer their name and lot number.

3. Non-Resident Rancho Affiliate Members

- a. Non-Resident Rancho Affiliate members that have not rented their property to a tenant, or have paid a dual usage fee, have the same gate entry privileges and restrictions as LOP Residents with the exception of Guest privileges. Guests may not be called in or issued Gate Entry Cards and must be personally escorted into Lake of the Pines by the Non-Resident property owner and comply with Guest Rules.
- b. Non-Resident Rancho Affiliate members that have rented their property to a tenant and have not paid a dual usage fee, do not have any gate entry privileges.

C. Guests of LOP Residents and Non-Resident Owners Who Have Not Rented Their Property

Guest entrance into LOP is granted for the purpose of meeting with the sponsoring member at their residence or some other specified location within Lake of the Pines. Guests must be accompanied by their Owner or Tenant when using the Association's recreational facilities, excluding the golf course and dining facilities. The sponsoring member is responsible for the actions of their guests while visiting Lake of the Pines, and for any fines imposed for violation of the Association's Governing Documents.

Guests of LOP Residents and Non-Resident property owners who have not rented their property to a tenant or have paid a dual usage fee, shall be afforded entry into Lake of the Pines in the following ways:

1. Being accompanied by a qualified Resident or Non-Resident property owner.
2. Telephone authorization by qualified Resident or Non-Resident property owner.

Qualified members may authorize guest entry by calling the Gate, providing evidence of their membership (name, lot number, and confidential PIN), and supplying details for the invited guests entry such as name, date of arrival, and length of stay. Members are limited to calling in three guests per phone call, for a maximum stay of seven days. Requests for more than three guests must be submitted to the gate in writing.

3. Written or lop.org website authorization

- a. Requests for more than three guests require a 24-hour advance notice.
- b. Requests for large parties of 50 or more guests require a 48-hour advance notice.
- c. Written requests must be signed by the authorizing member, evidence of membership provided (such as name, lot number, and confidential PIN), and the details for the invited guests such as name, date of arrival, and length of stay for a maximum of seven days.

4. Presentation of an LOP Guest Gate Entry Card

Resident owners of each lot within Lake of the Pines shall be allowed to purchase a maximum of three Guest Gate Entry Cards per lot. .

Guest Gate Entry Cards allow guests to enter the community 24 hours a day, seven days a week, without the sponsoring member having to call the gate and authorize entry. Please refer to Guest Rules. Non-resident members may not sponsor Guest Gate Entry Cards.

Members requesting Guest Gate Entry Cards for their guests must sponsor the guest, the guest must supply a photo ID, and payment of the annual fee must be made. See Guest Rules of LOP Rules and Regulations for further guest rules.

- a. Guest Gate Entry Cards are not available to Rancho Affiliate Members.
- b. Guest Gate Entry Cards will not be issued to any guest under the age of 18.
- c. Guest Gate Entry Cards sponsored by an owner or a tenant are valid for a period not to exceed one year from date of issuance, at which time they must be revalidated, and fees paid.
- d. All Guest Gate Entry Cards become invalid at the time the ownership of the property changes or the tenant moves. In either event, the sponsoring Member is responsible for notifying LOP Administration.

Guest Gate Entry Cards are intended for guests and family members only and are not to be used for persons doing contractor type work or running a home business out of their residence.

D. Guests of Rancho Affiliate Members

Guests of Rancho Affiliate Members may only be accompanied by the sponsoring member to obtain entry into Lake of the Pines.

E. Association Employees

Association Employees must be authorized by Human Resources in order to obtain Gate Entry Cards or Gate Entry Decals and must be surrendered upon request, resignation, or dismissal.

F. Household Employees and Medical Care Providers (e.g., maids, housekeepers, cooks, babysitters, butlers, caretakers, medical care providers, drivers and governesses.)

1. Association Members with household employees can authorize the issuance of up to a maximum of three Gate Entry Cards to be issued to their household employees.
2. Gate Entry Cards are valid 24 hours a day, seven days a week, 365/366 days a year.
3. Gate Entry Cards are only valid for the term of the contract with the LOP resident, must be renewed annually, and require annual verification that the business remains valid.
4. Gate Entry Cards do not allow use of any Association facilities, except for roads. If any such unauthorized use occurs, it shall be grounds for fines, other penalties, and/or revocation of the card.
5. Authorizing Members are responsible to collect and return Gate Entry Cards to Public Safety or Administration when the person whose photo is on the card leaves their employment.

G. Real Estate Brokers, Agents, and Property Managers.

All persons, other than Residents, licensed to sell real estate or manage property, and requesting permission to enter upon Association property for that purpose, shall be afforded entry into Lake of the Pines upon presentation of a LOP Gate Entry Card.

Procedures for acquiring Gate Entry Cards and other rules and regulations pertinent to Real Estate Brokers, Agents, and Property Managers, may be found in the Lake of the Pines Rules and Regulations titled “Real Estate Brokers, Agents, and Property Managers Operating within Lake of the Pines”

H. Contractors, Subcontractors, Workers, and Suppliers.

All contractors, subcontractors, workers, and suppliers, other than residents, who have been engaged to perform services for the construction, improvement, or maintenance of homes or property in Lake of the Pines shall be afforded entry into Lake of the Pines upon presentation of an LOP Gate Entry Card, Gate Entry Decal, or sponsorship by a qualified member.

Procedures for acquiring Gate Entry Cards and Gate Entry Decals and other rules and regulations pertinent to Contractors, Sub-Contractors, Workers, and Suppliers, may be found in the Lake of the Pines Rules and Regulations titled “Contractors/Workers”.

I. Delivery Services.

Delivery Services may obtain entry into LOP by having a qualified member or holder of a Business Gate Entry Decal call the gate and authorize their entry, or purchase of a Delivery Gate Entry Card.

Delivery Gate Entry Cards are only valid for deliveries made Monday through Saturday from 7:00 a.m. to 7:00 p.m. and are not valid for deliveries on Sundays or Lake of the Pines "LOP" recognized Holidays. (See Hours of Construction Rule for Holidays).

Delivery Gate Entry Cards are issued for the calendar year and renewals require verification that the business remains valid.

J. Utility Companies, Mail, and Package Delivery Services. (No Entry Card Needed)

Utility companies and delivery services including but not limited to: NID, PG&E, AT&T, Waste Management, propane & fuel oil companies, UPS, FedEx, DHL, US Postal Service and medical supply delivery services, will be admitted without any further identification or purpose of visit to LOP. Any company that is not approved by the Gate Officer will be treated as a guest and require authorization for entrance from authorized Association Personnel, an Owner or a Tenant.

K. Emergency and Public Safety Vehicles

Emergency vehicles, law enforcement, fire and ambulances will be admitted without further identification.

L. Lawful Process Servers/Repossession Professionals

Any person shall be granted entry for a reasonable period of time for the purpose of performing lawful service of process, or repossession, upon identifying to Public Safety the person or persons to be served, and upon displaying a current driver's license or other identification, plus one of the following:

- a. A badge or other identification that the individual is acting in his or her capacity as a representative of a county sheriff or marshal.
- b. Evidence of current registration as a Process Server pursuant to Chapter 16 of Division 8 of the Business and Professions Code ("B & P").
- c. Evidence of current registration that the repossession professional has a current California repossession license. Unless exempt pursuant to B & P 7500.3, only persons holding a valid repossession agency license or registration, issued by the State of California, may engage in the activities of a repossession agency. [B & P 7502.1]

