

# **Gatehouse Operations and Procedures**

## **During hours the gates are staffed:**

Guests and deliveries, as well as residents without a gate remote, will need to pull up to the gate attendant in the left guest lane. Large trucks will be directed to the resident lane which allows for higher clearance. Your permanent guests will be granted access by the gate attendant without any additional authorization from you, (permanent guests are those designated by you). Guests not on your list that arrive during the staffed hours will be handled as such: the gatehouse attendant will call your home and identify themselves, then ask if you want to authorize the guest; if you are not home, or do not authorize the guest, they will be turned away.

To facilitate a smooth operation and timely processing of your guests, and others waiting in line, please do not attempt to conduct any other business or conversation when the gate attendant calls you. A simple "yes", to let them in, or "no", to not allow them in, will help expedite the operation and minimize any inconvenience of your guest; please see procedures below to add future guests.

**During hours the gate is staffed the key pad will NOT be available.**

## **During hours the gates are not staffed:**

Guests will be able to contact you from the guest entry system, which is programmed to call your home (without the visitor seeing your phone number). This device is located in the median to the left, just before the gatehouse. Upon pulling up to the guest entry device your guest should follow the instructions on the screen to locate your name and directory number. Once that directory number is entered, the device will place a call to your home telephone.

Upon receiving the call from your guest:

Verify with them that no other vehicle is waiting in front of the guest lane. (This will prevent the unauthorized access of someone waiting in front of gate.)

Key the number "7" on your telephone; tell them to proceed ahead to the guest lane. (The gate will open for your guest and close automatically after they pass through.)

**During hours the gate is not staffed the key pad will be available for use.**

## **Please remember:**

Only one vehicle should proceed through the resident gate at a time. To prevent unauthorized vehicles from entering or tailgating behind you, approach and go through the gate slowly and wait for the gate to close behind you before continuing on. As always, in the event you observe something suspicious do not hesitate to call the DeLand Police Department's non-emergency number at **(386) 626-7400**.

Please contact our office with any updates you make to your home telephone number (we need this information for the guest entry device!).

Changes or additions to your permanent guest list must be done in writing at the Community Management office at 525 E. Victoria Trails Blvd., DeLand, FL 32724, or to [vghoa@evergreen-LM.com](mailto:vghoa@evergreen-LM.com). We will be happy to give you the names you currently have on the list should you wish to call. Please contact Community Management at **(386) 738-2112**, if you have any questions regarding Gatehouse Operations and Procedures. Thank you.

## **Automated Telephone Number:**

An automated telephone number has been established to allow you to authorize temporary guests to be allowed through the front and rear entrance gates to Victoria Gardens. The telephone number is **(386) 736-4772**.