



Subject: Key and Access Card Policy

19 Jan 2020

1. PURPOSE

The purpose of this policy is to provide optimal physical security and safety for Creekside Homeowners and to protect the assets of the Creekside community. This policy applies to all building(s) and space assigned to the Creekside at Richmond Hill Plantation.

2. KEY HOLDER & ID CARD ACCESS RESPONSIBILITIES

All Homeowners are responsible for maintaining Creekside amenity security. A key card holder is responsible for all keys/card issued to them. The duplication of keys or possession of any unauthorized keys is not permitted. The holder of keys to any Creekside facility assumes responsibility for the safekeeping of the key and its use. Should a loss occur, the Homeowner will be responsible for the financial impacts of re-keying an area. In an effort to minimize loss or misuse of keys/ID cards, all key/ID card holders are strongly encouraged to keep Creekside keys/ID cards in a secure location.

2.1 Homeowners will not loan or transfer their keys/ID card to any other individual.

2.2 Homeowners shall not unlock a building or room for another individual unless the individual is known by them to have authorized access to enter.

2.3 Unauthorized persons or suspicious activities are to be reported to the Creekside HOA and or the Property Management Firm [Sentry Management]

2.4 Any found Creekside cards/keys should be turned in to 55 Shelton Dr. HOA Drop box (outside community room).

2.5 Homeowners not in compliance with key and ID card policies may be subject to disciplinary action.

3. KEY & ID CARD ACCESS REQUEST PROCESS

3.1 All key and ID card access requests must be submitted via the Creekside community website or via email to the Creekside HOA and or Property Management Firm [Sentry Management].

3.1.i. Owners requirements for issuance of pool/gym key cards -

- Proof of residency (Closing Paperwork)
- Proof of Identification

*note: Issuing Authority will verify that dues are current prior to issuance. Accounts overdue will not receive card until account is in good standing

3.1.ii. Renter requirements for issuance of pool/gym key cards -



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- Proof of residency
- Proof of Identification
- Letter from Owner/ property management of authorization use of pool with lease
- Renters whose Home owners have outstanding dues will not be issued a pool key until account is in good standing. This policy and timeline will be addressed on a case by case basis by the Board of Directors.

3.2 Key Cards will be issued once a month during the first week of the month. Event days and time will be posted on the community Facebook page, community website, and physically outside the community room. It is the homeowner's responsibility to ensure all documentation is submitted to the HOA and property management firm prior to the activation event. It is the responsibility of the homeowner(s) and/or renter(s) (with appropriate authorization) to be present at events to receive their assigned key cards. Emergency/short suspense request of activation of key cards will be submitted in writing to the HOA and Property Management firm for Board of Directors attention and deliberation.

3.2.i. The Board of Directors may authorize additional events throughout the year and these events will meet the same criteria as regular scheduled events.

3.3 Card Deactivation

- Cards are deactivated 60 days after missed payment in accordance with HOA covenants, 30 days after 30 day grace period =60 Days
- Card Deactivation will adhere to the Creekside Fine Policy.
- Card Activation is not an automated process and it is the responsibility of the homeowner to attend and submit documentation prior to an activation event for reactivation.

3.4 Replacement Card or Additional Cards

- Any replacement cards and or additional Cards incur a fee of \$50 per card.
- 2 Cards Per Household Maximum (Exceptions must be submitted in writing and will be addressed by the Board of Directors on a case by case basis)

3.5 Transfer / Resale to New Owner/Buyer

- It is the previous Owner's responsibility to transfer their key cards to a new buyer. The new buyer shall notify management upon close of escrow that they received their key cards within 30 days by the Creekside website or via written notification to the Creekside HOA and or Property Management Firm [Sentry Management]. Failure to do so will result in deactivation of the key cards until the new buyer submits for activation.



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4. COMMUNITY ROOM RENTAL.

4.1 Community Room access shall be limited to Homeowners and renters of Creekside at Richmond Hill Plantation.

4.2. Homeowners must submit the request form via Creekside community website or via email to the Creekside HOA and Property Management Firm [Sentry Management]

4.3. Submission is not guaranteed and is subjected to the availability of the Community room forth the requested days and times.

4.4. Creekside Community room keys shall be issued either in person or with the utilization of the lock box. Keys shall only be issued after initial inspection by authorized HOA Volunteer(s) or property manager. Keys will be returned to the lock box and secured in the HOA office after completion of the close out inspection.

4.5. Homeowners/ tenants that lose the Creekside Community room keys may be subjected to the cost associated with rekeying all doors of the community room.

5. POINT OF CONTACT

The POC for this policy is the Creekside Board of Directors at 55 Shelton Dr. or at Creeksidehoa10@gmail.com and the Property Management Firm [Sentry Management]