

Orange Tree

Gate Access Policies and Procedures

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Orange Tree Residents

Resident Access

Residents are property owners or Orange Tree approved tenants. Residents are to be provided individual barcode decals for each of their registered vehicles, with official records of same to be kept at the Orange Tree Management Office, 7201 Woodgreen Drive, Orlando, Florida. As an added security measure, the barcode decals are designed not to be transferred from car to car without the risk of destroying the decal's ability to be read properly by the laser access scanner. For residents wanting access but who may not be using a vehicle -- i.e., non-resident golf club members, students, long-term guests, and in some cases vendors -- will rely exclusively on proximity detection cards (or "prox cards"). In addition to the vehicle barcodes, each Orange Tree household will be issued a number of prox cards, as specifically described below. A prox card is a plastic card with a magnetic code within it, upon which the name and picture of the resident will be affixed. These prox cards shall also be used as ID cards for each resident's use of facilities at the Orange Tree Recreation Center. Each vehicle barcode or prox card shall be programmed to allow access at either the front gate (Dr. Phillips), the back entry gate (Turkey Lake), or both.

Number of Decals/Cards Issued

Each household will be allowed one barcode decal for each and every vehicle they have registered. Proof of vehicle registration by the homeowner will be required in order to be issued a vehicle barcode. An exception is allowed for a company vehicle; however, the resident must supply a notarized "Certification of Company Vehicle" Form, as provided by the Orange Tree Management Office, and executed by his or her employer; however, per Orange Tree CC&Rs, at no time are commercial or work vehicles or vehicles with signage permitted. In addition, each household will be allowed as many prox cards as there are people - 12 years of age or older -- legally residing in their Orange Tree residence. Proof of Orange Tree residency is required, such as a valid Florida driver's license for adults, indicating residency at an Orange Tree address; or a copy of a school picture I.D. for a school-aged child from a valid Orange County School. In lieu of a driver's license, a resident may provide a properly notarized Certification of Orange Tree Residency form, which can be obtained from the Orange Tree Management Office. Exceptions will be allowed for non-year-round residents, i.e., "snowbirds"; but a supporting affidavit must be signed at the time the barcodes and/or prox cards are issued. Resident information will be required for each barcode or prox card issued. Barcodes shall be purchased for \$10.00 per vehicle barcode. Prox cards shall be purchased for \$20.00. The reissue fee for a lost or stolen prox card will be \$20.00. Replacement barcodes are \$10.00.

Short-term Guests

There shall no longer be a permanent list of guests of Orange Tree residents to be used by the gate attendant to grant a guest entry to the gates. Guests of Orange Tree residents will be allowed entry by the gate attendant, but only for one (1) specific day, and only if their name is called in to the gate attendant beforehand. All guests lists for a particular day will be purged at the end of each day and cannot be used to grant access to guests on any successive day. Short-term guests may use the Call Box.

Long-term Guests

Extra access gate cards may be issued to residents for use by their long-term guests of more than 1 day, but less than thirty (30) days, with a preset expiration date. The resident of record shall register with the Orange Tree Management Office the guest's name, after which the resident will be issued a temporary gate access card for their guest's use (a "Visitor" prox card). The use of a Visitor prox card will require a \$20 deposit (cash only) which is refundable when returned. The visitor prox card shall be returned by the resident to the Orange Tree Management Office when their guest departs. Unless extended by the Management Office, each guest card's number shall be deleted from the system upon expiration, at which time the card will not work to access any of the Orange Tree gates.

Orange Tree Golf Club Members and Employees

Non-Resident Golf Club Members

Non-Resident Golf Club Members shall be issued barcodes and/or prox cards in quantities as corresponds to the member information provided by the Golf Club and verified by the Orange Tree Management Office. The fee to be paid by the Non-Resident Golf Club Members for each barcode and prox card shall be the same as paid by residents, and they shall be subject to the same rules and penalties. When the Orange Tree Management Office is informed by the Golf Club that a person is no longer a member, the card will be immediately deleted from the system and will no longer be capable of accessing the Orange Tree gates.

The Non-Resident Golf Club Member barcodes and prox cards must be issued by, and registered in person with, the Orange Tree Management Office in the same manner as might be issued to any Orange Tree resident. Likewise, Non-Resident Golf Club Members shall provide the same information and execute the same acknowledgements as required of each Orange Tree resident. Barcodes and cards issued to the Golf Club members shall provide access to both the Dr. Phillips gate and the Turkey Lake gate. Non-resident Golf Club Member access to the Orange Tree gates shall be limited from 6 AM to 11 PM, seven (7) days a week.

Guests of the Golf Club

Golf Club guests are to use only the Dr. Phillips gate for access to the Orange Tree community, where the gate attendant will let them in. If the gate attendant is not there, they will need to call the Golf Club Pro Shop by utilizing the Call Box system. No guest shall be allowed access through the Orange Tree gates unless their name is on a daily sheet of "tee times and guests" as e-mailed or delivered in person by the Golf Club to the Orange Tree gatehouse. Said lists shall be valid for that day only. Each day will require a new list. If a guest's name is not on the list, they can simply use the Call Box to dial the Golf Club Pro Shop for entry.

Guests of Golf Club Members

As with Orange Tree residents, there shall be no permanent list of guests of Golf Club members to be used by the gate attendant to grant a guest's access. Guests of Golf Club members will be allowed entry by the gate attendant but only for one (1) specific day, and only if their name is called in to the gatehouse beforehand. Guests of Non-Resident Golf Club Members shall also be allowed entry if their name(s) is included on the daily tee times list provided to the gatehouse by the Golf Club Pro Shop. Should a guest's name not be on the daily tee times list supplied by the Golf Club Pro Shop, or should a Golf Club Member not call in the guest's name beforehand, or should a gate attendant not be present, then the Golf Club guest need simply utilize the Call Box to contact the Golf Club Pro Shop for entry.

Golf Club Employees

Employees of the Golf Club shall be allocated prox cards, one (1) for each employee whose name is furnished to the Orange Tree Management Office by the Golf Club. The employee cards shall allow access via the Dr. Phillips gate only. The fee to be paid by the Golf Club employee shall be the same per prox card as paid by residents, and subject to the same rules and penalties. When informed by the Golf Club that a person is no longer an employee, the card will be immediately deleted from the system and will no longer be able to be used to gain access to the Orange Tree gates.

Golf Club employee prox cards will need to be issued by, and registered in person with, the Orange Tree Management Office in the same manner as they are issued to Orange Tree residents. Golf Club employees shall provide the same information and execute the same acknowledgements as required of each Orange Tree resident. Golf Club employee access to the Dr. Phillips entry gate shall be limited to 5 AM to 11 PM, seven (7) days a week.

Golf Club Vendors

Vendors for the Golf Club shall utilize the Dr. Phillips gate only -- both for entry and exit. The Golf Club shall provide the Association with an up-to-date list of their regular vendors, who can then be granted access by the gate attendant. Otherwise, the Golf Club vendor needs simply utilize the Call Box to contact the Golf Club Pro Shop for entry.

NOTE: The gate attendant at the Dr. Phillips gate will be available Monday through Friday 7AM-6PM, Saturday 8AM-6PM, and Sunday 10PM-4PM - or at such times as periodically approved by the Master Board.

Others

Vendors

Residents shall not make their barcodes or prox cards available to a vendor. If a vendor provides services to a resident when the resident is at home, then the vendor simply needs to dial the homeowner via the Dr. Phillips Call Box and be granted entry by the resident. However, if the vendor provides services to a resident on a regular basis, but when the resident is not at home, then the vendor will need to apply for a prox card and must provide profile information to the Orange Tree Management Office in the same manner as residents, as well as pay an annual, non-refundable, use fee of \$50.00 per prox card. Vendors shall be permitted to access Orange Tree *only* through the Dr. Phillips gate, both for entry and exit. Vendor cards may be deleted from the system at any time it is determined by the Orange Tree Management Office, in its sole discretion, that the vendor has abused his or her use of the card, the gates, or the Orange Tree Common Areas. Vendor access shall be limited to Monday through Saturday, 7 AM to 6 PM, at the Dr. Phillips gate only.

NOTE: *Vendors are not to be confused with service and utility personnel, such as FedEx, UPS, the USPS, Duke, Spectrum, and the local newspaper, etc., who shall have their own Call Box codes, which will allow them access via the Dr. Phillips gate only.*

Vendors with several employees shall be entitled to a reduced rate for multiple prox cards with picture IDs issued to the employees of one vendor. The rate is as follows: 1 to 3 prox cards at \$50.00 each, 4-10 prox cards at \$30.00 each.

Multi-Vendor Card

This prox card is available for Vendors who have multiple and/or varied employees who carry out the work of providing their services to Orange Tree residents. The Multi-Vendor prox card, unlike the regular Vendor prox cards distributed by Orange Tree, will be marked as "Multi-Vendor", and will not include a photo ID. This is so the prox card can be utilized by different Vendor employees at different times. The annual fee for a Multi-Vendor prox card is \$50.00 each. There are no volume discounts. To be issued a prox card, the Vendor agrees to provide valid FL driver's license information on each employee wishing to use the card(s). The Vendor is obligated to update the Orange Tree Management Office with any additional names of employees using said card(s) and shall supply said information within forty-eight (48) hours of being requested to do so. All Multi-Vendor card holders shall have access via the Dr. Phillips gate only, from Monday through Saturday, 7 AM to 6 PM. At the risk of forfeiting their prox card, the holder of the Multi-Vendor card(s) shall allow only those persons listed on the Vendor's information form - or who's names are subsequently provided by the Vendor to the Orange Tree Management Office - to use said prox card(s), and only for the company business as stated therein.

Emergency Access

Emergency service vehicles, i.e., police, fire and medical, are already provided a key and/or Call Box code for emergency access. This process will continue. Siren-activated keys have also been installed at both the Dr. Phillips and Turkey Lake gates for speedier emergency vehicle access. In addition, Sheriff's deputies who are hired by the Orange Tree Master Maintenance Association to patrol the community will be provided their own individual prox cards.

Real Estate Agents

Realtors or other real estate professionals are not to use a resident's barcode or prox card. Just like vendors, Realtors need ready access; but unlike a vendor who can perform their services 7 AM to 6 PM, Monday through Saturday, Realtors need a more flexible schedule. Like a vendor, Realtors will be allowed to apply for a prox card and must provide profile information to the Orange Tree Management Office in the same manner as residents, and must pay an annual, non-refundable, use fee of \$100.00 per prox card. Realtors shall at all times be obligated to provide the Orange Tree Management Office with up-to-date information of any active listings that the Realtor may have on an Orange Tree home. Under no circumstances shall the Realtor be allowed to distribute his or her prox card to another agent or individual. Access for those with Realtor prox cards shall be limited to 7 AM to 11 PM, seven days a week, at the Dr. Phillips gate only.

Construction Access

As residents periodically upgrade their homes, there will be a need for contractor and sub-contractor access which is more intense than normal vendor access and for a considerably longer period of time than a long-term guest- often more than 2-6 months. In this instance, the resident can apply for a long-term guest prox card(s) for their contractor and his or her sub-contractors, which must be renewed every thirty (30) days for as long as needed. In order to secure the prox card(s), similar profile information shall be provided to the Management Office as with any vendor or long-term guest. A contractor long-term prox card is \$20 non-refundable.

Non-Resident Family

If a resident desires a barcode or prox card to be issued to a non-resident family member who is not already an owner or tenant within Orange Tree (which shall be determined at the sole discretion of the Management Office), then the resident must fill out a sponsoring affidavit for that individual before a prox card or barcode can be issued. The purchase fee for the prox card or barcode shall be \$25.00. Non-resident family access automatically expires every 12 months. For renewal, homeowners must provide updated information to the Orange Tree office. There is no renewal fee for parents, children, and siblings (immediate family) of a homeowner. Those who are not immediate family members are subject to a \$25 annual renewal fee.

Non-Resident Friend

(Must be providing a service for homeowner, such as maintenance, etc.). If a resident desires a prox card to be issued to a non-resident "friend" for the provision of personal services who is not already an owner or tenant within Orange Tree (which shall be determined at the sole discretion of the Management Office), then the resident may have the friend purchase a Vendor prox card (see above). The non-refundable fee for such a Vendor prox card shall be \$50.00 a year, subject to the same rules and penalties as other vendors. Again, under no circumstances will a family "friend" be allowed a prox card if they do not provide regular, personal service or upkeep to you or your residence. Similar profile information shall be provided to the Management Office as with any vendor or long-term guest. Again, when requested by the resident, the card will be immediately deleted from the system and the card holder will no longer be able to use the card to gain access to the Orange Tree gates.

Shuttle Providers

Some residents have expressed a need for entry for a family friend to provide shuttle services for their minor child (less than 12 years of age) either to and from school, or to and from after-school events. A resident, therefore, may sponsor such a Shuttle Provider for prox cards, which can be renewed on an annual basis. A picture of the Shuttle Provider must be taken by the Orange Tree staff and will be included on the prox card. Shuttle prox cards will also serve as a picture ID for the non-resident Shuttle Provider to access the Orange Tree gates. The annual fee for a Shuttle Provider prox card is \$25.00. To be issued a prox card, the Shuttle Provider must show identification by providing a valid driver's license. Prox cards are personal to the Shuttle Provider whose name is listed herein, and at the risk of forfeiting their prox card, the Shuttle Provider shall not allow their prox card to be used by any other person.

Shuttle Providers shall have access via the Dr. Phillips and Turkey Lake gates, and for limited times of day, Monday thru Friday, approximately 1/2 hour before and after school starts in the mornings, and approximately 1/2 hour before school lets out in the afternoon, but no later than 6:00 PM. Access times for shuttle service providers are as follows:

- Elementary School: 7-9 AM and 1-6 PM, Monday - Friday
- Middle School: 9-10 AM and 2:30-6 PM, Monday - Friday

Providers shall be responsible for reporting a lost, damaged, or stolen prox card to the Orange Tree Management Office within forty-eight (48) hours so it can be deleted from the system. If lost, damaged or stolen, the first prox card will be replaced for a fee of \$25.00.

NOTE: There is no need for a Shuttle Provider card for those shuttling high school students because the resident child will, more than likely be over 12 years of age and, therefore, entitled to their own prox card.

Lost, Destroyed, or Stolen Cards and Outdated Information

It is the sole responsibility of the resident or non-resident Golf Club Member to update the Orange Tree Management Office within forty-eight (48) hours if a vehicle barcode or prox card is lost, destroyed, or stolen, or as to a change in their resident information, such as the substitution of any vehicle, change in resident status, etc. Should such information be found to be outdated, or should a barcode or prox card be lost, destroyed, or stolen, the corresponding numbers shall be immediately deleted from the gate access system. If the resident or non-resident Golf Club member then requests a replacement barcode or prox card for the one lost, destroyed or stolen, they shall pay another fee of \$10.00 per vehicle barcode or \$20.00 for each prox card.

***NOTE:** If it is discovered that a barcode or prox card was not timely reported as lost, destroyed, or stolen, the resident may be held responsible for any damage to any Association or resident property as a result of unauthorized use of the barcode or prox card.*

New Residents

New residents will *not* be allowed to use the previous resident's barcodes or prox cards but shall be required to have new prox cards or barcodes issued by the Orange Tree Management Office. New homeowners need to provide their own individual profile information. When an existing resident moves out of Orange Tree, their prox cards and barcodes are deleted from the Orange Tree gate access system.

Penalties for Unauthorized Use

Should a prox card or barcode be found to be in the possession of a non-resident or unregistered guest the resident responsible for the prox card or barcode shall be assessed a \$50.00 fine as allowed under the terms of Article VII, Section 3 of the Master Covenants for Orange Tree.

System Failure

In the event of a failure of the access system, such as a malfunctioning card reader or a broken gate arm, the gates are programmed to automatically reset into the open position, until such time as the problem is corrected.

Questions of Possession or Rights to Use

Assuming the resident has provided all profile information as required, and that the resident is not under penalty as outlined above, Orange Tree shall not then deny access barcodes or prox cards to a resident of record without a properly executed court order, i.e., divorce decree, restraining order, etc.

Registration Procedure for Gate Access

1. Resident Profile:

- a. Before barcode decals or prox cards can be issued and/or renewed, each holder or applicant for a barcode or prox card shall provide the Orange Tree Management Office with all the required resident profile information for both the applicant and/or the vehicles for which access is being sought.
- b. As to vehicles, the information provided shall include, at a minimum, the make and model, color, license tag number, as well as a copy of the vehicle(s) current vehicle registration. The car for which a barcode is sought must be registered to the Orange Tree Resident, or in the case of a Non-Resident Golf Member or non-related family member, etc., at their residence. If an applicant cannot provide proof of vehicle registration, no barcode will be issued, only a prox card upon furnishing proof of residency at the Orange Tree address. A valid Government ID is required to be issued a prox card. Motorcycles must have a flat, vertical surface, about 4"x6" upon which to mount the barcode decal. If not, the resident will need to use a prox card to gain access for that vehicle.
- c. As to all applicants, pictures shall be taken and incorporated into the Orange Tree resident database. In addition, adult applicants shall provide a copy of a valid Florida driver's license or other recognized picture ID; school-age minors shall provide a copy of a school picture ID; and for non-school-aged

minors, a picture shall be taken at the Orange Tree Management Office and placed in the resident's information profile.

- d. On an annual basis, tenants shall be required to provide a copy of a current signed and executed lease for the residence per the terms of the applicable sub-association declarations.
- e. If a prox card is issued to a non-resident friend or family member who is not an owner or tenant, then a resident affidavit shall be filled out and signed by both the owner and the non-resident and placed with the applicant's information profile.
- f. All of the above information has been deemed to be necessary for certain emergency situations -- such as vehicle accidents within the community or instances of vandalism of association property, weather disasters, urgent community notices, etc. Other information, such as e-mail addresses, etc., is also required by each applicant at the time the barcode decal and/or prox card is issued.

2. Registration Procedure:

- a. All vehicle barcode decals shall be installed on the vehicles at the Rec Center *by Association staff only*; and
- b. Where at all possible, individual prox cards shall be graphic cards that shall allow the name and photograph of the cardholder to be attached or printed on them by the Orange Tree staff before the card is issued; and
- c. The following colors bands shall be visibly incorporated somewhere in each prox card:
 - Orange Tree Resident Orange
 - Non-Resident Golf Club Member or Employee Green
 - Vendor/Multi-Vendor/Realtor/Shuttle Blue
 - Non-Resident Family Yellow
 - Long-term Guests/Contractors Red
- d. Temporary visitor cards for long-term guests, as referenced above, while not including a picture, shall be clearly marked with the word "VISITOR"; and
- e. Individual barcode decals and prox cards shall be provided to residents for a fee of \$10.00 for each barcode decal and \$20.00 fee for each prox card.
- f. To accommodate the above annual registration procedure, as well as the ongoing replacement of barcodes and/or prox cards, appropriate Association staff shall be available at the Rec Center for reasonable periods of time, Monday through Friday.

Special Operational Rules - Dr. Phillips Entry

- 1. Gate attendant regular business hours: Monday through Friday 7AM-6PM, Saturday 8AM-6PM, and Sunday 10AM-4PM, except holidays -- or as may be changed from time to time by the Master Board.
- 2. Resident or Non-Resident Golf Club Member access via barcode decals and/or prox cards.
- 3. All other non-resident vehicle access via prox cards only.
- 4. Access for short-term guests via a daily call-in sheet or Call Box dialing.
- 5. Long-term guest vehicle access via prox cards only, and only if their names are first registered with the Orange Tree Management Office.
- 6. All vendor access via Call Box dialing. In the alternative, Vendor and Multi-Vendor prox cards shall be made available to vendors with the payment of an annual "use" fee.
- 7. Operable cameras shall be activated for monitoring the Dr. Phillips gates.

8. Appropriate signage shall be installed to clearly mark residents (and Golf Club members) versus non-resident access lanes, etc.

Special Operational Rules - Turkey Lake Entry

1. Resident, Non-Resident Golf Club Members, Non-Resident Golf Club Employees, Shuttle Providers, and long-term guest access only. Residents and long-term guests, twenty-four (24) hours a day/seven (7) days a week. Non-Resident Golf Club Members, 6 AM to 11 PM, seven (7) days a week. NO EXCEPTIONS.
2. Resident and Non-Resident Golf Club Member access via barcode decals or prox cards.
3. No Vendor, Multi-Vendor, Realtor, or short-term guests to have access via the Turkey Lake Rd.
4. Operable cameras are activated for monitoring of the Turkey Lake gates.

Frequently Asked Questions

As a resident, how many barcodes and decals am I entitled to?

Each Orange Tree residence will be entitled to one (1) barcode for each car registered at their Orange Tree address, and one (1) prox card for each resident 12 years of age, or older. Proof of vehicle registration at your Orange Tree residence will be required to secure a barcode. A valid ID showing residency at your Orange Tree address will be required to secure a prox card - that's a Florida driver's license for adults, school picture IDs for school-age children, or a parent's signature for non-school aged children.

What are the residents' costs for a vehicle barcode or a prox card?

All vehicle barcodes can be purchased for a fee of \$10.00, and all prox cards can be purchased for \$20.00. Non-Resident Golf Club members are subject to the same fees for their prox cards and barcodes as residents.

What if a vehicle barcode or a prox card is lost, stolen, or destroyed?

If lost, stolen, or destroyed, the barcodes or prox cards will be immediately deleted from the gate access system computer. Replacements shall be available for the same fee as outlined above. If a barcode or prox card is found in the possession of a person not authorized to use them, they will be immediately deleted from the system computer, and the resident to whom the barcode or prox card was originally issued, shall be assessed a \$50.00 fine. Non-Resident Golf Club members are subject to the same rules and fees as residents.

Can I let my friend use my prox card or barcode?

If a barcode or prox card is found in the possession of a person not authorized to use them, it will be confiscated. It will be immediately deleted from the system computer, and the resident to whom the barcode or prox card was originally issued, shall be assessed a \$50.00 fine. Every resident in your Orange Tree home should have their own personal prox cards. Non-Resident Golf Club members are subject to the same rules and fees as residents.

What if I have a maid or landscaper who needs to get in when I'm not at home?

If you are not going to be home, and have a vendor (i.e., lawn care, pool maintenance, etc.) who needs to get in the gates, you must either phone or e-mail the gate house with your entrance request no more than 24 hours before they are to arrive. If you have not called to put their name on the gate attendant's guest list, and you are not at home to let them in via the Call Box, the gate attendant will not let them in the gates.

If you are going to be at home when your vendors arrive, it would help if you could furnish them with your Call Box code

(i.e., 000) beforehand. While your Call Box number is, indeed, in the Call Box directory for your vendor to look up, if our vendors had it when they arrive, the guest-side entry process would speed up considerably.

Finally, allowances have been made for vendors who provide regular services to Orange Tree residents when those residents are not at home. These vendors will be allowed to purchase prox cards for an annual, non-refundable, fee of \$50.00, and will be required to provide profile information at the Orange Tree Management Office. Vendor access via these prox cards will be limited from Monday through Saturday, 6 AM to 6 PM.

What gates are vendors allowed to use?

Please let your vendors know that they are to use only the Dr. Phillips gate, not the Turkey Lake gate - for both entry and exit.

I have a son who regularly checks up on me personally, or my house when I'm away. How will he get in?

If you are going to be on vacation for a few days and you need a family member or friend to check up on your home for a period no longer than thirty (30) days, you can purchase a long-term guest card, or visitor prox card, for \$20.00.

If your family member should need a prox card for longer than thirty (30) days, you will need to purchase them a prox card made available for non-resident "family" for a fee of \$25.00. Renewal conditions apply. Non-resident "friends" will need to purchase a Vendor prox card -- the issuance of which will be on a case-by-case basis, and at the sole discretion of the Orange Tree Master Maintenance Association. Vendor access times are limited. Please check with the Orange Tree Management Office for further details.

I have a child, under 12, who is brought home by a friend or private shuttle service. How can they get in?

Orange Tree allows a resident to sponsor a family friend or company who provides shuttle services for their minor child (less than 12 years of age) either to and from school, or to and from after-school events. A picture of the Shuttle Provider must be taken by the Orange Tree staff and will be included on the prox card. The fee for a Shuttle Provider prox card is \$25.00. Shuttle Providers shall have access via both the Dr. Phillips and Turkey Lake gates, but for limited times of day, Monday thru Friday, and are as follows:

Elementary School	7-9 AM and 1-6 PM, Mon.-Fri.
Middle School	9-10 AM and 2:30-6 PM, Mon., -Fri.

Providers shall be subject to the same rules and fees as residents. **NOTE:** There is no need for a Shuttle Provider card for those shuttling high school students, since in most cases, the student is over 12 years of age and, therefore, entitled to his or her own prox card.

How do I let in a guest if I have to be outside for a few minutes when they arrive at the gate?

Guests of Orange Tree residents will be allowed entry by the gate attendant, but only for one specific day, and only if their name is called in to the gate attendant beforehand, no more than one day in advance, along with a personal verification code, the same as was provided to the resident when they secured their barcodes and/or prox cards. All guests lists for a particular day will be purged at the end of the day and cannot be used by the gate attendant to grant access to guests on any successive day. There are no exceptions.

What do I do if I buy a new car? And what do I do if I need to rent a car?

If you buy a new car, your old barcode will be discontinued, and you will need to purchase a replacement barcode for \$10.00. If you rent a car, you can simply use your prox card for access to the Orange Tree gates.

What if I have a car supplied by my employer and the car is not registered to my Orange Tree address?

Again, you can simply use your prox card for access to the Orange Tree gates. If the resident desires a barcode, an exception is allowed for a company-supplied vehicle; however, the resident must provide "Certification of Company Vehicle" Form (as provided by the Orange Tree Management Office) executed and notarized by his or her employer.

I have a motorcycle. How will I access the gates?

To use a barcode on a motorcycle you need a flat, vertical surface, approximately 4"x 6 ", upon which to mount the barcode. If not, then you will need to use your prox card.

What do I do if the gates break down and I can't get in?

The gates have been designed so that if the power should go out, i.e., in a hurricane or major thunderstorm, they will automatically revert to the "open" position so that residents can access and/or leave the community. However, if the gates should somehow malfunction, they may not operate properly until they can be manually opened. If that happens, please go around to the other gate. But if the gate arms won't open or have been damaged, please do not attempt to remove them, for this may result in serious damage to the gate access mechanism. For instance, if the Dr. Phillips gate should not open, just drive around to the Turkey Lake gates and try to enter there. If the Turkey Lake gates fail, you'll need to drive around to the Dr. Phillips entry. If it's after hours and all else fails, dial the Orange Tree Management Office at **407-351-8747** and leave an emergency message.

What happens if someone tailgates in or out of the gates and a gate arm is subsequently damaged?

We have several cameras located at key points that record such incidents. If the video is reviewed and it is determined that the gate was damaged by a resident, the resident is immediately contacted and asked to make restitution. If the damage was done by a non-resident, a criminal complaint, along with a copy of the video, is filed with the Orange County Sheriff's Office in hopes that restitution will be made.

What do I do if someone, clearly a non-resident, is sitting at the gate arm and refuses to back away from the gate, but instead, is waiting for me to let them in?

Whatever you do, do not let them in. Vendors and uninvited guests have been doing just this to try and "force" their way into Orange Tree. If you're in a hurry and are tempted to let them in, you might think you're saving yourself some time, but you might also be putting your fellow residents in danger. Try, instead, to use the other gate. If you have a cell phone, please call the Sheriff Department's non-emergency number, at **407-737-2400**, and give them the vehicle tag number.

Revision History

Revision Number	Revision Date	Revision Description	Approved By
0	x/xx/xx	Original Gate Access Policy and Procedures.	Master Board
1	5/15/24	Added Table of Contents and Page Numbering. Change Section Title from Friends to Non-Resident Friends. Clarified Definition of Resident. Added No Cards or Decals for Commercial or Work Vehicles or Vehicles with Signage. Changed from Guardhouse to Gatehouse. Changed from Guard to Gate Attendant. Revised Non-Resident Family Members for Free Renewal.	Master Board

