

TAI Gatehouse Entry Procedures

Change Log

Version	Author	Date	Description of Changes	Approved By
1.0	Greg White	03/19/23	<ul style="list-style-type: none"> Initial Draft improvements to content by the Security Committee Updated to TAI procedure formatting 	TAI Board of Directors
2.0	Janet Deal	03/28/23	Removed reference in Paragraph 3.4.1 requiring a renter to provide the name of the property owner where they are a guest	TAI Board of Directors
2.1	Nora Howell	04/09/23	<ul style="list-style-type: none"> Changed Paragraph 3.5.1 b from "Proof that they are on the AGL of the residence they will be visiting" to "A form of identification if requested by the guard" Added links to the Associated Records in Section 5 Other editorial improvements 	TAI Board of Directors
2.2	Nora Howell	04/11/23	Changed Section 3.5.1 (b) from "Proof that they are on the AGL of the residence they will be visiting" to "Proof of their identity if requested by the guard."	TAI Board of Directors
2.3	Bobby Lackland	06/26/24	Changed the logo to the official logo with a Service Mark indicating it is registered with the State of West Virginia	TAI Board of Directors

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1. Purpose

While occasional roving patrols may be conducted, as well as response to emergency circumstances, the primary means of Timberline Association, Inc. (TAI) security shall be provided through controlled access through the gate.

The purpose of this procedure is to define the process for determining authorization and granting access to the community.

2. Terms and Definitions

Term	Definition
911 Address	The green signs with numbers indicating the physical address of the property. (Please note that it is NOT the Timberline Lot Number.)
Gatehouse Contact Information	Primary Phone Number: (304)866-4143 Secondary Phone Number: (Works during Power Outage): (304)591-1411 Gregory (Greg) White, Security Supervisor: (304)704-8642 (Leave Message)
AGL	Authorized Guest List
Guest	Any visitor arriving to the Gatehouse that has been deemed as a “guest” by the Homeowner of Record (providing that absolutely no monetary gains have been made by the Homeowner of Record).
GAF	Guest Authorization Form required when guests may have greater than 3 (three) vehicles
HGF	Homeowners Guest Form
HRF	Homeowners Rental Form
Hang Tag	Form provided by the Gatehouse when a guest arrives. This Form serves as the

Term	Definition
	Vehicle Pass and shall be displayed at all times
Homeowner of Record (HoR)	A person or persons who own a home within TAI and is listed within the Membership Directory
Permanent Guest of Residence	Anyone who has been registered by the HoR utilizing the Permanent Guest Authorization Form
Renter	Any visitor arriving to the Gatehouse that has paid a rental fee to the HoR or an agent representing the HoR
TAI	Timberline Association, Inc.
Workers / Homeowners Service Providers	Any company or individual who has been registered by the HoR utilizing the Permanent Guest Authorization Form

3. Procedures

3.1 General Requirements

All guests shall be registered and authorized for entry into the community.

The use of the correct 911 address is vital and shall be used in all cases.

When 911 is dialed in an emergency, the 911 Dispatch ONLY uses the house's 911 address to dispatch any and all services needed. The resources that are dispatched also utilize GPS with this address in order to expedite service to the property. In addition, Gatehouse personnel use the 911 address map to give directions to service personnel, such as medical, fire or police. It cannot be understated how vital the use of the 911 address is in all facets of daily operations.

3.1.1 Information that shall be given to the Gatehouse for every vehicle:

- a) The first and last name of the licensed driver of record.
- b) The 911 address of the residence they will be visiting,
- c) The vehicle make, model, year and color.
- d) A current vehicle registration with the license plate number and state.

3.1.2 Information the guest should know upon arrival to tell the guard.

- a) The 911 address of the residence where the guests are staying. All the files at the Gatehouse are filed under the 911 address for Emergency Services purposes.
- b) The name of the property owner where they are a guest.
- c) The guest should already have directions to the 911 address provided by the owner. The Gatehouse will provide a map if needed or requested by the guest; however, most GPS services recognize 911 addresses within the TAI area, so this shouldn't be necessary.

3.1.3 In the event none of the above methods are used properly, the guard at the Gatehouse shall make one attempt to contact the owner. If the owner cannot be contacted for access approval, the guard shall deny entry until the owner contacts the Gatehouse.

When the owner contacts the Gatehouse, the Guard shall request information to obtain verification of the caller's identity. On a weekly basis multiple attempts are made to gain entry to TAI by individuals knowing a Homeowner's name and/or address. Often this is an attempt by unauthorized people to gain access to Valley View Trail or to go fishing inside TAI.

Please note, the Homeowner is legally responsible for the actions of their guests while they are visiting Timberline.

3.2 Homeowner Guest Authorization

The following are acceptable methods for a Homeowner to register a guest:

3.2.1 Call-in Method

A Homeowner may simply call the Gatehouse guards to inform them of incoming guests, provided that the guest vehicles are three or fewer. When there are three or fewer guest vehicles expected, the call will suffice and no additional Form shall be required.

In the event that a Homeowner will be having a party or meeting at their residence involving a number of vehicles greater than three, a Guest Authorization Form (GAF) shall be submitted.

Also, the Call-In method may be used for a guest who will be visiting for the day but not overnight.

3.2.2 In-Person Notification Method

Homeowners may stop at the Gatehouse to authorize a guest in person. As with the call in method, simply giving the information to the guard is acceptable. However, if the number of guests is larger than three, a Guest Authorization Form shall be submitted.

Guards shall record guest names and vehicle information in order to issue a Hangtag. Following this requirement helps avoid unnecessary delays at inconvenient times.

3.2.3 Email Method - Version 1

When guests are arriving with three or fewer vehicles a Homeowner may send an email to the Gatehouse to authorize an incoming guest. Large groups should be addressed with the Guest Authorization Form (GAF). As with other methods, when the guests will have more than three vehicles if the number of guests is larger than three, a Guest Authorization Form shall be submitted.

3.2.4 Email Method - Version 2

In the event of a large group or for ease of entry, the GAF may be filled out electronically and emailed as a PDF to the Gatehouse. Upon receiving the email, Gatehouse personnel shall print the email and reply to the sender verifying receipt of the GAF.

Upon arrival, the guest shall simply tell the guard the 911 address of the residence that they are visiting. The Guard shall then issue the appropriate TAI hang tag.

The TAI Hang Tag shall be displayed at all times when entering or driving within Timberline.

3.2.5 Sending the Guest Authorization with the Guest

This method, while not preferred, will be accepted. This method is not preferred because it has the highest failure rate due to guests forgetting to fill out their GAF properly or losing it on the way.

3.2.6 Arriving with Guest in Tow

This is an acceptable means of entry for one or two additional vehicles. Gatehouse personnel are required to obtain all information to allow entry to each guest prior to the issue of a TAI Hang Tag. Stopping each vehicle and obtaining all this information is time consuming and causes delays for the owner, the guest(s), and other arriving vehicles behind them.

3.3 Rental Authorization Procedures

For proper collation of the recreation fee paperwork, the form formerly known as an RVA (Renter/Visitor Agreement) was changed to two separate forms: the Homeowner Guest Form (HGF) and the Homeowner Rental Form (HRF). No revisions of the property management forms were necessary as they already contain the logo of the agent on the form. In order to better accommodate private Homeowner rentals, a PDF version of the forms was created. These forms will allow all forms to be completed and emailed to the Gatehouse.

The following methods are acceptable for Homeowners to register their rental customers:

3.3.1 Private (Homeowner) Rentals

Below are three methods for completing and submitting the HRF to the Gatehouse. No other method shall be acceptable for rental access.

Additionally, it is not the responsibility of Gatehouse staff or Guards, the Security Committee, nor any other TAI entity to act as the rental agent for a private rental. This responsibility shall fall upon the Homeowner who is, in actuality, a property management company on a micro scale. As such, the Homeowner shall be held to the same standards of any other property management company.

3.3.1.1 PDF Method

This method is the preferred method for Gatehouse personnel and allows pre-registration for the Homeowner. The following steps shall be followed:

- a) The Homeowner shall obtain the HRF from the TAI website at <https://TAIWV.com> and complete the parts of the form that will not change per rental and save it to the Homeowner's personal hard drive.
- b) The Homeowner shall email the rental form to the prospective tenant, who in turn shall complete the form and email it back to the Homeowner.
- c) The Homeowner shall email the completed form to the Gatehouse at least 24 hours prior to the arrival of the tenant.
- d) Upon arrival at the Gatehouse the tenant shall provide the Guard with the 911 address of the rental property where they will be staying.

3.3.1.2 Email Method

The Homeowner may email a copy of the completed and signed HRF to the Gatehouse at least 24 hours in advance of the Renter/Tenant's arrival. Upon arrival to the Gatehouse, the Renter shall and provide the Guard with the 911 Address of the rental property where they will be staying.

The purpose for having the Homeowner send the email to the Gatehouse is that the email is sent from the email address that the Gatehouse has on file for the specific Homeowner, thus giving a check to ensure the legitimacy of the form being submitted.

3.3.1.3 Renter/Tenant Delivery Method

When following this method, the Renter/Tenant shall present the completed HRF to the Gatehouse upon arrival. Upon receipt of the HRF form, the Guard shall issue TAI Hangtag to the Renter/Tenant and shall file the HRF for any additional tenants listed on the form.

This method is less secure and is the least efficient of the three rental registration methods.

3.4 Property Management Company Rental Authorization

Every property management company has its own procedures on how it conducts its business prior to a client's arrival at our Gatehouse. The following defines requirements when the property management client arrives at the TAI Gatehouse.

First of all, the client shall provide the proper authorization form from the property management company and complete it prior to arrival.

3.4.1 Information the guest should know upon arrival to tell the guard.

- a) The 911 address of the residence where the guests are staying. All the files at the Gatehouse are filed under the 911 address for Emergency Services purposes.
- b) The guest should already have directions to the 911 address provided by the owner. The Gatehouse will provide a map if needed or requested by the guest; however, most GPS services recognize 911 addresses within the TAI area, so this shouldn't be necessary.

3.5 Authorized Guest List Procedure

The Authorized Guest List (AGL) is a form that shall be completed by the Homeowner of Record and sent to the Gatehouse to allow entry to non-paying family members, close friends, and service personnel. Once filed with the Gatehouse, the authorized guest shall be allowed entry without any other authorization by the Homeowner. In order to maintain continuity, the AGL shall be reviewed and updated as necessary every two years.

The reason for this is simple. You may no longer want individuals on the list to have access to your property any longer or have forgotten to inform the Gatehouse that you have simply changed service providers. The Homeowner shall inform the Gatehouse of any changes immediately. Any changes made to an AGL shall require verification of the Homeowner's identity and shall require a signature. In other words, any changes shall be provided to the Gatehouse in person or by completing a new form with a signature via email.

3.5.1 Information the guest should know upon arrival to tell the Guard.

AGL visitors shall be required to provide the following information for entry through the TAI gate:

- a) The 911 Address of the residence they will be visiting.
- b) Proof of their identity if requested by the guard.
- c) The name of the owner of record for the residence they will be visiting.

Gatehouse personnel shall verify the visitor, obtain any additional information necessary, and issue a TAI Hangtag for the length of stay of the individual.

In the event a member on the AGL will be staying for an extended period of time or living at an owner's residence for more than a period of one month, the Homeowner and/or Guest shall make prior arrangements with the Gatehouse.

This is required due to the color of vehicle passes changing colors weekly. The Guest shall update the color of their pass weekly or, depending on the length of stay, a long term AGL shall be required. A Homeowner shall keep this AGL up to date and use it responsibly.

Remember, the Homeowner is responsible for the actions of all persons on the list.

3.6 Lot Owner Guest Authorization Procedure

A Timberline Lot Owner shall be present at the Gatehouse with any Guests to the property. The Timberline Lot Owner shall be the owner of record on the deed filed at the Tucker County Courthouse.

No other method of entry shall be allowed without the express permission of the TAI Board of Directors.

With regard to work or construction to be done on an unimproved lot, the following shall apply:

- a) The work being done shall be reviewed, approved by the proper TAI entity, and submitted to the TAI Administrative Office prior to commencement of the project.
- b) The Gatehouse shall have a copy of the approved paperwork, as well as the Contractor's name who will be performing the work.
- c) Any work that is not covered by the approved plan or requiring a review shall require the Timberline Lot Owner to be present at the Gatehouse upon arrival of any additional service providers.

Gatehouse personnel shall verify and obtain any and all information, make notations of the entry on both the Vehicle Log and on the Daily Event Log of an entry of a visitor with the Timberline Lot Owner of Record.

3.7 Property Owner Contractor Authorization

In order for a Contractor to gain entry, valid documentation shall be filed in a timely matter with the TAI Administrative Office and a copy of those documents shall be provided to the Gatehouse and filed.

Of course, all TAI rules that govern construction shall be followed at the jobsite. This section only covers the access of Contractors to the properties. It is not the duty of Security to maintain covenant issues. However, if a violation is reported to the Gatehouse, the Gatehouse Personnel shall report it to the Security Supervisor immediately, The Security Supervisor shall forward the possible infraction to the Covenant Committee for action. For example, speeding on the TAI roads or working outside posted hours will be forwarded for review to the appropriate TAI Committee. Contractor access to TAI properties shall be granted only as long as TAI rules are followed and/or until the job is completed.

3.7.1 Information the Contractor shall provide for access through the gate:

Below is the information a Contractor shall provide for access through the gate.

- a) The Contractor shall have a copy of the completed documentation needed to perform the work.
- b) The Contractor shall provide the Gatehouse with a list of all employees and/or sub-Contractors with current operator licenses, as well as, their vehicle registration, license plate numbers, make, model, year and color. This documentation shall be kept only for the duration of the work project.
- c) The Contractor shall keep his employee list up to date and report any changes to the TAI Gatehouse staff in a timely matter.
- d) The Contractor shall notify all employees, Subcontractors, and deliveries of the address of the property they will be performing work. (With new construction, Gatehouse shall allow the Lot Number to be used until a 911 Address is assigned.
- e) Upon completion of the project, the Contractor and the Homeowner shall notify the Gatehouse as soon as work is completed.
- f) For any further visits to the site following completion of the project, the property owner shall notify the Gatehouse prior to the Contractor arriving at the Gatehouse. If for any reason the property owner does not inform the Gatehouse, entry shall be denied until such a time the owner of the property can be contacted, unless the property owner has put the Contractor on their AGL.

3.8 Homeowner Service Provider / Delivery Authorization

Service Providers is a broad term that covers anyone not doing work that will require any review or authorization from TAI. It is the responsibility of the Homeowner to know if the work being done at their residence requires authorization. Access for service personnel requires prior notification if the service provider is not on the Homeowner's AGL.

Notification can be emailed or a called in to the Gatehouse prior to arrival of the Service Provider. For any delivery, with the exception of United Parcel Service and Federal Express, prior notification to the Gatehouse shall be made via call or email or in person.

If a service provider or delivery company frequently visits a residence, the owner should consider adding them to their authorized guest list for ease of access. All others shall require prior approval. The Homeowner is responsible for providing the Service Provider with the rules of the association.

3.8.1 Information the Service Provider shall provide for access through the gate

- a) The 911 address of the location where the service will be provided.
- b) Directions to the address. Maps can be provided by the Gatehouse if needed.
- c) The Service Provider shall have a valid driver's license.
- d) The Service Provider shall be in a licensed vehicle to be allowed entry.
- e) The Service Provider shall be able to explain the type of work they will be performing if information is requested by the Gatehouse.

3.9 Utility/Emergency/Law Enforcement Authorization

Utility companies, and EMS/Fire/Law Enforcement shall not require any authorization to enter Timberline. Utility companies have a service right of way and therefore do not require authorization, provided they have valid credentials.

The Gatehouse Staff shall make every attempt to assist EMS/Fire/Law Enforcement in any way which includes re-routing workers or visitors until safe entry of emergency personnel is complete.

EMS/Fire/Law Enforcement includes Process Servers and repossession personnel with proper identification and documentation. Obstruction of such personnel is a crime and punishable by law.

3.9.1 Gatehouse Personnel Reporting Requirements

When personnel from Utility Companies, EMS/Fire/Law Enforcement arrive at the Gatehouse, the following notification and reporting requirements shall be performed by the Gatehouse Personnel:

- a) Notification to the TAI Security Supervisor and/or Security Committee Chairperson shall be made immediately upon arrival of such personnel.
- b) In addition, an Incident Report of the occurrence shall be recorded in the Daily Event Log as well as any other documentation required by the TAI Security Committee.
- c) Law enforcement officials do not need to provide the guard with their the destination, nor is the Guard to log or discuss (past their immediate supervisor) if the visit is part of any confidential investigation being carried out. The Guard shall inform their immediate supervisor of law enforcement being in the area and nothing else if the investigation requires the officer not being logged.

4. Associated References

- Applicable West Virginia Laws governing Homeowners Associations
- TAI By-Laws

5. Associated Records

- Authorized Guest List (AGL)
- [Guest Authorization Form \(GAF\)](#)
- TAI Hang Tag (Vehicle Pass)
- [Homeowners Guest Form \(HGF\)](#)
- [Homeowners Rental Form \(HRF\)](#)
- Permanent Guest Authorization Form
- Daily Event Log
- [Incident Reports](#)

- Associated Records on the TAIWV Website and within the Administrative Office