



Verona Lakes HOA

Community Update: Gate Policy and Procedures

The gate attendants will need your assistance in order for them to best serve you. The gate attendants have been instructed to follow the procedures outlined below. Please do not ask them to deviate from these requirements, they will not be able to honor special requests for your home:

- Every driver must show a valid driver's license for entry (no other form of ID will be accepted for the driver), each time entry to the community is requested through the guest lane. This includes recurring guests, residents, or vendors.
- No entry will be provided without resident approval, either those noted on the guest list for your home or approved by phone.
- To Add/Remove a guest, please email abennett@grsmgt.com including each guest or company name.
- Only the phone numbers listed in the gate will be used for call approvals. The attendants cannot use alternate numbers, so please make sure your information is current by sending an email to abennett@grsmgt.com
- The attendant will attempt (2) calls for each guest entry, if there is no answer after the 2nd attempt then your visitor will be asked to make a U-turn and leave the property until they are able to contact you directly and arrange for entry.
- If your barcode is not working, you must pull out of the resident lane and access the community through the guest line. The attendant cannot open the resident gate arm for you. Please remember that tenant barcodes expire with the lease end date.
- The gate attendants cannot accept deliveries on behalf of residents, all packages must be delivered directly to the home.
- The gate attendants are not permitted to deny access to Palm Beach County Police Officers on official business or process servers and census workers.
- For persons that become unruly or refuse to remove themselves from the guest line, the attendants may contact the local Palm Beach County Sheriff's Office for resolution.