



## Security Gate Protocols

Effective January 1, 2011

**\*\* Owner Comment Copy \*\***

Please review and submit comments by February 15, 2011, to [office@rbcahoa.org](mailto:office@rbcahoa.org), or attend the February 15, 2011, Board of Directors Meeting.

## Article I. Administrative

**Section 1.01 Purpose:** These Security Gate Protocols (“Protocols”) represent policies and procedures of the Rio Bravo Community Association governing security, and the instructions to be administered and followed by the Security Gate Personnel or any agent of the Rio Bravo Community Association. These Protocols are intended for all persons entering the Rio Bravo Country Club Gated Community. Cooperation in the joint administration by the Parties, as defined in Appendix A, is essential to their effectiveness in providing the security to the Rio Bravo Country Club Gated Community. These Protocols have been designed to efficiently handle the entry of all persons while maintaining the security and safety of the Rio Bravo Country Club Gated Community.

**Section 1.02 Application of Protocols:** These Protocols will be enforced against all persons unless otherwise indicated herein.

**Section 1.03 Location:** Casa Club Drive just east of Miramonte Drive covering the Rio Bravo Country Club Gated Community.

**Section 1.04 Notices:** All concerns, complaints, suggestions, or notices regarding these Protocols by any person or organization shall be in writing and directed to:

Mr. Mario Valenzuela  
Rio Bravo Community Association  
14500 Casa Club Drive  
Bakersfield, California 93306-9506  
Office Voicemail & Facsimile: 661-451-5005  
Email: [office@rbcahoa.org](mailto:office@rbcahoa.org)  
Website: [www.rbcahoa.org](http://www.rbcahoa.org)

**Section 1.05 Definitions:** Singular, plural, past tense or related modifiers will have the same meaning.

**RBCA:** Shall mean Rio Bravo Community Association.

**Rio Bravo Country Club Gated Community:** Shall mean all the annexed or non-annexed homeowner associations or other entities that represent owners within the boundaries of the gated private community accessible from the Security Gate.

**Person:** Any individual, legal entity, or association, or anyone acting on its behalf, who enters or attempts to enter, whether authorized or unauthorized, is subject to these Protocols.

**Member:** Any active member and authorized additional members under a membership at Rio Bravo Country Club. -

**Resident:** Any current and verifiable resident or owner of real property within the Rio Bravo Country Club Gated Community maintained in the Gateworks or the records of RBCA.

**Visitor:** A Visitor is a guest of a Resident, Member, or the Club. Club Visitors can be guest for the purposes of special functions, such as golfing and wedding events, but not limited to.

**Vendor:** Vendor shall include any party not a Member or Resident that is entering for commercial purposes, such as gardeners, pest control, construction workers, or delivery vehicles.

**Government Agency:** Any person representing the federal, state, county, city, or other governmental body in their official capacity.

**Club:** Club shall mean Rio Bravo Country Club.

**Employee:** Employee shall mean Club employees only.

**Security Gate:** Shall mean the 24-hour manned security gate at 14500 Casa Club Drive, Bakersfield, California 93306.

**GateWorks:** Shall mean the software and database of persons authorized to have access to the Rio Bravo Country Club Gated Community.

**Essential Vendor:** Shall mean any Vendor that RBCA pre-authorizes access without issuance of a visitor pass.

## Article II. Operational

**Section 2.01 Restrictive Entry:** All entry to the Rio Bravo Country Club Gated Community is restrictive unless otherwise indicated herein. Restrictive entry will consist of validating authorization to enter into the Rio Bravo Country Club Gated Community, and will usually require the issuance and use of a Visitor's Pass.

**Section 2.02 Hours of Operation:** 24 hours a day.

**Section 2.03 Non-Restrictive Entry:**

- (a) Fire, Police, & Ambulance will have non-restrictive entry while under official capacity and /or while operating under emergency service.
- (b) Essential Vendors listed in GateWorks or the records of RBCA while under official capacity will have non-restrictive entry daily, except Sunday, between the hours of 6:00 a.m. and 6:00 p.m. All Essential Vendors have to check in with Security Gate Personnel on Sunday or outside the hours listed previously. All other Vendors have restrictive-entry status.

**Section 2.04 Restrictive Entry:**

- (a) Residents have a Non-Restrictive Entry when using a transponder, or upon residency verification. Although no longer issued, Residents will be allowed Non-Restrictive Entry with an authorized window decal prominently displayed in the lower left of the driver's side windshield through December 31, 2011.
- (b) Non-Resident Club Members are subject to Restrictive Entry until authorization to enter is validated by a Resident, Member, or the Club. Entry is granted to Non-Resident Members with an authorized window decal prominently displayed in the lower left of the driver's side windshield through December 31, 2011. Non-Resident Members are subject to random entry validation inspections, which will occur periodically, from time to time. Non-Resident Member entry is limited to the operating hours of the Club as reflected in the monthly calendar issued by the Club. Unless the Club provides information to the contrary, Non-Resident Member entry is not permitted before 5:30 a.m. or after 9:00 p.m. Non-Resident Members must surrender any entry decals passes on demand.
- (c) Vendors are subject to Restrictive Entry until authorization is validated and must prominently display a Visitor's Pass in the lower left of the driver's side windshield. Vendor, once permitted access, are subject to random entry validation inspections, which will occur periodically from time to time. Vendor entry is not permitted before 6:00 a.m. or after 6:00 p.m., except for verifiable deliveries. A Vendor may not authorize additional Visitors.
- (d) Employees are subject to Restrictive Entry until authorization is validated. Unrestrictive entry is granted to Employees with an authorized window decal prominently displayed in the lower left of the driver's side windshield (through December 31, 2011), or an Employee pass prominently displayed in the center mirror section of the windshield.

Employees are subject to random entry validation inspections, which will occur periodically, from time to time. Employees must surrender any entry decals or employee passes on demand. Employee entry is restricted to the operating hours of the Club as reflected in the monthly calendar issued by the Club. Unless the Club provides information to the contrary, Employee entry is not permitted before 5:30 a.m. or after 9:00 p.m.

- (e) Visitors are subject to Restrictive Entry until authorization is validated, and must prominently display a Visitor's Pass in the lower left of the driver's side windshield. Visitors, once permitted access, are subject to random entry validation inspections, which will occur periodically from time to time.
- (f) Government Agencies are subject to Restrictive Entry until authorization is validated, and must prominently display a Visitor's Pass in the lower left of the driver's side windshield. Government Agencies, once permitted access, are subject to random entry validation inspections, which will occur periodically, from time to time. Fire & Police agencies will have Non-Restrictive Entry while under official capacity. Postal service will have Non-Restrictive Entry while under official capacity from 6:00 a.m. to 6:00 p.m.

**Section 2.05            Entry Signage:** Any person entering the Rio Bravo Country Club Gated Community must have a proper RBCA window decal (through December 31, 2011); a proper and current Visitor's Pass; a proper Employee Pass prominently displayed in the proper location on the windshield, dash, or mirror; or an active transponder. Any person found to be in non-compliance will be stopped, and if no authorization to enter is validated, that person will not be permitted to enter. If a person has gained access without an appropriate pass, or does not possess an appropriate pass, they will be asked to return to the Security Gate to register according the Security Protocols.

**Section 2.06            Advanced Entry Authorization:** Residents and Non-Resident Members are encouraged to register their Visitors in advance of their arrival to minimize congestion at the Security Gate. The preferred manner to register Visitors is through the GateWorks system on the internet at [www.gateworksguest.com](http://www.gateworksguest.com). Additional information about GateWorks is located under Article IV. By phone, your Caller ID feature offered by the local phone service provider will help authenticate your call within the Rio Bravo Country Club Gated Community. If your call cannot be identified through Caller ID the security personnel will be required to ascertain your identity. All Visitors will be required to prominently display a Visitor's Pass at all times within the Rio Bravo Country Club Gated Community. In particular, the following will apply:

- (a) Residents & the Club can designate a Visitor as "Permanent" or "Temporary" in their GateWorks account. It is recommended that your GateWorks account be reviewed and updated periodically. It is the obligation of a Resident to immediately notify the security gate personnel of any changes to either list.
- (b) Members can designate a Visitor through the Club for a special event, or to play golf up to two (2) weeks in advance. A Member's Visitor information is subject to validation with the Club at the time of the event or tee time before entry is permitted. The Club will

provide tee time information every evening preceding the event date. It is the obligation of a Member to immediately notify the Club of changes to his/her Visitors to the Club. Members cannot add Visitors to be present in the Rio Bravo Country Club Gated Community unless the Member is also present at the time of the visit.

- (c) Visitors of the Club can only be added by the Club for events such as weddings, golf tournaments, or other like events. A Visitor cannot authorize entry of another Visitor.

**Section 2.07 Entry Authorization:** Security Gate Personnel will call Residents, Members, or the Club to validate entry authorization of Visitors as needed, and as required any time of the day or night.

**Section 2.08 Current Contact Information:** All persons in the GateWorks system or the records of RBCA are required to provide RBCA with current contact information in order to facilitate the orderly, safe, and efficient operation of the Security Gate. Resident information must be provided to RBCA. At times Resident information will be provided by the respective homeowner's association, or other responsible party. Member information will be provided by the Club. For faster updating, Residents can update their information directly at [www.gateworksguest.com](http://www.gateworksguest.com) or with the Security Gate Personnel.

**Section 2.09 Entry Data:** When a Resident or the Club seeks to add a Visitor, or when Security Gate Personnel are validating entry, the following information will be obtained:

- (a) Residents: Full name of Visitor; full name of authorizing Resident, residence address, residence phone (address and phone may not be requested if already established), and approximate duration of visit.
- (b) Club: If for golf, the full name of Visitor, number of Visitors, tee time, Member name, and authorizing Club Employee will be required. If for a special event, the full name of Visitor, number of Visitors, event time, event name or type, and authorizing Club Employee will be required.

**Section 2.10 Miscellaneous Items:**

- (a) Real Estate Professional: Any real estate agent or broker and related service providers will be treated as Visitors subject to Restrictive Entry. Advanced Entry Authorization may be sought by the Resident for a limited period of time to facilitate home sales. Advanced Entry Authorization requests can be directed to RBCA at the contact address located in Section 1.04. Real Estate Professionals cannot authorize their own Visitors but can communicate to the Security Gate Personnel events, such as Open Houses, to facilitate access to their anticipated Visitors.
- (b) Process Servers: A properly identified and licensed process server will be allowed entry as a Visitor without notification to any person within the Rio Bravo Country Club Gated Community as required by law. The information gathered will include full name, employer's name, process server's license number and driver license number, complainant name, law firm name and address, case number, and address sought of person within the Rio Bravo Country Club Gated Community.

- (c) **Property Inspector:** RBCA may allow a property inspector to monitor vacant homes, or homes experiencing or about to experience a change in ownership. A Property Inspector must identify the specific property before entry is allowed. The purpose of allowing a Property Inspector is to ensure homes in the community are maintained and to assist in the timely transition of ownership.

### Article III. Recording Keeping

**Section 3.01 Reports:** Security Gate Personnel will administer and maintain various logs and other reports available to RBCA under the GateWorks system. The purpose of these reports is to assist with the management of the Security Gate in accordance to the instruction of RBCA. .

**Section 3.02 Inspection of Security Records:** Inspection of security records must be requested by a Resident's homeowners' association and will be subject to a reasonable time for inspection by a director of the respective homeowner's association. Reports to homeowner's associations may be transmitted in abstract without individual owner information. It will be up to the homeowner's association to release security records under its rules to the Resident. Any copies provided will be subject to a fee. All other inspection request will require a subpoena. If no homeowner's association applies then the Resident may inspect the records under the same conditions as if a homeowner's association existed.

**Section 3.03 GateWork System:** RBCA provides 24 hour security at the main gate and uses advanced technology allowing Management, Security & Owners to manage their visitors anytime online with access to Owner web panel at [www.gateworksguest.com](http://www.gateworksguest.com). Residents and Members can purchase a 'Transponder,' which is a small device placed on your windshield to allow you seamless entry through the Transponder lane without having to wait in the Visitor lane. Transponders are licensed for a fee. Additional information on obtaining a Transponder can be found at [www.rbcahoa.org](http://www.rbcahoa.org) under the Security tab.

**Section 3.04 GateWorks Setup:** 1) Access the Internet and log-on to [www.gateworksguest.com](http://www.gateworksguest.com). Choose the "Rio Bravo" community from the drop down box; 2) Enter your Username (your 10 digit telephone number) and Password (your pass code). When a property owner does not have a password to begin with they can enter their address, i.e. 35000 Beach Rd., in the password box and press proceed to create a new password. 3) You can make changes to your permanent or temporary guests, update your personal resident information, phone numbers, and set parental codes if required.

## Article IV. Amendments / Other

**Section 4.01** Updates to the Security Gate Protocols will be ongoing, including the use of new technologies and processes. This copy of the Security Gate Protocols, along with other information or revisions, will be located at [www.rbcahoa.org/security.html](http://www.rbcahoa.org/security.html).

**Section 4.02 Construction Workers:** For construction work being conducted at a residence both the general contractor and the general contractor's employees and sub contractors must be registered at the Security Gate as Vendors. The general contractor must provide the names of the employees and sub contractors in advance of their arrival. Neither the general contractor's employees nor sub contractor may authorize their own entry.

**Section 4.03 Damage Reimbursement:** Any person that causes any damage to the Security Gate, the Security Gate infrastructure, will be subject to reimbursing RBCA for all costs, including actual damages, interest, and attorney's fees. RBCA may assess a flat penalty fee of \$100.00 or actual damages, whichever is more to prevent future damage and to draw attention to these Protocols.

**Section 4.04 Protocol Enforcement Assessment:** Any person that fails to adhere to any of the Security Gate Protocols is subject to an enforcement assessment by RBCA. Although not exhaustive, an enforcement assessment may follow for causing a danger at the Security Gate like entering through the exit lane, tailgating another vehicle to enter, speeding, but not limited to. The minimum enforcement assessment is \$25.00 and maximum is \$250.00. An enforcement assessment is in addition to any Damage Reimbursement claims under Section 4.03.

**Section 4.05 Trespassing:** Any person that makes unauthorized entry into the Rio Bravo Country Club Gated Community, including attempts, or entry under false pretenses, is subject to criminal or civil prosecution.

**Section 4.06 Damage Reimbursement:** Any person that causes any damage to the Security Gate, the Security Gate infrastructure, will be subject to reimbursing RBCA for all costs, including actual damages, interest, and attorney's fees. RBCA may assess a flat penalty fee of \$100.00 or actual damages, whichever is more to prevent future damage and to draw attention to these Protocols.

**Article V. Appendices**

**Section 5.01 Appendix A – Homeowner Associations List**

**Montagna Home Homeowners Association**

In Care of Pacific Management Company  
2131 G Street  
Bakersfield, California 93301  
Telephone: 661-327-0440  
Facsimile: 661-327-0628  
Member of RBCA

**Casa Club Fairways Homeowners Association**

In Care of Pacific Management Company  
2131 G Street  
Bakersfield, California 93301  
Telephone: 661-327-0440  
Facsimile: 661-327-0628  
Partner with RBCA for Security Gate Contributions Only

**Rio Bravo Golf Course Master Homeowners Association**

**Facsimile to: 1-661-322-2720**  
In Care of Thomas Kelly Management Company  
Post Office Box 10015  
Bakersfield, California 93309  
Telephone: 661-322-5936  
Facsimile: 661-322-2720  
Partner with RBCA for Security Gate Contributions Only

**Rio Bravo Community Association**

14500 Casa Club Drive  
Bakersfield, California 93306  
Telephone: 661-451-5005  
Facsimile: 661-451-5005  
Email: [office@rbcahoa.org](mailto:office@rbcahoa.org)

**Estates of Rio Bravo**

In Care of Thomas Kelly Management Company  
Post Office Box 10015  
Bakersfield, California 93309  
Telephone: 661-322-5936  
Facsimile: 661-322-2720  
Member of RBCA

**Rio Vista Homeowners Association**

In Care of Lordon Management Company  
5001 East Commercenter Drive  
Suite 205  
Bakersfield, California 93309  
(661) 861-1772  
Member of RBCA

**A & E Union, Inc. d/b/a Rio Bravo Country Club**

15200 Casa Club Drive  
Bakersfield, California 93306  
Telephone: 661-871-4900  
Facsimile: 661-871-4930  
Member of RBCA

**Rio Vista Estates**

In Care of Pacific Management Company  
2131 G Street  
Bakersfield, California 93301  
Telephone: 661-327-0440  
Facsimile: 661-327-0628  
Member of RBCA

**Fuller Apartment Homes, LLC**

Post Office Box 30157  
Santa Barbara, California 93105  
Telephone: 805-682-7095  
Facsimile to: 1-805-569-1036  
Member of RBCA (In process)

**Rio Bravo Fairways Homeowners Association**

In Care of Pacific Management Company  
2131 G Street  
Bakersfield, California 93301  
Telephone: 661-327-0440  
Facsimile: 661-327-0628  
Partner with RBCA for Security Gate Contributions Only

**Rio Bravo Enclaves, LLC**

In Care of Thomas Kelly Management Company  
Post Office Box 10015  
Bakersfield, California 93309  
Telephone: 661-322-5936  
Facsimile: 661-322-2720  
Member of RBCA

**22 Basano, LLC**

3470 Wilshire Boulevard  
Suite 1020  
Los Angeles, California 90010  
Telephone: 213-365-0005  
Facsimile: 213-365-0405  
Member of RBCA

**Section 5.02**

**Appendix B – Essential Vendors**

**Fedex**

Telephone: 800-463-3339

**UPS**

Telephone 800-742-5877