

# RTW

## VISITOR ACCESS PROCEDURES

Note: Only visitors/contractors authorized by the subdivision resident will be permitted entry into RTW.

When a visitor/contractor requests entry into RTW, use, in the following order, the procedures for authorizing access:

**A. Check Resident's Standing Authorization List.**

1. If visitor is listed, allow access.
2. If not listed, then

**B. Check resident Call-In Authorization Entry Log.**

1. When a resident expects a visitor/contractor and notifies you of such, log in the information on the Call-In Authorization Entry Log.
2. Allow entry if visitor/contractor is listed.
3. If not listed, then

**C. Call Resident.**

1. Guard **will call** the resident to state that an unannounced visitor/contractor is at the gate and wants entry.
2. Obtain approval for entry.
3. If unable to reach resident via phone, the visitor/contractor **will be denied** access to RTW.
4. Advise the visitor/contractor that authorization has not be obtained and instruct them to proceed thru gate, initiate a U-Turn, and exit RTW.

**AN EXAMPLE:** The pizza guy shows up with a delivery. He will not be on the Standing Authorization List. Resident should have notified you and you have logged it in on the Call-In Authorization Entry Log. Allow access if he is listed. If not, call resident to obtain approval for entry. If no answer by resident----**DENY ACCESS.**

If resident calls you and asks why a visitor/contractor was denied access, explain RTW entry procedures for visitors/contractors to them.

**\*\*\*\* IMPORTANT \*\*\*\***

If the resident is upset or argumentative because access was denied, **be polite** and instruct them to call the RTW's Security Chairman (Bill Tench, 830-8909) with their questions or concerns.