



January 28, 2022

Re: RW Gate Entry Rules

On December 29, 2021 Weiser Security Services (WSS) assumed security responsibilities for the Old Tampa and Ft. Hamer gates. The Board decided to contract with a new security service to improve security by ensuring enforcement of entry procedures, which were done inconsistently by our previous vendor. This email documents the entry procedures for Visitor lanes at both gates so that residents understand the process. In addition, at our last HOA Board meeting, participants requested documentation of the gate entry practices. Since the gate entry practices document is a WSS confidential document, an overview of RW Gate Entry rules may be downloaded from the link below.

“Must show Drivers License”

Effective February 1, 2022, our new vendor WSS will be required to consistently enforce the following River Wilderness entry rules:

1. All residents, guests and vendors are required to show their Drivers License as they enter River Wilderness via the Visitor lane. (This will not be required for major large delivery trucks and postal/delivery vendors in clearly identifiable vehicles.)
2. After showing their Drivers License, guests and vendors who are on a resident's permanent entry (or pre-approved list) will be allowed to enter and a telephone call will not be made to the resident.
3. For guests and vendors who are not on the residents approved lists, the security officer (not the visitor) will telephone call the resident for instructions. If the resident is not contacted or if permission is denied, the vendor or guest will be denied entry into River Wilderness.
4. Signs displaying “Must show Driver's License to enter” have been installed on the Visitor lanes at both gates this week and WSS will begin consistent enforcement on February 1, 2022.

If a resident believes that security rules are not being followed, residents may send an email to security@rwhoa.org documenting the gate location, date and time, and a description of their security concern. A Board member will review the situation and consult with the WSS supervisor. Residents are not to scold or harass the security officer or enter into the guardhouse. Only the WSS supervisor is responsible for the security officer's performance and training.

Later in February, we hope to make the DwellingLive App available to all residents. Residents who have an Apple device will be able to update their contact information and view and modify their guest and vendor lists.

The HOA Board appreciates the community's cooperation to improve security at River Wilderness.

The HOA Board

Download [Gate Entry Guide PDF](#)