

CANYON CREEK PROPERTY OWNERS ASSOCIATION INC.  
2300 Club Drive  
Granbury TX. 76048

Revision to Canyon Creek Property Owner's Association Operating Policies

## **GATE OPERATIONS AND POLICIES – Revised Gate Policy**

The main function of the gate Employee is to keep record of the vehicles entering Canyon Creek this will be done doing the following:

- a. All cars entering the Canyon Creek gate entrance that do not have stickers, must be entered in the computer using the Main Switchboard in Microsoft access.
  1. The Property Owner or guest will be logged in by entering the Property Owner's name, Guest name, the street # they are visiting, the license plate or unit & lot #. These are all located in the top column of the main switchboard.
  2. Enter a minimum of the first three to five letters of the name, using the categories above to locate the person entering the gate. If entering an address enter the four digits of the street #. If entering a unit and lot enter the unit # then space and the lot # example 7 456.
  3. After you have located the name of the individual or company, left click on the name to highlight it, tab until the cursor is in the comment field and note the color and description of the vehicle. The license plate should be entered in the field above comments if it is not already in the system.
  4. Tab again and this will enter the entry in the daily log.
  5. There are two filters for the Property Owner's list. The top button is a shorter list and pulls up the Property Owners that are the most frequent users of the entrance. The second button shows all Property Owner's records and should be used if you can not locate the record on the first list.
  6. Employees must ask for a driver's license to prove identity to all persons entering into the sub-division.
  
- b. The Property Owners can call in guest (unless they are GLP see below) that they do not want to permanently add to their paper guest list.
  1. Enter the guest called in by right clicking on the box "Owner / Guest, Update/ Add.
  2. Enter the first three letters of the Property Owners last name and locate their record.
  3. Under Guest names in the first column, go to the last line to enter the guest name. Enter their last name, comma, space and then the first name.
  4. Under type select #5 for one time or #4 for contractor. Tab to the comment line and enter who called in the guest. Then tab to the column "Permission Expires" and enter the next day after they are called in for. EXAMPLE. The guest is called in for Monday 4-30-12. You will put in the

expiration date of 5-1-12. Never enter the same date they are called in for. This will automatically expire that guest's name. If the Property Owner wants them in for more than several days then require them to fill in an addendum. We should not be entering the guests in for weeks or months without an addendum being filled out and signed.

5. The Property Owner's can have an "OPEN GUEST LIST" for a day or weekend when they are having a large group coming in. Put the "OPEN GUEST list" In the same as you add a name but put Asterisks before and after the \*\*OPEN GUEST LIST\*\* so that this will go to the top of the property owner's list. When the guest come in select open guest list then in comments put in the name and vehicle description also enter the license plate in the license plate field. The white board on the side of the refrigerator should have the property owners name for the open guest list along with the expiration date.
6. This is also the procedure to add guest lists and to add guest that the Property Owner fills out a paper addendum, to permanently add, a guest to their list. When you file the signed guest list into the folder also place a map and highlight the address and trace the route from the gate to that property owner's address.
7. If a Property Owner wants to remove a guest you will put in an expiration date for the day they are being removed and this will delete the guest's name. This must be done on paper with the Property Owner filling out an addendum.
8. All paper list and addendums are filed alphabetically and are located in binders on the shelves above the security DVR. These can used if the computer should go down to verify guest that can come in. If the guest is not on the Property Owners guest list the Employee should call the Property Owner for permission for the guest to enter. If you do not reach the P/O then the guest must be turned away.
9. Log in Employees under the Canyon Creek property owner log when they arrive for their shift. You will log yourself out when you leave and include the \$ amount you collected for GLP entries. It is important to log in and out in the computer so that there is an accurate record for the office. Gate employees log in and out the courtesy patrol employees.
10. Emergency vehicles such as ambulances, sheriff's office and the fire department are logged under Canyon Creek under the Property owner log. This is also where school buses, constables, CPS, FEDX, UPS, AT &T., Tx H20, etc are located. Type in Can under the property owner tab to locate them under the guest list. They should also be logged out when they exit. Mark the "outbound box "at the top of the screen.

- c. It is the gate Employee's responsibility to monitor the traffic flow. It is IMPORTANT to watch the sticker lane for oncoming traffic. The sticker lane always has the right of way. Be sure to leave the arm down until you are sure all of the stickered vehicles are through the entrance before lifting the arm for the non-stickered lane. It is important to prevent any accidents from occurring.

1. Make sure that incoming traffic does not block any of the entrance lanes. Ask anyone doing so to move over out of the way of oncoming traffic.
  2. In the event that emergency vehicles are entering Canyon Creek open both arms and try to keep other traffic out of the way.
  3. The sticker lane closes at 11pm. Place an orange cone in that lane. The sticker lane reopens at 6 a.m.
- .
- d. Corrections to the Log entry can be made by right clicking on "Edit Log entry" and then in the pop up box enter the date to be corrected. Use the arrows on the bottom of the screen to locate the entry to be corrected. A comment can be entered or you can click on the line that states "Click to edit guest name above". Then locate the correct name, highlight it and tab, the correction is made.

***The following are other gate employee duties:***

- a. Under the "Report to the office" button. This is where all incident reports are to be entered.
  1. Gate and courtesy Employees must fill out paper incident reports for the following: Any activity of a criminal nature, property owners calling to report incidents that require courtesy to patrol or make a report. Also anything that the office needs to be informed of. The computer is not networked to the office so a paper report should be filled out by the Employee or the Property Owner making the complaint or report. The gate Employee on duty then enters the incident report in the computer.
  2. Right click on the "Report to Office Entry Button". Enter the first three letters of the name of the Property Owner where the incident occurred. Click "OK", then a screen appears with addresses of Property Owners and select the correct location.
  3. The date is automatically populated.
  4. Enter the time of the incident.
  5. Enter your name under the box for "Courtesy name."
  6. Report #. If the date is 12-25-12 of the incident, the report # is 2012 (year) 1225 (month and date) -01 for the first incident report of the date. It will look as follows: 20121225-01. If there are several incidents for the same date just change the report # -02 or -03 etc.
  7. In the large box type in all important information of the incident including names and addresses. Type exactly what occurred so that any Employee reading the incident will understand exactly what happened.
  8. The paper incident report is placed in the folder to the office in the file on the desk.
  9. It is important to always log these incident reports in the computer and to the office for all Employees to be aware of any situations that occur when they are not at work.
  10. On the paper incident report also note the unit and lot# where the incident occurred.

- b. The “**Msg for Gate Staff Entry**” Button. This is used for the gate Employees to communicate information to each other.
  1. Right click on the button and a pop up screen appears.
  2. Enter your name in the box”By Who “.
  3. Type in the notes and then click on the RED X in the box when you have finished.
  4. It is important to read these notes each day at the start of your shift. Also review to see if any incident reports were entered under “Report to the office”.
  5. After reading all of the notes since your last shift, you must note that you have read the most recent notes.
  
- c. The “**Gate Log Entry** “Button. This is used to log in and out any time you give the brush key to a property owner, the key to the POA clubhouse, when it has been rented, Dump Station Key , Water Valve Key and Emergency key for the back gate (in case of fire).
  1. Enter what key you are issuing and the name of the Property Owner you have issued it to. Be sure and log both the time it is given and received back in.
  
- d. The “**Pool Violations** “entry Button. This is not used and is handed by the Courtesy patrol Employee that is monitoring the pools during the swimming season. All of the above buttons are on the same line. Directly under these buttons are the same categories but state” read /edit /update”. The Employee will left click on these categories to read the entries made. Click on the category to be read and enter the start date and then the end date for the notes you want to read.

## **Gate Policies**

- a. **Property Owners that are GLP will be handled as follows:**
  1. Property Owners that are GLP (guest list pulled) are identified under the column in the Main Switchboard GLP. If it states ““yes” they do not have a guest list and can not call in guests.
  2. GLP Property Owners will be charged \$1 each time they or an occupant at that address enters the gate. .
  3. If the Property Owner states they do not have a \$1 but only larger bills they will need to go get change, before entering the sub-division. The gate will take quarters, but will not accept the entire \$1 fee in pennies and change will not be made.
  4. The Gate Employee will never refuse entrance to a Property Owner. Driver’s refusing to pay this Fee will be requested to park their vehicle. These individuals may continue to their property via other means. **NO ONE IS BEING DENIED ACCESS TO THEIR PROPERTY.**
  5. Any Property Owner remaining delinquent in their assessments or other charges owed to the association for a period of 60 days will have their guest list suspended until the balance is paid in full or a payment arrangement have been set by the POA. While the guest list is suspended the Property Owner will need to meet any guests at the gate

and ride into the community with the Property Owner. The vehicle of the guest will need to be parked in the employee parking lot.

6. If the Property Owner inquires why they are GLP, the gate Employee should reply that the information is not available to the gate staff and the Property Owner should call the P.O.A.
7. GLP Property Owners do not get a Pool Pass when the swimming pools are open.
8. When the office advises the gate to get the sticker of a Property Owner, that was recently GLP, ask the Property Owner to come to the window of the non sticker lane. Do not advise them why you are requesting them to come to the window until they have moved over. Then let them know you are required to get their sticker. If they do not let you remove the sticker then ask them to do so.
9. The Gate Personnel have no control over this policy and collection requirement. Any rude, confrontational or aggressive behavior towards Gate Personnel, any unauthorized entry or noncompliance with Gate Personnel will result in a \$50.00 to \$100.00 Fine.
10. All Vehicles will be allowed to enter in an emergency situation.
11. This Policy has been initiated not to penalize owners but to ensure that the cost of maintaining the Courtesy Gate and the roads is shared by all Property Owners benefiting from the security the gate provides.

## b. Towed Vehicles

12. No vehicles are to be **towed in** without prior authorization from either the Property Manager. The only exception to this rule is **IF** you know that the vehicle is the primary vehicle of the Property Owner and is being towed for mechanical reasons. The vehicle should be current on its tags and registration. No other inoperable vehicles are to be towed in to be stored or worked on.
13. Property Owners or guest whose vehicles are parked anywhere on the street / roads of Canyon Creek will have a towing notice placed on them and will be towed in 24 hours. Vehicles parked in the road / utility easements or other Property Owner's private property will be given 72 hour notice for towing.
14. **Repo agents** must bring a copy of the loan agreement and leave it with the gate. They will be allowed in between 7a.m. and 9 p.m. only. Other companies that want to come in for collections will need to provide a copy of the contract; this would include rental companies (Aaron's & Rent to Own) and finance companies. These copies are to be kept at the gate and filed in the correct binder.

## c. Brush Unit Policy

1. The "brush unit" is available for Property Owners, residents, renters, and Employees of Canyon Creek.
2. The brush unit is county mandated and is regulated by the EPA. Canyon Creek has no control over BURN BANS. Prohibited items are: household trash,

- electrical insulation. Treated lumber, nails or staples in old wood, plastics, non – wood construction / demolition materials petroleum products, asphalt materials, potentially explosive materials, chemical waste, items containing natural or synthetic rubber, tires, garbage or refuse MAY NOT BE DUMPED in the BRUSH UNIT. There are no exceptions and ANY OFFENSE IS PUNISHABLE BY A CLASS “A” OR “B” MISDEMEANOR. There is a large fine for any of the above offenses and potential jail time.
3. The person requesting the brush key must have the load with them when the key is issued.
  4. All loads must be checked when issuing the key to the brush unit to prevent dumping of the above listed items.
  5. The key is to be brought back after each load and the brush unit is not to be dummy locked.
  6. It is important to get the name and address for the person logging out the key in the event it is not returned to contact the person to return the key.

#### d. New Residents

1. No one can move into Canyon Creek without prior approval from the office. This includes new Property Owners and renters. If it is after business hours you can try to contact the Property Manager. If there is no prior approval they have to be turned away until the office has received the proper documentation and has contacted the gate that they are approved to move in. Lease agreements have to be received from the Property Owner and the renter with proper signatures.
1. **No Entrance** to 18 wheelers OR Semi-trailers in excess of 18 feet.
  2. **Register** all boats, RV's, Jet Ski's and trailers. They must have a boat slip on file. When a resident leaves Canyon Creek they must leave their white copy at the gate. The white copy is filed in the file box until the
  3. Property Owner returns with the boat and then they are given the white slip back. The yellow copy is filed in the green notebook.
  4. **RV CAMPING** is \$15.00 a night. They can pay for the space at the office or at the gate. Anyone coming in with an RV for camping must be asked if they are staying (when using their own lot) more than 10 days. If they answer yes, the Property Owner needs to check in with the office. The office is the only place they can get an RV registration. They will be issued a permit that is placed in the window where it can be seen on the RV.
  5. **Permit's** have to be approved for home building, fences, driveways, storage buildings etc. If it doesn't show that the permit is approved on a Property Owner's guest list or filed in the binder, do not let in contractors that are coming in to do this work or make a delivery. If it is during business hours call the office to verify this has been approved. If you can not verify that there is a permit they must be turned away.
  6. **ALL BOATS, TRAILERS AND RV'S MUST BE CHECKED IN AND OUT OF THE SECURITY GATE.**
  7. **NO Ground fires** are allowed.
  8. **Maintenance** is not to be called after hours or on weekends unless it is an emergency.

9. **Calling in sick**, Employees must speak to the Lead or Property Manager, a message will not be accepted. Do not fill out your time sheet until the day you actually work. Do not make changes to the schedule without getting the agreement from the other Employee and then both Employees must turn in the signed schedule change to the office for approval. Paydays have been changed to Monday's.
10. **Cleaning** Every shift is assigned cleaning duties that are to be performed each day. If you work different schedules be sure to clean for that shift. The hand towels will be washed and dried by the gate Employees on a rotating schedule for a month by each Employee.
11. **Water Leak Log** is in a red folder in the clear file box. The Employee on duty should log a reported water leak on this log. It should also be logged when the water is off and when it is turned back on by Tx. H2O. Property Owners that call complaining that they have no water should be asked to call Tx. H2O 817-473-6080. They can also call TCEQ 817-588-5800 to register complaints about the water company,
12. **Pool Pass** Everyone must have a pool pass to use the pool. Pool Passes may be purchased at the POA for \$5.00 per person for the season and guest may pay a \$3.00 fee to swim daily. All Pool Passes need to be present at the pool with the Property Owner. They must go to the POA office to get the pass. Property Owners that are GLP will not be able to use the pools. Property Owners that do not reside here and come in only occasionally are still required to have the pool pass and will have to acquire it at the POA. There are no exceptions after hours or on the weekends. They can use any facilities as long as they are not GLP and have gotten their pass through the POA.
13. This is a **Non-Smoking Facility** there is no smoking allowed at the gate or in patrol vehicles. There are **no exceptions**. Employees that step outside to smoke must not throw down their cigarette butts or packages. They should not throw the discarded cigarettes in the trash container inside the gate because this affects the Employees that do not smoke.
14. **Confidentiality** All Canyon Creek information is confidential. Every Employee signs a confidentiality agreement when they are hired. We **DO NOT** give out names, phone numbers or addresses of Property Owners, Occupants, Renters or Employees or other Employee's schedules to **ANYONE**. Any of the aforementioned is subject to termination.
15. The **Responsibility** of each gate Employee to be familiar with the surroundings of the Gate House. You should know where every thing is filed and cleaning supplies kept. It is the responsibility of each Employee to keep up with any fling on their shift that comes in.

#### e. **Property for sale – Real Estate Agents**

1. Anyone entering into the Sub-Division to view property for sale must show a picture ID to establish identity. The gate attendant will enter a driver's license number, description of the vehicle, license plate number and name of person entering property before being allowed to enter.

- 2. All persons entering into the Sub-Division must have an exact address to where they are going to view property and be called in by the Property Owner.
- 3. All persons coming into the Sub-Division to view Canyon Creek Property for sale must report to the POA for a detailed list of properties for sale during business hours.
- 4. Canyon Creek only permits visitors to view property during daylight hours.

NOW, THEREFORE, the Canyon Creek Property Owners Association Inc., does hereby adopt and establish this revision to the Operating Policies.

CANYON CREEK PROPERTY OWNERS ASSOCIATION INC.

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Stephanie Wolfe – Property Manager

**STATE OF TEXAS**  
**COUNTY OF HOOD**

This instrument was acknowledged before me on the \_\_\_\_\_ day of \_\_\_\_\_, 2013 by Stephanie Wolfe – Property Manager of Canyon Creek Property Association, Inc., a nonprofit corporation, on behalf of said corporation.

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Notary Public State of Texas  
 My commission Expires: \_\_\_\_\_