

# **F.C.O. SECURITY RULES AND REGULATIONS**

(Updated May 2017)

These Rules and Regulations that we have in place are the result of input by any resident of the Fountains who has an interest. Each Court's Board of Directors has a Security Committee Chairperson who meets with the Security Committee and reports back to their individual Boards.

The Security Committee meets monthly and reports to the F.C.O. Board of Directors. This entire process is a two (2) way system back and forth. After the F.C.O. Board of Directors approves the recommendations of the Security Committee, the Security Officers and staff are instructed to enforce the Rules and Regulations.

Prior to the final documents, all residents, the F.C.O. and the F.C.C. have had the opportunity to discuss the contents of the Rules and Regulations.

Please be patient and courteous to our guards: They have a tough job. We have over 500 cars coming through our visitor's lane daily in season. Our guards are trained to be courteous and helpful but in all reality are really busy, especially when a number of people show up without being called in.

All residents and guests must abide by these Rules and Regulations in order to provide a safe and pleasant environment for the entire Fountains Community. For those who do not comply, bar codes may be deactivated.

**FOR YOUR SAFETY, BE SURE TO KEEP ALL HOME AND CAR DOORS LOCKED!  
IF YOU SEE ANYONE WHO LOOKS SUSPICIOUS, CALL SECURITY AT 439-7887.**

## **1. BAR CODES (VEHICLE ENTRY)**

### **General Procedure**

In order to obtain a bar code, a unit owner or a non-resident F.C.C. member must:

1. Provide a current car registration(s) of their vehicle(s) (in their name) that is on the premises along with drivers' license and proof of insurance. (The bar code will be programmed to expire the same day your drivers' license expires. Be sure to bring proof of renewal of license before the expiration date to avoid deactivation of bar code\*)

\*The same is true for temporary tags.

2. Affix a court-numbered decal to the lower left side of the back window.
3. Sign a receipt
4. Pay \$10 for a reissued bar code.
5. Bar codes have a life of about 2 – 2 ½ years. If you have trouble after this time, go to the F.C.O. Office and get a new one.

**Children**

Children who reside in their parent's unit and

**Parents**

parents who reside in their children's unit are entitled to a bar code if they have a leased or owned vehicle on the premises and have undergone a background check.

**Live-in  
Companions**

A unit owner who has a live-in companion or family member not originally listed on application may obtain a bar code for this individual's vehicle provided the live-in person can provide I.D. bearing their Fountains address. The individual must also undergo a background check with the unit owner paying the cost up-front.

**Disposal of  
Vehicle**

If a unit owner sells or disposes of their vehicle, the F.C.O. Office must be notified immediately so that the bar code can be deactivated.

**License Plate  
Changes**

If the license plate number for your vehicle changes, you must register the new number with the F.C.O. office.

**MELALEUCA  
GATE**

When entering and exiting, stay to the right towards the reader. This will help your barcode work better. (Will be closed from 11 p.m. until 6 a.m.).

Due to safety and insurance factors, PEDESTRIANS and BICYCLISTS may not use the Melaleuca Gate. Violators will incur the following: **First offense:** Written warning. **Second offense:** \$25.00 fine. **Third offense:** \$50.00 fine. **Fourth Offense:** \$75.00 fine. **Fifth Offense:** \$100 fine.

2. **BICYCLES**  
**MOTORBIKES**  
**& HANDICAPPED**  
**SCOOTERS** When entering the Fountains you must stop at the gate on the guest side and give your secret I.D. code or show proper I.D.  
Bicyclists must obey the following rules:

- 1) Ride single file.
- 2) Stop at stop signs and use hand signals for turns.
- 3) Yield to golf carts.
- 4) Yield to walkers
- 5) Ride in the same direction as traffic.

All bicycles, motorbikes and handicapped scooters ridden within the Fountains must have a reflector on the back and a light on the front during the hours of darkness.

3. **CAR**  
**DELIVERIES** Unit Owners are to instruct their car deliverer to use the South Gate Entrance. All cars coming in and going out must be loaded and unloaded at the South Gate only. (Be sure to call the Guest Authorization number to authorize their entry.)
4. **CAR WASHERS** Car washers must get approval of the owner who must call the gate. Some courts do not allow car washers to come in.
5. **DAMAGE TO**  
**GATE ARMS** There will be a minimum \$150 charge imposed on anyone breaking or knocking off any of the gate arms, sliding gates, etc. at the entrances and exits. As stated elsewhere, residents are responsible for the actions of their guests. You must wait for the reader to read your barcode or the arm will come down on your car. Non-resident violators will be turned over to the Sheriff's Office for trespassing and resulting hit and run damages unless they immediately inform an officer at one of the manned gatehouses of their action. They will also be charged a minimum of \$150.

6. **DELIVERIES** Security Personnel are not allowed to accept anything at the Gatehouses under any circumstance. This includes flowers, envelopes, books, mail, etc. The F.C.O. Office will not accept personal items for pick-up other than resident keys for the Maintenance Department.

7. **DOMESTIC WORKERS** Unit owners will submit to the F.C.O. office the name, address, phone number and car information of their domestic worker. All domestic workers will secure from the F.C.O. office a round entrance sticker which must be placed on the back of their photo I.D. badge, which must also be obtained through the F.C.O. office. I.D. badges must hang from the rearview mirror whenever domestic workers are parked in a Court. Stickers will be renewed monthly after the unit owner has called to authorize same. The color of the sticker will be changed each month. These stickers will permit entry for work to be done from Monday to Sunday 6:00 a.m. to 6:00 p.m.

When domestic services are to be required at other times, a special call to the Gate House will be required. Unit Owners have a responsibility to notify the F.C.O. office of any terminations. The stickers are ready at least 1 week before the 1<sup>st</sup> of each month.

Third parties employing housekeepers must also register their employees with the F.C.O.

If a unit owner will be out of town for the summer, and unable to call with a monthly clearance, a form must be filled out at the F.C.O. office to allow the worker entry during the unit owners extended absence.

The worker must submit to the F.C.O. office a current copy of their Palm Beach County arrest record before a badge can be issued. The unit owner will be notified immediately of any infractions listed on this record.

8. **DURESS CODE** If you are in distress when you enter the property (such as an unwanted guest in your car) please go through the guest lane and give your code to the officer but ADD 91 TO THE END of it to signify trouble. The officer will allow your entry but will then immediately call 911 and ask for a sheriff to be sent to your home.
  
9. **ELEVATOR PHONES**
  - A. Officer When an emergency call comes in from a stuck elevator, immediately call the Supervisor. For any maintenance problems, call Tom Didio before placing a call to the elevator company.
  
  - B. Unit Owner The phone in all of the elevators rings at the Front Security Gatehouse either by lifting the receiver or pushing the button.
  
10. **FAMILY MEMBERS** Unit owners who would like members of their family to have free access to the Fountains must enter their names and relationship at the F.C.O. office. These will be limited to parents, grandparents, children, grandchildren, brothers and sisters. They must be prepared to show their drivers' license each time they enter.
  
11. **FLORISTS** If an unexpected delivery is made, the officer is to call the unit owner. If the unit owner is not at home, the officer is to refuse entry. No deliveries are to be accepted at the gate.
  
12. **GOLF CARTS** Golf carts should be driven in the same direction as the traffic and always within the golf cart lane. Cars have the right of way.  
  
F.C.C. golf carts are not allowed within the Courts.
  
13. **GUEST AUTHORIZATION** Unit owners must call Guest Authorization at 967-6126 to inform them of expected visitors. They are to follow the prompts of the automated system and not hang-up until prompted to do so. Do not call the gates directly. They cannot input your guests.  
  
Please make sure your guest has your name and address and is prepared to furnish the gate officer with a current drivers' license

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when asked. Any visitor who shows up at the gate and has not been called-in or does not have a valid driver's license will be denied entry. If your guest does not speak English, please furnish them with written information.

14. **INTERCLUB  
ACTIVITIES** Security shall be notified well in advance of the approximate number of visitors expected and expected time of arrival.
15. **INTERIOR  
DECORATORS  
AND  
CONTRACTORS** Owners must request permission for interior decorators and contractors entry in writing, or they may call using their I.D. number. Permission will be granted for 30-day intervals upon monthly approval to the F.C.O. office by the unit owner. Decorators and contractors must assume full responsibility for the sub-contractors they employ. Unit owner must inform contractors that they are to obey any rules applicable: i.e. traffic, time restrictions and necessary approvals.
16. **IRREVERENT  
BEHAVIOR** We expect our officers to be courteous and expect the same from our residents. Any resident who is witnessed verbally abusing an officer will have their barcode deleted for a ten (10) day period.
17. **LICENSE  
PLATES** Only the President of an Association or the Chairman of the F.C.O. Security Committee may obtain license plate information which is stored in the computer.
18. **LOCKED OUT** If a resident has Security call an F.C.O. employee after-hours to supply a key to his unit, there will be a \$45.00 charge to the unit owner. The F.C.O. will not absorb the overtime created by such a situation.
19. **LOST PHOTO  
I.D. BADGES** There is a \$5.00 fee for replacement of a lost photo I.D. badge.
20. **MAIL** Stickers, bar codes, temporary car passes and bumper stickers are never to be sent in the mail.

21. **MUNICIPAL EMPLOYEES** County, state and local health inspectors plus other municipal employees with proper identification will be allowed in to the Fountains.
22. **NON-MOVING VIOLATIONS (ENFORCEMENT)** **Unit Owners – First offense:** Warning citation issued by Security. **Second offense:** Warning letter sent by F.C.O. advising that one (1) more violation will result in a one (1) week deactivation of their bar code. **Third offense:** one (1) week deactivation of bar code. **Fourth offense:** two (2) week deactivation of bar code and a \$25.00 fee to reactivate the bar code. **Fifth offense:** one (1) month deactivation of bar code and a \$50.00 fee to reactivate the bar code.
- Contractors and Guests – First offense:** Citation issued by Security and warning letter sent by the F.C.O. to the person and the unit owner who authorized his entry or the person and his employer. **Second offense:** \$25.00 fine. **Third offense:** \$50 fine. (Note: Unit owners/employers will be held responsible for the fine if there is no response from the guest/contractor).
23. **NURSES AND LIVE-IN WORKERS** Unit Owners will submit to the F.C.O. office the name, address, phone number and car information of their nurse or live-in worker.
- These individuals will be issued square stickers by the F.C.O. which must be renewed monthly by authorization of the unit owner and which must be placed on the back of their photo I.D. badge. Unit owners have a responsibility to notify the F.C.O. office of any terminations.
- The nurse or live-in worker must submit to the F.C.O. office a current copy of their Palm Beach County arrest record before a badge can be issued. The unit owner will be notified immediately of any infractions listed on this record.
24. **OUTSIDE GARDENERS** Outside gardeners must get monthly stickers, unless they provide proof of employee bonding. The worker must submit to the F.C.O. office a current copy of their Palm Beach County arrest record

before a badge can be issued. The unit owner will be notified immediately of any infractions listed on this record.

25. **PARAMEDICS/  
FIRE  
DEPARTMENT** ALL ROADS MUST BE CLEARED IMMEDIATELY TO ALLOW ALL EMERGENCY VEHICLES IN WITHOUT DELAY. THE SECURITY OFFICER IS TO CONTACT THE ROVING PATROL AT ONCE.
26. **PEDESTRIANS** Pedestrians are to walk in the golf cart path and not in the road. They are to use the walkway alongside the bridge by the L-14 canal (do not use the street bridges). Pedestrians should walk against the traffic. They are to yield to the golf carts for safety reasons. When entering the gate you must stop at the gatehouse in the guest lane and give your secret I.D. code or show proper I.D. For your safety and protection, the F.C.O. has reflective vests for sale at a nominal fee. Walking is not allowed on the golf course from daylight to dusk.
27. **PHOTO I.D.** Photo identification badges and drivers' licenses are used by workers to gain access to the Fountains. They must be kept current and readily available. Residents must show their drivers' license when entering through the guest lane.
28. **PROCESS  
SERVERS** Certified process servers will be allowed entry if they can produce their I.D. The F.C.O. cannot stop them from entering the property. Before an officer allows their entry, he/she must attempt to log in their name and I.D. number, the name and address of where they're going, their arrival time and their departure time. (The officer must instruct them to report back to him/her when exiting). If the officer is warned not to call the unit owner, heed the warning. Notify the on-duty supervisor immediately.
29. **PROPER  
ATTIRE** When on common areas, residents and guests are to make sure they are properly attired. This means having their chest covered and below their waist covered.



30. **PURVEYORS** A list of purveyors is to be updated when needed and furnished to the gatehouse by the F.C.O. office and the F.C.C. office. All purveyors must properly identify themselves.
31. **REALTORS** Realtors may only gain access from 9:00AM – 8:00PM. Realtors must show a driver's license and real-estate license. Realtors with real-estate licenses do not have to be called in. Realtors that cannot provide a real-estate license must be called in.
32. **REAR WINDOW DECALS** All unit owners and outside F.C.C. members must obtain a rear window decal at the F.C.O. Office. All employees are issued a rear window decal bearing an "E". This simplifies the Roving Patrol's job of determining whether a car belongs here or bears investigation. The unit owner must give their secret I.D. number for Court verification before the decal will be issued. Anyone parked in a parking space marked for residents only, without a numbered decal and a bar code or pass, will be ticketed by Security. The decals are to be placed on the lower left side of the back window.
33. **RENTED VEHICLES** Rented vehicles either by renters or unit owners must get a temporary pass which is to be displayed on their dash. If it is not visible, a ticket will be issued.
- If a unit owner is renting a vehicle while his car is in for repair, he can pay for a bar code (\$10.00) to be affixed to the rental car if he anticipates having the rental car for at least a one (1) week period.
34. **RENTERS** Renters will be issued a bar code and a court numbered decal sticker for their vehicle. They will also be issued a computer code to be used to authorize the entry of their guests.
35. **RESIDENTS LANE** Resident lane will be closed at midnight until 6 a.m. All residents must enter through the guest side and give their driver's license and security code (caution—write it down if any one else is present).

The exit lanes will be narrowed to one single lane at 11:00PM.

The Melaleuca Gate will be shut down from 11:00PM until 6:00AM.

36. **RESPONSIBILITY** Owners and renters are responsible for the actions of their guests.

37. **SECRET CODE** All unit owners and renters will receive a secret numeric code of their choosing. This is for identification so that unit owners can exercise their privileges and call in their guests. This code is not to be given out to anyone, including family members. If it is, the code will be deleted immediately from the system and a new one must be requested at the F.C.O. office.

A unit owner may give authorization to the F.C.O. to issue a temporary I.D. code to an authorized family member who is temporarily living in the unit (without the unit owner), good for the period of time they will be living in the unit.

Unit owners are to write down their I.D. code if it needs to be given to the officer at the gatehouse. The officer will give you a piece of paper and a pencil. **DO NOT GIVE OUT VERBALLY** if you are with someone or coming in by taxi or limousine.

38. **SOLICITATION** Unit owners, Renters and their guests shall not engage in door-to-door solicitations nor distribute leaflets, flyers, cards or any other printed matter unless approved, in advance, by the President or the Board of Directors.

39. **SPECIAL EVENTS/ PRIVATE PARTIES** If a unit owner is having a special event or party, the gatehouse must be given the name of each expected visitor. If the list entails more than 5 people, it should be supplied in written form to the F.C.O. office or the security gatehouse, preferably in alphabetical order.

40. **SPEED LIMIT AND STOP SIGNS** All drivers are to obey the posted speed limits which are 25 mph on main roads and 15 mph or as marked in the courts. Speed is checked by radar and violators will be penalized. Repeat violators will have their barcode deleted from the system. (The second violation will result in a 10-day deletion and the third one, a 30-day barcode deletion, a \$25.00 fee to reactivate and publication on the in-house TV channel. A fourth violation will result in a 60-day barcode deletion and a \$100.00 fine and a fifth violation will result in a 90-day barcode deletion and a \$100.00 fine).

Make full stops at all stop signs. Stop sign violations are considered a moving violation and will be handled in the same manner and in conjunction with a speeding violation.

If a resident tries to gain entry using a suspended bar code, the penalty will be an additional one (1) week added to their suspension period. A second attempt will incur a \$50 penalty.

41. **EMPLOYEE STICKERS** Stickers must be renewed monthly on the first of the month.

Round Stickers Round stickers grant access to the grounds Monday through Sunday between the hours of 6:00 a.m. and 6:00 p.m.

Square Stickers Square stickers grant access to the grounds 24-hours per day, seven days per week.

42. **TAILGATERS/ TRESPASSERS** A resident will be charged for tailgating and striking the gate or gate arm a minimum \$150 and a minimum 2 week bar code deletion. (However, the two (2) week bar code deletion will be eliminated if the charge is paid within 14 days of the date of the notice.) Note: You must wait for your bar code to activate the gate arm before proceeding.

Non-resident violators will be turned over to the sheriff's office for trespassing and resulting hit and run damages unless they immediately inform an officer at one of the manned gatehouses of their action. They will also be charged a minimum \$150.

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43. **TAXIS** Unit owners must call Guest Authorization to inform them of expected taxis.
44. **TEMPORARY CAR PASSES** These passes are generally good for the length of the guests' stay, provided it does not exceed 30 days. They are to be displayed on the dashboard while parked or the vehicle will be ticketed.
45. **VEHICLE REPOSSESSERS** Officers are to allow entry only when escorted by a Palm Beach County Deputy Sheriff.
46. **VEHICLES** RV's are not allowed on the property. Delivery trucks that show up after 6:30PM must have the Court Presidents approval for entry. All vehicles entering or driven on any roadway within the Fountains must be an insured and registered vehicle driven by a licensed driver. The driver must show his drivers' license to Security upon request.
47. **VISITORS UNANNOUNCED** Unannounced visitors will be denied entry.
48. **WELFARE CHECKS** If a friend asks Security to perform a check on you and Security must call an F.C.O. employee after-hours to supply a key to your unit, you will be charged \$45.00 for the after-hours call.
49. **911** When calling 911 with an emergency, IF POSSIBLE, call the security gatehouse immediately afterwards so that the officers are aware of the situation.
50. Please, always keep your doors and windows locked when you are away.
51. If you attend a function at Fountains Hall, you are allowed to park on the grass (not on the cart path) out front. You may also park diagonally across the street on the grass. Any cars on the cart path will be ticketed. Parking in Plaza Court is prohibited.
52. Fishing is only allowed on lakes that do not border the golf course.