

**WIGGINS BAY GATEHOUSE
VISITOR MANAGEMENT PROGRAM & PROCEDURES FOR
RESIDENTS- GUESTS - RENTERS - VENDORS**

To keep everyone informed, especially those new to our community, you will find below the various procedures for allowing your guests, renters and vendors access through the Wiggins Bay Gatehouse. Remember these policies are for your safety and security!

1. All guests and vendors **MUST** be called in prior to their arrival at the gatehouse, unless they are on your permanent list.
2. There is a new program to update your information and add to your permanent list. It is called, "Visitor Management". There is a direct link to the new program on the Foundation's website at www.wigginsbayfoundation.info for your convenience. Once on the website, look at the lower left hand corner for the link. This new program will give you the ability to announce visitors and vendors in advance, as well as give you the ability to update your profile and add to your permanent list from your own computer. The new program also contains a database of member information that can be modified by the member at any time via the internet and will update the database immediately, thus eliminating the need for you to submit forms when changes occur. You will find on the Foundation's website a link to a Quick Reference Guide for your review of the new system. You can also, find a complete user guide on the site once you log in.
3. To gain access to the new database go directly to the Foundation's website and click on the link in the lower left corner entitled "Visitor Management".

Your USER NAME will be your "last name and unit #" (i.e. Smith702) and your PASSWORD will be "1234". WE ENCOURAGE EVERYONE TO LOG-IN TO THE SYSTEM AND UPDATE YOUR PROFILE. IN ADDITION, WHEN YOU LOG-IN FOR THE FIRST TIME, PLEASE CHANGE YOUR PASSWORD AND DON'T FORGET TO WRITE IT DOWN AND PUT IN A SAFE PLACE. THIS INFORMATION IS RESTRICTED FOR USE BY SECURITY PERSONNEL ONLY! Please remember to hit the "SAVE" button each time you enter information on your profile. In addition, please add all phone numbers to your profile.

4. If you do not have a computer to update your profile, please contact the gatehouse at 239-598-1040 for a "Personal Information Update Form", fill it out and return it to the gatehouse for updating. You can also find the form on the website under "What's New?" if you would like to print it off.
5. When inputting information into the new database, please be specific on the vendor name. In addition, the section titled "Family Members" is ONLY for those family members residing in

your home with you. The section titled "Automobiles" and "Associated Properties" is for editing by security personnel **ONLY**. Even though you cannot update this section, we would like everyone to check this section and if your vehicle information is incorrect, please fill out a "Personal Information Update Form".

6. We hope you will find this new "Visitor Management" program easy to use, and should you have any questions, please call the gatehouse and the officer on duty will assist you. We are trying to get this database as accurate as possible and need each and every one of you to help us in achieving that. This database is only as good as the information you have provided to us or have updated yourself.

7. Please be advised that the officer is **ONLY** permitted to make local phone calls and since many of you have out of state numbers it is very important that you follow the above procedures. It is not the job of the guards to call residents to allow either guests or vendors access. It is the responsibility of each resident to notify the gatehouse.

8. Failure to follow the above procedures will result in the officer turning your guests and vendors away. It should also be noted that if your vendors or guests will be here more than one day, please notify the officer of this when calling so that they can issue a pass for the specific dates they will be in the community.

9. We require that ALL Wiggins Bay residents have a barcode. In the absence of a barcode, the officer will require you to come through the guest side of the gatehouse, give your name and show your driver's license. The officer will check this information against our database before allowing you entry. When we initially installed the barcode reader, all residents were given two barcodes. If you require additional barcodes you may obtain them from the gatehouse officers at a cost of \$10 each. (See procedures below.)

10. We require that ALL renters have a barcode. Owners renting out their unit must input all information into the database. This is required, and will allow your renter access through the Wiggins Bay Gatehouse. This is in addition to notifying your individual Associations. Renters will be issued a temporary pass good for only three days, after such time a barcode will need to be purchased at a cost of \$10 each. These barcodes will only be good through the last day of the rental period, after that they will be deactivated. If your renters will be renting the following year, the barcode can be reactivated, for a cost of \$10 each. Failure of owners to notify the gatehouse will result in the guard turning your renter away.

11. We require that ALL dock owners and those renting from a dock owner, who do not live within Wiggins Bay have barcodes. These barcodes are good from date of issue through March 1st of the following year, and **MUST** be renewed each year. Renewal will be at no cost to you or

your renter. If not renewed, they will be deleted from the database. When we initially installed the barcode reader, all dock owners were given two barcodes. If you require additional barcodes you may obtain them from the gatehouse officers at a cost of \$10 each. (See procedures below.)

12. Tarpon Cove Yacht & Racquet Club Members who do not live within Wiggins Bay will be allowed to purchase barcodes if they so desire for \$10 each. The barcodes for the Club Members are good from the date of issue through March 1st of the following year, and **MUST** be renewed each year at a cost of \$5 each. If not renewed, they will be deleted from the database. If a Club member, an employee, vendor, guest or Escalante personnel does not have a barcode, they **WILL** be granted free and unhindered access to the Club over and across the roads at all times.

13. For those who would prefer to have a mobile barcode, those are also available from the officer at the gatehouse at a cost of \$15 each. This type of barcode may be used by those who rent a car while in residence, have multiple cars, or may have a car that it is difficult to affix a barcode to. Residents will be responsible for the use/abuse of these barcodes.

Board of Directors

Wiggins Bay Foundation, Inc.

PROCEDURES FOR OBTAINING BARCODES

To purchase barcodes, you will need to bring with you both your driver's license and car registration to the gatehouse **Monday - Friday between 4:00-6:00 p.m...** You will also need to fill out or have filled out a "**Barcode Request Form**", which you can get either from the officer at the gatehouse or off the Foundation's website.

In addition, all renters are required to bring with them their rental agreement and Club Members are required to bring with them their Club card.

FirstService Residential Contact Information

FirstService Residential
10600 Chevrolet Way, Suite 202 | Estero, FL 33928
Direct 239.257.6962 ext 3303
Toll Free 855.333.5159

Property Manager – Jorie Holtman, LCAM – jori.holtman@fsresidential.com

Wiggins Bay Gatehouse - 239-598-1040