

January 16, 2018

To: All Fox Glen Homeowners

IMPORTANT INFORMATION FROM YOUR BOARD OF DIRECTORS
ABOUT GATE SECURITY AND VISITOR ACCESS

Your Board of Directors has determined it is time to make updates and improvements to the front gate security in the Fox Glen neighborhood. Please read all of the following information and take the actions they are requesting you make as soon as you are able.

You will recall the Association changed security companies in November 2017. **Weiser Security Services, Inc.** is now engaged to provide the monitoring of our Front Gate access. In the transition from the previous provider to Weiser, we are fortunate they were able to retain the three veteran attendants: **Emil, Glyn and Jerry**. In addition, Weiser brought to the property a longtime Weiser employee, **Philip Peter**, to be the supervisor. We hope you have had the opportunity to meet and introduce yourself to Philip. (Please note: all the Front Gate Attendants are Weiser employees – they are not employees of the Homeowner Association.)

Weiser has a history of providing gated community security services. Their experience can help improve the access and security at the front door of your great neighborhood.

Considering the recent car break-ins that have occurred in this neighborhood and others in the area, we believe now is the time to implement some much-needed procedural changes as well as updating our records. It is very important that every resident participate in these changes to help raise the level of safety in your neighborhood. The following are some of the changes that will be made and actions you need to take as soon as possible.

Visitor Management System

Effective Monday, January 22, 2018, the Fox Glen Gate Attendants will begin using Weiser's **Visitor Management System**. This System will electronically process all visitors, vendors, contractors, etc. which should allow a more efficient way of documenting who is entering the community.

All non-residents will be required to present a Driver's License/ID Card which will be scanned via a handheld device when they stop at the Gate House. This information will automatically upload onto the homeowner's database. Once the Attendant determines the visitor is approved for entry, a Visitor Pass will be printed, and the visitor will place the pass on the dashboard of their vehicle (an example of the pass is attached). The Visitor's Driver's License/ID information will not display any ID numbers or birthdates. This procedure is being implemented so there is a better record of who is accessing your neighborhood. Wieser has been utilizing this system in many other neighborhoods with great cooperation and success.

Your Authorized Access List

At some point, every resident has filled out a list of permanently approved visitors they have granted access to when they arrive at the front gate. Examples of these permanently approved visitors include relatives, housekeepers, lawn maintenance firms, etc. Many of you may keep those lists current while some may not have reviewed or updated their list in many years. As part of this effort to increase the effectiveness of the new Visitor Management System, we are asking every resident to update and verify their Authorized Access List (AAL). Even if there are no changes to your names, please provide a current list.

Attached to this email is an Excel file you can use to provide 1) information about you and everyone who lives at your address; 2) your approved regular visitors you authorize for access at the front gate; and 3) a list of your vehicles. Please open the file and note there are three separate tabs for information: a **Residents Form**; an **Authorized Access List Form**; and a **Vehicle Info Form**. Please use these to input the information requested, print the three forms and deliver it to one of the Attendants at the Gate House as soon as you are able.

If you cannot open or print the Excel file, there will be extra copies of the forms available at the Gate House you can obtain from one of the Attendants. Simply ask for the form, manually complete your list and return to the Gate House as soon as possible.

Your cooperation with this update of our records is very important and will help the Attendants tremendously.

New Access Stickers

We have new Access Stickers for all our residents to apply to each of the vehicles you use to enter the neighborhood. To obtain your new Access Sticker, you need to complete the three forms discussed above and bring them to the Gate House. When you present your updated information, you will be given a new sticker.

Please remove your old sticker and place the new one in the top corner of the car's windshield on the driver's side. It is our goal to have all the new Access Stickers distributed **by the end of February**. Accordingly, please update your information as soon as you can so you can assist in the transition to the new stickers and the new Visitor Management System.

Ongoing Procedures for Temporary Approved Visitors

As in the past, if you have a visitor coming to your residence for a one-time event (like a party) or an appointment or for work to be done at your home, please contact an Attendant at the Front Gate and provide them with the name(s) of the individual(s) you are expecting, why they are coming or the company they are with and when you expect them to arrive.

You can email your information to the Attendants at the Front Gate at this email address: foxglen@weisersecurity.com or you can always call the Front Gate at **972-541-1228**.

This will make it much more efficient for everyone when that visitor arrives. If someone presents themselves at the front gate and no prior approval has been provided by a resident, then the Front Gate Attendant has been instructed to not grant access to that visitor until they have contacted the resident by phone and received approval for that visitor to enter the neighborhood.

Summary

Here are the main takeaways from this communication:

- We are implementing a new Visitor Information System
- All residents need to update the three information forms
- Print the forms and give them to an Attendant at the Front Gate as soon as you are able!
- You will be given new Access Stickers for all your vehicles
- Please be patient as we all work together to update these procedures

Your Board of Directors want to remind you of the following:

- ✓ REMEMBER TO ALWAYS LOCK YOUR VEHICLES, ESPECIALLY WHEN THEY ARE LEFT OUTSIDE OVERNIGHT.
- ✓ WHILE WE HAVE GREAT ATTENDANTS WHO CONSTANTLY MONITOR WHO ENTERS AND LEAVES OUR FRONT GATE, THERE ARE MANY OTHER WAYS FOR POTENTIAL INTRUDERS TO ACCESS OUR NEIGHBORHOOD OTHER THAN THE FRONT GATE.
- ✓ BE VIGILANT AND DO NOT ASSUME WE LIVE IN A TOTALLY SAFEGUARDED ENVIRONMENT! PLEASE NOTIFY AN ATTENDANT IF YOU SEE ANY SUSPICIOUS ACTIVITY IN THE NEIGHBORHOOD.

Also, please remember Fox Glen has its own website at: www.FoxGlenTX.com.

This is a great place to access information and announcements about your neighborhood. Please take a look and make sure you are a registered user.

Thank you all in advance for your cooperation with these new procedures. It will take all of us working together to make these changes effective.

Sincerely,

Lori Jo Ball
Your Association Manager
CMA Management