

# REGAL PALMS

Owners Association

## Post Orders

### Regal Palms Gate House

#### I. **Duty Station**

- Gate House is located at the Sand Mine Road main gate entrance to the Regal Palms community.
- Gate House is equipped with an office and bathroom.
- Parking space is located on the immediate south side of the gate house.
- Gate House will have a DwellingLIVE computer station supplied by Access Control Technologies.
- Gate House will have a land line telephone (863-438-4285) that will allow in-bound and out-bound calling and connected to the Regal Palms Club.
- Gate controls located inside the gate house, readers for key fobs, gate passes and prox cards mounted on pedestal in the island on the express lane and on a pedestal at the La Mirage gate from the club parking lot.

#### II. **Hours of Operation**

- 7 days per week
- 24 hours per day

#### III. **All assigned security officers are thoroughly trained and conversant with the DwellingLIVE visitor management software.**

#### IV. **Kestrel supplies uniforms for the assigned officers and are the resort polo shirts and shorts/slacks with name badges.**

#### V. **Kestrel to supply smartphone and tablet.**

#### VI. **Police/Fire/Ambulance**

- These emergency responders may need to be called as a direct result of a notification to the security officer from an owner/guest calling into the gate house or the RPOA manager on duty reporting an incident requiring emergency services.
- Security officer is to allow access and direct the emergency responders to the incident location.
- Security officer should open an incident report with the date, time and location of the emergency incident. Report should be completed with

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additional details supplied by the emergency responders (police incident report #) and the RPOA Man on the Ground.

- These incident reports should be maintained and emailed to Soleil Management:
  1. Lynn Mitchell, Vice President of Soleil Management  
[Lmitchell@soleilmanagement.com](mailto:Lmitchell@soleilmanagement.com)
  2. Lori Mack, Director of Safety & Security for Soleil Management  
[lmack@soleilmanagement.com](mailto:lmack@soleilmanagement.com)
- [Acarius@soleilmanagement.com](mailto:Acarius@soleilmanagement.com) , GM of the RPOA.
- The RPOA incident report will be a standard format supplied by Soleil Management. (Attached)

### **VII. Visitors with or without gate passes.**

- Must use the left lane next to the gate house.
- Must identify themselves as to their reason for access to the community.
- If a guest arriving to stay in a particular unit and has no pass, they should be directed to the front desk of the club once DwellingLIVE is queried for the assigned unit address. If verified, the security officer can produce a check-in gate pass valid until 2:00am the day after the arrival day with instructions to the guest to check-in at the front desk to register and pay their resort fees. The front desk will then issue the guest a gate pass valid for the duration of their stay. If the guest is not in the DwellingLIVE system, they are to be directed to the front desk to register.
- If the visitor is a vendor delivering something for an owner/guest. They should have the owner's address and the owner should have posted this vendor in the DwellingLIVE system so the officer could source it and print a day pass for the delivery.
- If the visitor is an employee of the a particular management company and has no pass, turn them around and inform them that they have to get their pass from their management company to be gain entrance.
- Owners will be issued a key fob and or a prox card with a 365 day validity from date of issue.
- Owner guests will likely have a scan enabled check-in gate pass for the arrival day. Once they check-in at the front desk they will be issued by the Regal Palms Club front desk a gate pass for the duration of their reserved stay.

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- Property Management company owners/managers will be issued prox cards with 30-90 day validity from date of issue.
- Property Management employees (Housekeeping and Maintenance) will be issued gate passes from 7am-5pm and valid for 30 days.
- The types of gate passes are included and may be subject to change based upon owner input to Soleil Management.

### **VIII. Other Contact Information (attached)**

**These post orders may be subject to change based upon the conditions experienced at the gate house once it is officially opened.**

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### Contact Information

1. Alex Carius – GM of Soleil Management for RPOA.
  - Office Phone – 863-547-0665
  - Cell Phone – 407-460-6160
  - Email – [acarius@soleilmanagement.com](mailto:acarius@soleilmanagement.com)
2. Lynn Mitchell – VP of Soleil Management and RPOA Community Association Manager
  - Office Phone – 702-933-5970
  - Cell Phone – 702-809-1906
  - Email – [lmitchell@soleilmanagement.com](mailto:lmitchell@soleilmanagement.com)
3. Kathy Laboon – President of the RPOA Board of Directors and owner.
  - Email – [klaboon1@verizon.net](mailto:klaboon1@verizon.net)
4. Glenn Stockton – Vice President of the RPOA Board of Directors and Director-Villas of Regal Palms Association Board of Directors
  - Email – [gstockton@asny.com](mailto:gstockton@asny.com)
5. Carl Hardin – Secretary – RPOA Board of Directors and President of the Villas at Regal Palms Association Board of Directors
  - Email – [chardin@sprlv.com](mailto:chardin@sprlv.com)
6. Rob Benson – Treasurer – RPOA Board of Directors
  - Email – [rob.benson@icloud.com](mailto:rob.benson@icloud.com)
7. Ben Kennedy – Director – RPOA Board of Directors
  - Email – [tbenkennedy@gmail.com](mailto:tbenkennedy@gmail.com)
8. Louis Gilmore – Resort Manager of the Villas at Regal Palms Association
  - Office Phone – 863-594-2238
  - Cell Phone – 321-332-8368
  - Email – [lgilmore@soleilmanagement.com](mailto:lgilmore@soleilmanagement.com)

Revised-5.1.18



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9. Mark Smith – Kestrel Security

- Gate House – 863-438-4285
- Cell Phone – 407-216-9207
- Email – [operations@kestrelsecurity.com](mailto:operations@kestrelsecurity.com)

Revised-5.1.18





- Administration
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- Community Website
- Visitor Management
- Credentialed Access
- Patrol

### Edit Pass Type

[Back](#)

**Name**

Check-In Pass

**Short Text**

Arriving guest check-in ePass

**Pass Footer Notes**

Check-in time is 4pm. Check-out time is 10am. Pass is valid only for the arrival day. Guest must still check in at the front desk to receive a regular guest pass for in/out privileges for the remainder of their stay. NO PARKING ON THE GRASS - YOU WILL GET TOWED!

**Perm. Guests**

**Temp. Guests**

Guest Max Duration [Permanent]

1 day(s)

Pass Duration 1 day(s)

1 day(s)

**Allowed Entry Schedule**

- Sunday 4:00 PM to 1:59 AM
- Monday 4:00 PM to 1:59 AM
- Tuesday 4:00 PM to 1:59 AM
- Wednesday 4:00 PM to 1:59 AM
- Thursday 4:00 PM to 1:59 AM
- Friday 4:00 PM to 1:59 AM
- Saturday 4:00 PM to 1:59 AM

Max Entries Per Pass Per Day Unlimited

Do you charge a fee for each pass printed?

No Charge  Yes, \$

Enforce Anti-Passback (Deactivate Previously Printed Passes)

- Guests Editable by Attendants
- Guests Editable by Residents
- Remove barcode on printed pass.
- Remove entry code on printed pass.

[Save](#) [Delete](#) [Cancel](#)

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Welcome Lynn Mitchell  
Regal Palms Owners Association

Home My Account Tech Support Log Out  
0 New Message(s)



Administration Staff Tools Community Website Visitor Management Credentialed Access Patrol

### Edit Pass Type

[Back](#)

Name

Guest

Short Text

For the duration of your guest's stay

Pass Footer Notes

Check-in time is 4pm. Check-out time is 10am. Pass to be valid for length of stay up to 90 days in 3 - 30 day increments. NO PARKING ON THE GRASS - YOU WILL GET TOWED!

Perm. Guests

Temp. Guests

Guest Max Duration [Permanent]

30 day(s)

Pass Duration

365 day(s)

30 day(s)

Allowed Entry Schedule

Sunday 12:00 AM to 11:59 PM

Monday 12:00 AM to 11:59 PM

Tuesday 12:00 AM to 11:59 PM

Wednesday 12:00 AM to 11:59 PM

Thursday 12:00 AM to 11:59 PM

Friday 12:00 AM to 11:59 PM

Saturday 12:00 AM to 11:59 PM

Max Entries Per Pass Per Day Unlimited

Do you charge a fee for each pass printed?

No Charge  Yes, \$

Enforce Anti-Passback (Deactivate Previously Printed Passes)

Guests Editable by Attendants

Guests Editable by Residents

Remove barcode on printed pass.

Remove entry code on printed pass.

This pass cannot be deleted because it is the default for its recipient type.

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### Edit Pass Type

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Name  
Owner

Short Text  
Regal Palms Unit Owner/s

Pass Footer Notes  
This pass is for the unit owners and good for 1 year from date of issue. NO PARKING ON THE GRASS - YOU WILL GET TOWED!

#### Allowed Entry Schedule

- Sunday 12:00 AM to 11:59 PM
- Monday 12:00 AM to 11:59 PM
- Tuesday 12:00 AM to 11:59 PM
- Wednesday 12:00 AM to 11:59 PM
- Thursday 12:00 AM to 11:59 PM
- Friday 12:00 AM to 11:59 PM
- Saturday 12:00 AM to 11:59 PM

Perm. Guests Temp. Guests

Guest Max Duration [Permanent] N/A

Pass Duration 365 day(s) N/A

Max Entries Per Pass Per Day Unlimited

Do you charge a fee for each pass printed?  
 No Charge  Yes, \$

Enforce Anti-Passback (Deactivate Previously Printed Passes)

- Guests Editable by Attendants
- Guests Editable by Residents
- Remove barcode on printed pass.
- Remove entry code on printed pass.

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### Edit Pass Type

[Back](#)

Name

OwnerResident

Short Text

This is an owner who resides full time.

Pass Footer Notes

Full time owner/resident of the community. Initial issue of 2 key fobs.  
Additional key cards for designated family members at \$4.00 each.  
Replacement fobs at \$6.50 each. NO PARKING ON THE GRASS -  
YOU WILL GET TOWED!

Perm. Guests Temp. Guests

Guest Max Duration [Permanent] N/A

Pass Duration 365 day(s) N/A

Allowed Entry Schedule

Sunday 12:00 AM to 11:59 PM

Monday 12:00 AM to 11:59 PM

Tuesday 12:00 AM to 11:59 PM

Wednesday 12:00 AM to 11:59 PM

Thursday 12:00 AM to 11:59 PM

Friday 12:00 AM to 11:59 PM

Saturday 12:00 AM to 11:59 PM

Max Entries Per Pass Per Day Unlimited

Do you charge a fee for each pass printed?

No Charge  Yes, \$

Enforce Anti-Passback (Deactivate Previously Printed Passes)

- Guests Editable by Attendants
- Guests Editable by Residents
- Remove barcode on printed pass.
- Remove entry code on printed pass.

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### Edit Pass Type

[Back](#)

**Name**

Prop Manager

**Short Text**

For the owner authorized property manager

**Pass Footer Notes**

For the owner's authorized property management co. owner or manager to access the community to service the owner units managed. NO PARKING ON THE GRASS - YOU WILL GET TOWED!

Perm. Guests Temp. Guests

Guest Max Duration [Permanent] 90 day(s)

Pass Duration 90 day(s) 90 day(s)

**Allowed Entry Schedule**

- Sunday 12:00 AM to 11:59 PM
- Monday 12:00 AM to 11:59 PM
- Tuesday 12:00 AM to 11:59 PM
- Wednesday 12:00 AM to 11:59 PM
- Thursday 12:00 AM to 11:59 PM
- Friday 12:00 AM to 11:59 PM
- Saturday 12:00 AM to 11:59 PM

Max Entries Per Pass Per Day Unlimited

Do you charge a fee for each pass printed?

No Charge  Yes, \$

Enforce Anti-Passback (Deactivate Previously Printed Passes)

- Guests Editable by Attendants
- Guests Editable by Residents
- Remove barcode on printed pass.
- Remove entry code on printed pass.

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### Edit Pass Type

[Back](#)

**Name**

Housekeepers

**Short Text**

Unit Cleaning Services and Valet Trash Services

**Pass Footer Notes**

These passes are good for 30 days at a time and from 7am to 7pm daily and are for owner or mgmt. co. unit cleaning staff and RPOA valet trash service staff. NO PARKING ON THE GRASS - YOU WILL GET TOWED!

**Perm. Guests**

**Temp. Guests**

Guest Max Duration [Permanent]

30 day(s)

Pass Duration 30 day(s)

30 day(s)

**Allowed Entry Schedule**

- Sunday 7:00 AM to 7:00 PM
- Monday 7:00 AM to 7:00 PM
- Tuesday 7:00 AM to 7:00 PM
- Wednesday 7:00 AM to 7:00 PM
- Thursday 7:00 AM to 7:00 PM
- Friday 7:00 AM to 7:00 PM
- Saturday 7:00 AM to 7:00 PM

Max Entries Per Pass Per Day Unlimited

Do you charge a fee for each pass printed?

No Charge  Yes, \$

Enforce Anti-Passback (Deactivate Previously Printed Passes)

- Guests Editable by Attendants
- Guests Editable by Residents
- Remove barcode on printed pass.
- Remove entry code on printed pass.

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### Edit Pass Type

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**Name**

Maintenance

**Short Text**

maintenance of owner units or common areas maint.

**Pass Footer Notes**

30 day pass good from 7am to 7pm daily. At owner's request, or management co. or at RPOA man on the ground request for common area maintenance. NO PARKING ON THE GRASS - YOU WILL GET TOWED!

**Allowed Entry Schedule**

- Sunday 7:00 AM to 7:00 PM
- Monday 7:00 AM to 7:00 PM
- Tuesday 7:00 AM to 7:00 PM
- Wednesday 7:00 AM to 7:00 PM
- Thursday 7:00 AM to 7:00 PM
- Friday 7:00 AM to 7:00 PM
- Saturday 7:00 AM to 7:00 PM

**Perm. Guests**      **Temp. Guests**

Guest Max Duration [Permanent] 30 day(s)

Pass Duration 30 day(s) 30 day(s)

Max Entries Per Pass Per Day Unlimited

Do you charge a fee for each pass printed?

No Charge  Yes, \$:

Enforce Anti-Passback (Deactivate Previously Printed Passes)

- Guests Editable by Attendants
- Guests Editable by Residents
- Remove barcode on printed pass.
- Remove entry code on printed pass.

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### Edit Pass Type

[Back](#)

Name

Realtor

Short Text

This pass will only work once during 8AM - 10PM

Pass Footer Notes

This Realtor Pass will only work once during the ours of 8AM - 10PM  
NO PARKING ON THE GRASS - YOU WILL GET TOWED!

Perm. Guests

Temp. Guests

Guest Max Duration [Permanent]

1 day(s)

Pass Duration 1 day(s)

1 day(s)

Allowed Entry Schedule

- Sunday 8:00 AM to 9:59 PM
- Monday 8:00 AM to 9:59 PM
- Tuesday 8:00 AM to 9:59 PM
- Wednesday 8:00 AM to 9:59 PM
- Thursday 8:00 AM to 9:59 PM
- Friday 8:00 AM to 9:59 PM
- Saturday 8:00 AM to 9:59 PM

Max Entries Per Pass Per Day 2

Do you charge a fee for each pass printed?

No Charge  Yes, \$

Enforce Anti-Passback (Deactivate Previously Printed Passes)

- Guests Editable by Attendants
- Guests Editable by Residents
- Remove barcode on printed pass.
- Remove entry code on printed pass.

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### Edit Pass Type

[Back](#)

Name  
Vendor

Short Text  
Deliveries & Major Repairs/Rehabs

Pass Footer Notes  
This pass is for vendors/suppliers of furniture, fixtures, equipment and may be a contractor who is going to rehab a unit or make some major repairs. Owner or mgmt. co. to produce pass based upon projected job completion time. NO PARKING ON THE GRASS - YOU WILL GET TOWED

Allowed Entry Schedule

Sunday 6:00 AM to 10:59 PM

Monday 6:00 AM to 10:59 PM

Tuesday 6:00 AM to 10:59 PM

Wednesday 6:00 AM to 10:59 PM

Thursday 6:00 AM to 10:59 PM

Friday 6:00 AM to 10:59 PM

Saturday 6:00 AM to 10:59 PM

Max Entries Per Pass Per Day 2

	Perm. Guests	Temp. Guests
Guest Max Duration	[Permanent]	N/A
Pass Duration	1 day(s)	N/A

Do you charge a fee for each pass printed?  
 No Charge  Yes, \$

Enforce Anti-Passback (Deactivate Previously Printed Passes)

- Guests Editable by Attendants
- Guests Editable by Residents
- Remove barcode on printed pass.
- Remove entry code on printed pass.

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### Edit Pass Type

[Back](#)

**Name**

Ride Share

**Short Text**

Taxi-Lyft-Uber Pass

**Pass Footer Notes**

This pass can be generated by an owner to have a taxi, Lyft or Uber driver receive a gate pass to enter the community to pickup and return an owner at and to their unit. NO PARKING ON THE GRASS - YOU WILL GET TOWED!

**Perm. Guests**

**Temp. Guests**

Guest Max Duration [Permanent]

1 day(s)

Pass Duration

1 day(s)

1 day(s)

**Allowed Entry Schedule**

- Sunday 12:00 AM to 11:59 PM
- Monday 12:00 AM to 11:59 PM
- Tuesday 12:00 AM to 11:59 PM
- Wednesday 12:00 AM to 11:59 PM
- Thursday 12:00 AM to 11:59 PM
- Friday 12:00 AM to 11:59 PM
- Saturday 12:00 AM to 11:59 PM

Max Entries Per Pass Per Day Unlimited

Do you charge a fee for each pass printed?

No Charge  Yes, \$:

Enforce Anti-Passback (Deactivate Previously Printed Passes)

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### Edit Pass Type

[Back](#)

Name

Short Text

Pass Footer Notes

	Perm. Guests	Temp. Guests
Guest Max Duration	N/A	<input type="text" value="1"/> day(s)
Pass Duration	N/A	<input type="text" value="1"/> day(s)

#### Allowed Entry Schedule

<input checked="" type="checkbox"/> Sunday	<input type="text" value="12"/> :00 AM to <input type="text" value="11"/> :59 PM
<input checked="" type="checkbox"/> Monday	<input type="text" value="12"/> :00 AM to <input type="text" value="11"/> :59 PM
<input checked="" type="checkbox"/> Tuesday	<input type="text" value="12"/> :00 AM to <input type="text" value="11"/> :59 PM
<input checked="" type="checkbox"/> Wednesday	<input type="text" value="12"/> :00 AM to <input type="text" value="11"/> :59 PM
<input checked="" type="checkbox"/> Thursday	<input type="text" value="12"/> :00 AM to <input type="text" value="11"/> :59 PM
<input checked="" type="checkbox"/> Friday	<input type="text" value="12"/> :00 AM to <input type="text" value="11"/> :59 PM
<input checked="" type="checkbox"/> Saturday	<input type="text" value="12"/> :00 AM to <input type="text" value="11"/> :59 PM

Max Entries Per Pass Per Day

Do you charge a fee for each pass printed?  
 No Charge  Yes, \$

Enforce Anti-Passback (Deactivate Previously Printed Passes)

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# REGAL PALMS

Owners Association

## SECURITY INCIDENT REPORT

DATE:

ROOM #:

DISCOVERED BY:

GUEST REQUEST:

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REGISTERED GUEST: (NAME, ADDRESS, TELEPHONE, DATE OF CHECK OUT)

FRONT DESK MANAGER NOTIFIED (NAME):

ACTION TAKEN:

SYNOPSIS OF INCIDENT:

REPORT PREPARED BY:

