

## Gate Access Authorization System (239) 495-3802

Pelican Landing has a voice mail system, which residents are asked to use in advance, day or night, when expecting short term visitors and to authorize deliveries, workmen and service contractors. You can use this system to authorize them up to 3 days in advance of their arrival. The gatehouse staff will make every effort to ensure that guests are allowed quick and courteous entry. If authorization has not been cleared for a visitor, the staff will attempt to contact the resident for authorization prior to admittance. If authorization is not received, the guest will not be admitted into the community.

When residents call from a telephone registered with the PLCA office, the system will recognize the number and there will be a short greeting, after which you may leave your message. When calling from any other phone not registered to the property, the system will prompt the caller for a 'ten-digit phone number.' The number the system is asking for is a resident's registered Pelican Landing telephone number. After this is entered, the system will verify the resident is calling by requiring the resident to enter their four-digit security code. Once this is entered, the system will prompt the caller to state the guest information for recording.

After the recorded greeting, the caller needs only to state the name of the guest(s) and their date of arrival. After stating this information, the caller can press the star (\*) key for more options or just hang up. This system allows a 15-second message to be recorded.

Some helpful tips to remember when using this system:

1. Try not to wait until the last minute to call in a guest; phone lines may be busy.
2. The busiest calling times are from 7:00 am to 10:00 am daily. Calling the day or night before will save the frustration of getting a continuous busy signal.
3. Do not state your name or address; the system recognizes the registered telephone number and attaches the message to the correct address.
4. Please remember that this system is for gate entry only.
5. If a resident wishes to allow guests use of the Pelican Landing amenities, please call the Administration Office at (239) 947-5977 to request car and/or guest passes to be left at one of the gatehouses for guest pick up.

Residents who have recurring guests or service company visits should include the names of all such individuals and parties on their Resident Access Form on file in the Administration Office. Each person or company listed as an authorized guest must still stop at the gatehouse and will then be issued a pass for access into the community.

All vehicles entering Pelican Landing without an official community pass will be stopped at the gatehouse and processed according to community access control procedures.

Registered vehicle bar code decals are issued to residents who have a personal vehicle. Temporary passes are available for residents with rental cars and for friends or family members who do not reside on property. These passes require homeowner approval and may be renewed every 90 days.