

Eagle Dunes Homeowner's Association, Inc.

6972 Lake Gloria Blvd.
Orlando, Florida 32809-3200
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January 13, 2012

TO: ALL HOMEOWNERS
FROM: BOARD OF DIRECTORS
SUBJECT: COMMUNITY SECURITY ENHANCEMENTS

The Board of Directors has received a number of recommendations and suggestions from homeowners at recent board meetings regarding improvements associated with access to the community and other measures to enhance overall security in the community.

In response to these suggestions, the board initiated a security analysis to review alternatives that were suggested along with an estimated cost to make the suggested changes if the change seemed practical and would help achieve the goal of a higher level of security for all homeowners.

Here are changes that have very little or no cost impact that will be implemented over the next several months:

- The existing four digit gate access codes will be replaced with a five digit code to help reduce unauthorized access to the community. The new five digit code will replace the current four digit code that has been in use for many years. All residents will be receiving a separate letter within the next 30 days containing your new five digit code and instructions on when and how the change-over to the new code will take effect.
- In an effort to improve communications to all homeowners via electronic means such as email blast for HOA events and/or security updates the board is requesting all homeowners and residents to complete the attached *Information Update Form* to make sure we have the most current telephone number and email address information to be able to contact you more quickly by a means other than U.S. Mail when appropriate. This information will only be used for official Association business.
- The board is considering adopting a policy that will require homeowners planning to rent their home to another party to submit an application to seek approval from the Association. This process could include a required deposit, background/credit check of the tenant, and a statement that they have received, read, understand and agree to abide by the rules and regulations for the Association. In addition, the homeowner will have to provide a copy of the lease within 10 days after the lease is executed. Access to Association amenities and issuance of gate remotes will not be granted until all of the required information is provided.
- Each homeowner/resident will be issued vehicle decals for their personal vehicles to help the security officers identify vehicles that are authorized to be in the community. Further information on this will be mailed to all homeowners with the new gate code information.

The following alternatives are under consideration and NO decision has been made at this time since there is a cost associated with many of these options and a possible budget impact which could increase the assessment for all homeowners. These items are pending further review by the board and homeowner input at the next board meeting:

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1. OPTION ONE

No Change to the Existing Gate Operation or Security Patrol Schedules – the current method of operation would be maintained and no changes would be made. The current gate operation schedule is for the main gate to be open from 8:00 a.m. to 6:00 p.m. daily a gate code or transponder is required after hours, the S.R. 437 gate remains closed daily except for opening week days for a brief period in the morning and afternoon to let the grade/middle and high school buses come into the community to pick up school students. The Lake County School System requires the HOA open the gates or the children would have to gather outside the gates for pick-up, so for convenience and safety the gates open during the time period specified by the school transportation manager. The Marbella resident only gate is open from 8:00 a.m. to 6:00 p.m. daily, and since there is no keypad a transponder is required, and the Cardinal Road gate is closed all the time, has no key pad, and requires a transponder to enter.

There are five security officers covering a 24 hour shift, seven days a week. Alton Elliott is the Captain of the Guards, and is on duty during the day. The security officers have a very specific schedule they are assigned for patrols including time of day and check points to monitor daily. Patrol schedules change based on the season of the year and hours of daylight or other changes as required. The officers maintain a detailed daily log of events and work with local law enforcement on incidents and security concerns as required. They also monitor visitors to the community and amenity center facilities to prevent unauthorized use or damage to Association property, assist with check in and checkout of private events held at the amenity center by residents that reserve the facilities. They also distribute welcome packages to new residents to help them get acquainted with the community.

There is no cost impact associated with this option since there are no changes required with this option and all expenses to support this option are currently budgeted.

2. OPTION TWO

Close all Gates Permanently – this would require use of a five digit gate code or remote (transponder) device to gain access to the community. All contractors, UPS, FedEx, waste management, Postal Service, school buses, and others would be assigned special access codes. Anyone else would either have to use the gate access keyboard and display to find the name of the individual they are visiting to gain access to the community. If they are not able to contact the homeowner/resident then they would not be able to enter the community. Security officers would continue their random community patrols 24 hours a day 7 days a week throughout the entire community as they do today and no changes to their patrol program would be made.

The gate access key panel system requires a link to the homeowner/residents home "land line" telephone. The gate system will not work with cellular or internet over voice services. Once a visitor finds the residents name on the roster and enters the code next to their name the system dial the land line; the homeowner/resident picks up their phone, hears the visitor on the other end, and pushes "nine" button on their phone to open the gate and grant access. Homeowners that do not have a land line would have to provide visitors with their five digit access code to enable them gain access to the community.

There would be no planned budget increase to implement this alternative since there is no significant change to any support resources or systems to implement this option.

3. OPTION THREE

Close all Gates + Post Full Time Guard at Main Gate + Add Gate Cameras – this alternative would eliminate the current routine of the security officers having a random roving patrol throughout the community day and night and permanently post them at the main gate 24 hours a day, seven days a week to monitor and control access to the community. All other gates would be closed and require use

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of a gate access code or remote transponder device to gain access to the community. Camera surveillance would be installed at the S.R. 437 and Cardinal Road gates to enable the security officers to view events at these gates. Visitors would have to sign in at the gate house; the homeowner/resident would be called by the security officer on duty to verify authorization to provide access of the visitor to the community. The visitor would then be issued a temporary visitors pass. A database of all homeowners, frequent guest, contractors, service providers, etc. would be maintained at the main gate for reference and security purposes.

This option would require purchase of cameras at two gates, and maintenance of a homeowner database at the main gate for security use. The additional estimated annual cost for this option would be \$21,600.00 per year or an increase in single family home assessment per quarter of \$11.32 and a increase to town home owners monthly assessment of \$3.77.

4. OPTION FOUR

Close all Gates + Post Full Time Guard at Main Gate + Add Part-time Roving Security Officer – this alternative would provide all of the same features of option three with the exception that no new cameras would be added at any gates and it would include an additional part-time security officer to patrol the community. These patrols would be conducted for one shift every night 365 days a year during night-time hours throughout the community to insure that all areas are secure and to deal with any suspicious activity that is observed or reported.

This option would require the addition of a part time roving guard, and maintenance of a homeowner database at the main gate for security use. The additional estimated annual cost for this option would be \$44,000.00 per year or an increase in single family home assessment per quarter of \$23.06 and a increase to town home owners monthly assessment of \$7.69.

5. OPTION FIVE

Close all Gates + Post Full Time Guard at Main Gate + Extra Roving Patrol + Gate Cameras -

this option would incorporate a full time guard at the gate, an extra security officer one shift each night for random patrols, cameras at both the S.R. 437 and Cardinal Road gates and a database maintained at the main gate of homeowner information for security use.

This option would require the addition of a part time roving guard, and maintenance of a homeowner database at the main gate for security use. The additional estimated annual cost for this option would be \$63,400.00 per year or an increase in single family home assessment per quarter of \$33.23 and a increase to town home owners monthly assessment of \$11.08.

These options represent the most frequent mentions by homeowners when discussing potential security changes. Any future changes are not limited to these specific options. Some variation or combination of one of these options may also better meet the needs of the community. Any option that will include the permanent closing of all gates will require that the Marbella resident only gate be upgraded to full panel type gates to eliminating the current gate poles to provide a more secure structure at this entry point.

In addition to the activities listed above the board has requested the Country Greens Community Development District (CDD) to complete the perimeter rail fencing around all areas of the community where no fence exists today to help eliminate unauthorized points of entry.

Funds have been set aside in the budget to upgrade the Marbella resident only two pole gate to full gate panels similar in structure to the other community gates to better limit access. It is the desire of the board to hold off on installing this new gate until such time as the CDD has determined when they can add a new rail fence along this tract of land to help secure the area. No key pad is intended for this gate due to roadway space limitations. This gate will only be accessible by a remote control device and therefore will remain a resident only gate.

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The Board of Directors would like your input on the planned changes and the other security "Options One through Five" that are outlined here. There are several ways you can communicate your thoughts and opinions back to the board:

1. Attend the January 30, 2012 Board of Directors meeting to be held at the Pavilion Room at 33600 Terragona Drive, Sorrento, FL 32776, at 6:30 p.m. The Board will be discussing the alternatives at this meeting and will provide time for all homeowners to have an opportunity share their views on the matter.
2. Visit the HOA web site at www.eagleduneshoa.org and go to the "Contact Us" section and use the email link to send comments to either the Board of Directors or the Community Association Manager.

Should you have any questions on this matter please contact Kent Taylor, Association Manager at 407-781-1181 or via email at ktaylor@lelandmanagement.com.

Your input and suggestions are greatly appreciated.