

Hackberry Creek Access Policy

Policy 1 – Owner/Resident in Vehicle with Valid Decal

Unrestricted access to the Village through the Resident lane of each open gate Sunday through Thursday between the hours of 6:00 AM and 11:00 PM and Friday and Saturday 6:00 AM and 1:00 AM

Unrestricted access to the Village through the Resident lane of Gate 1 between the hours of 11:00 PM through 6:00 AM, weekdays and 1:00 AM through 6:00 AM, on weekends.

Note: Each resident vehicle with a valid decal must come to a complete stop at the Resident lane gate arm before the gate will be raised by the guard. The Resident lane gate is programmed to allow only one vehicle through the gate during each open cycle.

Policy 2 – Owner/Resident in Vehicle without Valid Decal

Unrestricted access to the Village through the Visitor lane at all open gates after showing photo identification which proves residence in the Village. If owner/resident does not have photo identification, they may enter after they complete the Resident No ID Form, which includes verification of their security code.

Policy 3 – Visitors

Restricted access to the Village as follows:

On Permanent Guest List – Access through all open gates after showing photo identification and recording of vehicle license number

On the Temporary Guest List – Single or all day access on the date and times specified by an Owner/Resident through all open gates after showing photo identification and recording of vehicle license number

Unlisted – Single time access allowed after telephone or written approval by an Owner/Resident, showing photo identification and recording of vehicle license number

Note: Owners/Residents may set up a GateKey login and password through the management office that allows them to add or subtract guests to their Permanent or Temporary guest list via the internet.

Note: Owner/Resident must give their personal security code whenever adding or subtracting names from any entry list or approving an unlisted entry (except when they have been called by the gate at their home number).

Visitors without a government issued photo identification card will not be allowed entry into the Village unless an owner comes to the gate and personally identifies them and approves their entry. The Village Manager and/or Security Captain may also authorize such visitor.

Policy 4 – Prospective Home Buyers without a Realtor

Restricted access to the Village during Buyer Access Hours after showing photo identification and recording of vehicle license number. Buyer Access Hours are Monday through Thursday – 7:00 AM to

7:00 PM or Sunset (whichever is earlier), Friday & Saturday – 7:00 AM to 5:00 PM, Sunday – 12:00 Noon to 5:00 PM.

Access allowed during Realtor Access Hours (6:00 AM to 9:00 PM daily) when accompanied by a Realtor who shows a valid Realtor license and photo identification and after recording of vehicle license number(s).

Policy 6 – Realtors

Restricted access to the Village as follows:

Access allowed through the Visitor lane at all gates during Realtor Access Hours (6:00 AM to 9:00 PM daily) after showing a valid Realtor license, photo identification and recording of vehicle license number.

Policy 7 – Delivery Vehicles, Moving Vans, Private Service Vehicles, Lawn Care Vehicles, etc.

Restricted access to the Village as follows:

On Permanent Guest List – Access through all open gates after showing photo identification and recording of vehicle license number

On Temporary Guest List – Single time or all day access at the date and time specified by an Owner/Resident through all open gates after showing photo identification and recording of vehicle license number

Unlisted – Single time or all day access allowed after telephone approval by an Owner/Resident, showing photo identification and recording of vehicle license number

Policy 8 – Vehicles from Public Utilities (Electric, Telephone, Gas, Water, DCURD), city of Irving, Dallas County, Dallas County Constable, Dallas Central Appraisal District, Private Process Server, etc.

Unrestricted access through the Visitor lane if in a clearly marked government or utility vehicle or after showing a utility company, government photo ID or court authorized documents (Process Servers) and recording of vehicle license number

Policy 9 – United States Postal Service, UPS, Federal Express, Airboene Express, Amazon Delivery, and similar major freight or express carriers

(Vehicles permanently marked with delivery entity name) Restricted access through the Visitor lane between the hours of 6:00 AM and 11:00 PM after recording of vehicle license number

(Vehicles not permanently marked with delivery entity name) Restricted access through the Visitor lane after telephone approval by Owner/Resident after recording of vehicle license number between the hours of 6:00 AM and 11:00 PM.

Policy 10 – Construction Vehicles, Contractors, Subcontractors, etc.

Restricted access through the Visitor lane with prior authorization by owner or owner's representative during Construction Hours after showing photo identification and recording of vehicle license number and destination.

Restricted access through the Visitor lane after telephone approval by owner or owner's representative during Construction Hours after showing photo identification and recording of vehicle license number and destination.

Construction hours are Monday through Thursday – 7:00 AM to 7:00 PM or Sunset (whichever is earlier), Friday & Saturday – 7:00 AM to 5:00 PM, Sunday – 12:00 Noon to 5:00 PM.

Contractors providing emergency services, such as: electrical, HVAC and plumbing repairs may enter outside of construction hours, with the authorization and verification of the resident and after showing photo identification and recording of vehicle license number and destination.

Additional access hours may be permitted with the approval of the Village Manager in special circumstances.

Policy 11 – Access for Representatives of Financial Institution Owned Properties

Financial institution employees – Unrestricted access through the Visitor lane after the financial institution confirms property ownership through the Village office, employee names are added to the GateKey system, employees show photo identification and vehicle license number Is recorded.

Contractors, appraisers, cleaning crews, etc. – Restricted access under Policy 10 after financial institution has confirmed property ownership through the Village office and made arrangements with the Village Manager to pay any past due assessments on the property.

Policy 12 – Police, Fire and Other Emergency Vehicles

Unrestricted access thorough Visitor or Resident lanes

After hours access through closed and locked gates by firemen's emergency key

Policy 13 – Pedestrians

Unlimited access through the gates subject to showing the guard a photo ID if requested by the guard.

Policy 14 – Decal Distribution

Resident decals will only be issued for vehicles of owners and residents, children and parents of owners and residents and live-in domestic help.

Decals cannot be issued for trucks rated one ton or more or RV/Motor homes.

Proof of ownership is required for each vehicle (vehicle title, vehicle registration, insurance card, vehicle lease, letter from employer for company owned vehicles).

The maximum number of decals allowed without Board approval is five. Residents requesting more than five decals must submit an Extra Decals Request Form (listing all vehicles and designated drivers) to the Board for approval. A reasonable number of additional decals will be issued for vehicles which are owned and regularly driven into the Village by owners and residents, children and parents of owners and residents and live-in domestic help. Extra decals (above the limit of five) will generally not be issued for

vehicles where the number of vehicles associated with the address exceeds the number of licensed drivers by more than one.

Decals cannot be issued for temporary rental vehicles and new vehicles without permanent license plates. In these cases, a temporary mirror hanger (valid for 30 days) will be issued for the vehicle. Mirror hangers can be renewed for additional 30 day periods when the situation warrants such renewal(s).

Policy 15 – After Hours Exiting Vehicles

All vehicles exiting the Village between the hours of 1:00 AM and 5:00 AM will be required to stop at the Royal Gate before exiting the Village. They will be permitted to exit after their name, vehicle make and model, and license plate information have been recorded by the Officer on duty.