



In the event a Resident Guest cannot be confirmed thru one of the methods outlined above, they are NOT AUTHORIZED. POLITELY DENY ACCESS.

6. **Contractor & Service Provider Entry:** Home service providers (housekeepers, health care personnel, pet groomers, lawn and pool maintenance personnel, other repair/maintenance/support personnel, etc.) may enter from **07:30 – 18:30 hours Monday thru Friday**, if they are on a resident's *Permanent Visitor List* or the resident has notified the gatehouse via telephone and it is logged on the *Visitor Call In Log*.
- **Hours for Saturdays are 08:00 – 17:30 only.**
 - **Contractor & Service Provider Entry is PROHIBITED on SUNDAYS and all HOLIDAYS.**
 - **Prohibited Holidays include: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day & Christmas Day.**
 - Resident approved **Home Health Care Providers** are authorized to enter 24 hours / day.
 - The procedure for confirming authorization for a **Contractor or Service Provider** is the same as described in **#4** above for **Resident Guests**.

In the event a Contractor or Home Service Provider cannot be confirmed thru one of the methods outlined above, they are NOT AUTHORIZED. POLITELY DENY ACCESS.

- Service providers may enter in any vehicle not prohibited in the section below, **3.7: (PROHIBITED VEHICLES)**.
 - **Contract service providers (i.e., contractors/vendors) must leave Turtle Rock no later than 18:30 hours (Mon-Fri) and Saturdays, 17:30 hours. The only exceptions to this are the following:**
 - a. An emergency repair (ex: plumbing leak, roof leak, etc...)
 - b. If a service provider is finish repairs and repairs are confined to the INSIDE of the homeowner's dwelling.
7. **Special Contractors & Service Providers:** The following contractor or service personnel are allowed access at anytime. **They must be logged in on the Guest & Visitor Log.**
- a. Newspaper delivery
 - b. USPS / Postal delivery, UPS, Fed Ex, DHL, etc... **IN A MARKED VEHICLE.**
 - c. Sarasota County Inspectors
 - d. Waste Management or Port-A-Potty companies
8. **Food or Flower Deliveries:** Delivery services for food or flowers may enter at any time. Both types require that the resident notify the gatehouse via telephone and are logged on the *Visitor Call In Log*.
- If the delivery is not called in, attempt to contact the resident 2x.