GUARD INSTRUCTIONS
(effective August 9, 2019)

These guard instructions are updated to include the use of the ELIKA 460 access control system recently installed at the Westgate entry gate. As of August 9, 2019, the use of the key fobs is discontinued. They will no longer open the Westgate entry gate or operate the gates at Texas Blvd.   The revised instructions for residents and visitors are:

Residents

Residents are to enter using the "Residents' Lane". The guard should verify that the vehicle has a Tierra Santa vehicle sticker. The resident must open the entry gate for themselves using their Elika key code. If the resident does not have a vehicle sticker and/or an Elika key code, the guard is to log in the resident on the Visitor Log In sheet. The guard is fill out all the required log information **and to note on the log that the person is a resident and whether they are missing a vehicle sticker, an Elika key code or both.** After logging in the vehicle, the guard is to open the gate using his newly programmed key fob and let the vehicle enter Tierra Santa.

Visitors

Visitors are to enter using the "Visitors' Lane". The guard is to log in the vehicle by filling in all the required information on the Visitor Log In sheet (i.e. arrival time, visitors name, total number of people in the vehicle, license plate number, visitor's phone number, name and address of the person being visited.) The guard is then to ask the visitor to locate the person they are visiting on the Elika Directory, call that person through the Elika system and have the person being visited open the gate for them by pressing "9" on their cell phones. If for any reason the visitor cannot get the person being visited to open the gate, the guard is to let them in and note on their log entry that they were let in and the reason why.

Resident and Golf Course Functions

Functions held by a Resident or the Golf Course must provide a list with the names of the attendees to the Tierra Santa POA office at least three days prior to the event. If an arriving visitor is on the list, the guard is to note the license plate number and open the gate.

If a list is not provided or the visitor's name is not on the list, the "Visitor" procedures above are to be followed.

Tierra Santa POA Board