

919-499-2339

SECURITY GATE PHONE NUMBER to be used for calling in guest passes and for speaking with a Security Officer

919-499-2722

NEW "HOTLINE" SECURITY GATE PHONE NUMBER for recorded message updates on road conditions, utility issues (such as water outages) and emergency conditions (such as floods,etc) and other community info. It is very important that this line is used whenever possible, especially in emergency situations so as not to tie up the other line where Officers are addressing an emergency situation or conducting daily business.

FREQUENTLY ASKED QUESTIONS REGARDING CAROLINA TRACE SECURITY AS OF 11-12-13

1. **What is SPA and what are the specific functions they are contracted to do? Also, what services do they provide?**

SPA stands for Southern Protection Agency. The owner of the Company is John Brown and the Company is based out of Georgia and services several hundred communities and businesses such as Carolina Trace with their specific Security needs. SPA has agreed to "furnish Carolina Trace with Security Personnel to monitor, patrol, and otherwise safeguard the property at Carolina Trace Association, Inc and its members. Duties are to consist of the physical monitoring of the property for unauthorized persons and to deter criminal acts to include theft and vandalism. Additionally, security officers will assist as needed with the day to day operations of the location to include gate operations, patrol and monitoring." They assist with emergency situations as first responders and are also available to meet with community members and POAs to provide information or assistance with POA problems or questions. SPA reports to the Safety and Security Committee, which, in turn, reports to the CTA Board of Directors. Any complaints regarding SPA or their Officers are required to be made in writing directly to the Safety and Security Committee, not to SPA or its employees.

2. **Does SPA have the authority to enforce traffic laws and issue citations within Carolina Trace? What about the Lee County Sheriff?**

Yes, SPA has the authority to enforce traffic laws and issue citations within Carolina Trace when directed by the CTA Board of Directors as verified by the North Carolina State Attorney General's office.

The Lee County Sheriff's Department also has the ability to issue citations and make arrests within Carolina Trace per North Carolina Statutes 20-4.01 (32)c and 20-158.3.

3. **What is the jurisdiction of SPA and how are they involved in the POAs?**

SPA has complete jurisdiction over the common areas within Carolina Trace which are the responsibility of CTA. SPA also patrols and monitors POAs throughout Trace on a routine basis and, when authorized to do so, SPA can and will assist a POA in the enforcement of the Rules and Regulations of the POA per its Covenants when threatening or criminal activity is involved. Because there are 18 different sets of rules, it should be stressed that SPA does not have knowledge of each POA's rules and it is important that a POA Board member work with the officer whenever SPA is assisting the POA. SPA also assists with emergency situations and is available to meet with POAs and community members to provide information or assistance.

4. **If I have a question for or about Security, who do I contact?**

The Security Gate Phone number is 919-499-2339. Rocky Geist is the Captain and Larry Long is the Lieutenant in charge. If you have a complaint or problem with Security, please contact a member of the CTA Safety & Security Committee as follows:

Alan Dirk (Committee Chair and VP of CTA) - Phone 919-356-9371; e-mail agdirk@hotmail.com

Tony Forgione (Committee member and President of CTA) - Phone 919-356-5126; e-mail tforg@charter.net

Tim Bloedorn (Committee member and CTA Director) - Phone 919-352-2730; e-mail tcb1969cf@yahoo.com

Other members of the Safety and Security Committee are as follows:

Bill Guwang - Adjudication Committee Chairman

Mike Losquandro - CTCC Liason

Kathy Jelen - Secretary

Sparky Wilson - CERT Representative

Britney Pleasant - Parent Rep for School Bus Parents

5. **What is the procedure for emergency situations? Who do I contact?**

Contact 911 first and, if possible, contact the Gatehouse on 919-499-2339 to alert them of the emergency and that you have contacted 911. Give them your location so that they can arrange an escort of emergency vehicles to your location.

The Gate Personnel can also then assist as a first responder and prepare for the entrance of the Emergency team.

6. **Does the Gate keep a resident list and who should be included on the list?**

In order to gain entrance into Carolina Trace, ALL people over 16 years of age who reside in the home should be registered on the Gate Resident list. All people authorized to call in guest passes (including children) need to be on the Gate Resident List. When your child starts driving, he may be denied access if he is not included on the list in which case he would have to go thru the process of gate entry without a pass. The Gate Resident list also provides an opportunity for owners to provide the name(s) of a person who should be allowed entry in case of emergency or death. It is important for you to keep this file updated, because without a named person, it will be very difficult for anyone to gain access without showing proper authorization, which usually means providing a Power of Attorney or other legal document which legally shows authorization.

7. **How do I call in a pass and who do I need to call one in for?**

When you are expecting a guest

Contact the gatehouse at 919-499-2339.

Give the officer your last name and spell it for him.

Give him your Lot #.

Give him the last name of your guest.

Tell him the specific date of arrival and departure.

The Gatehouse procedure is that the pass is to be filed under YOUR last name.

Upon arrival at the Gate, it is important that your guest provide YOUR last name to the Security officer as the person whom he is visiting. If your guest knows your Lot #, it is sometimes helpful in completing the process.

Guests should be prepared to provide an ID if asked to do so.

If there are people with multiple last names residing in the home, the pass will be filed under the name given by the caller.

When you are expecting a large group of 5 or more guests.

It is recommended that you provide Security with a written list of people AT LEAST 1 day PRIOR to arrivals.

Include the following information:

Your Last Name and Lot #.

Each Driver Guest by Last Name

Specific Date of Arrival and Departure of each guest

The Gatehouse procedure is that the pass is to be filed under YOUR last name.

Upon arrival at the Gate, it is important that your guest provide YOUR last name to the Security officer as the person whom he is visiting. If your guest knows your Lot #, it is sometimes helpful in completing the process.

Guests should be prepared to provide an ID if asked to do so.

If there are people with multiple last names residing in the home, the pass will be filed under the name given by the caller.

When you are expecting a Contractor/Vendor

Ask the Contractor/Vendor if he already has a pass to get into Carolina Trace (most who do business regularly have already secured a Contractor/Vendor pass). If he has a pass, you do not need to call him in.

If the Contractor/Vendor does not have a pass, you will need to call him in as you would a guest. A Contractor/Vendor who does not have a Contractor/Vendor pass will be expected to provide identification each time he enters Trace.

8. **What is the "pass policy" for Contractors/Vendors, Realtors, Postal, and Utilities such as CT Utilities, Progress Energy, Cable, etc?**

Contractors & Vendors - There are Contractor/Vendor passes available at the Gate for a 1 time yearly fee at the current purchase price of \$20 once the proper registration and paperwork is completed. This allows the Contractor/Vendor access to Carolina Trace and speeds up his entrance into Trace and allows the Visitor's Gate traffic to flow at a much better and faster pace.

Realtors - All Realtors are allowed to enter upon presentation of their MLS card and Drivers License each time they come to Trace. They are allowed to purchase a yearly pass to speed up the process of entry at their discretion.

Health Care Workers - Health Care Workers can complete an application for a complimentary commercial decal.

Special Groups - There are certain groups which are allowed to enter Carolina Trace without a registered pass. This list was developed by the CTA Security Committee and CTA Board of Directors. It includes the following:

CT Utilities	Duke Progress Energy	Fire Emergency Vehicles	Misc Government Vehicles (with proper ID)
Ambulances	Law Enforcement Vehicles	Cable / Telephone Companies	US Post Office / UPS / FedEx,etc

9. **When does Security ask for an ID at the Gate?**

There is a period during the day in which Security will always need to see an ID. From 11:30pm until 5:30am, ANYONE who comes in through the visitors gate MUST show ID to gain access even if they are a resident or have had a pass called in. This is a security measure requested by the CTA Security Committee. There are also random ID checks occasionally and often times Contractors who have not purchased a pass will be required to show ID to gain entrance. There are no ID checks for people who have electronic passes unless the Security officer feels there is an extremely unusual circumstance or one which may be a danger to residents.

10. **What happens when my guest arrives and I didn't call in a pass?**

If a Guest pass has not been called in, your guest will be asked to drive around the back of the Gatehouse where he will be responsible to contact someone to call a pass in for him. Gate Security personnel will not make the call for him. For the Security effort of Carolina Trace, the guest will NOT be allowed to enter until properly authorized.

11. **What is the procedure for people getting in to go to CTCC? (Golfers, weddings, dinners, social functions, vendors, staff, guests, etc)**

All events conducted at CTCC have a person in charge who should provide the Security Gate with the proper list of people attending the event. This should be done as soon as possible within a week of the scheduled event.

12. **Do I need to let the Resident gate drop down before I go thru and why?**

YES. Each vehicle entering thru the Resident gate should stay back and allow the gate to drop before entering the sticker reading area. There is to be NO TAILGATING where multiple vehicles go thru the raised gate unless instructed to do so by the Security Guard on duty. The sticker reader records information on each vehicle as it enters and is used for Security purposes and to be sure that the vehicle is properly authorized to enter Trace. Also, damage to vehicles can occur when more than 1 vehicle enters at a time. And, damage to the gate arm can occur which can result in a charge up to \$600 or more to the person driving the vehicle which does damage.

13. **Who needs an electronic gate pass and how do I get one?**

Resident electronic gate passes are available to all Trace residents and required of all long term renters. The cost of getting an electronic sticker is \$20 and it is guaranteed to last for 3 years on the initial vehicle. If a new vehicle is purchased, the sticker can sometimes be transferred if done carefully. Likewise, if a windshield is replaced. If a sticker wears out after the 3 years, it is the vehicle owner's responsibility to purchase a new sticker at the current fee. To get a sticker, contact the Security Gate on 919-499-2339 to arrange an appointment to complete the necessary paperwork, pay the fee and have the sticker installed. (Helpful Hint - try not to spray the sticker when cleaning windshield). If you have an electronic sticker and are moving out of Carolina Trace, it is your responsibility to report this to Security.

14. **If I observe a traffic violation such as reckless driving, speeding or illegal passing, what should I do?**

Safely and without putting yourself or someone else in danger, try to determine the License number, make, model and color of the vehicle and the time and place of the violation. Report it to the SPA Security Guard as soon as possible. They will address the situation as appropriate or refer it to the Lee County Sheriff.

15. **Are you allowed to pass a slower moving vehicle on Traceway and is the 25 MPH speed limit in effect for ALL of Traceway?**

Traceway contains a solid yellow line and should be treated as a NO PASSING area just as State Laws dictate. The speed limit for ALL of Traceway is 25 MPH. Do not pass any vehicle on Traceway until the vehicle has found a safe place to pull off the road. This includes vehicles such as golf carts and maintenance equipment who should be alert to traffic approaching and try to pull SAFELY off the road to allow vehicles to pass.

16. **What do I need to do to enter or exit on foot or with a bicycle?**

If you exit on foot or with a bicycle or other vehicle than the one you have a resident sticker on, you must be prepared to provide proper Identification in order to reenter Carolina Trace.

17. **Are there restrictions such as weight limits in Carolina Trace for vehicles travelling on Traceway and the bridges?**

The weight limit for bridges on Traceway is 29 tons for single axel trucks and 32 tons for tractor trailers and 8 yards of concrete for concrete carriers. There are certain CTCC vehicles which are excluded from these restrictions.

18. **Is there Moving van or large truck access into all POAs?**

There is currently limited access for large trucks or moving vans in the following POAs: Golf West, Hidden Lake, Southwind, South Landing, Woodfield North, and Woodfield South. The reasons for restrictions in these POAs is due to possible road damage, narrow roads or small to no turnaround areas. Contact your POA President if you have questions or concerns. A moving van which is not allowed into Trace due to weight limits or POA rules will be required to park in the School Bus turnaround area where it can be unloaded and loaded into an authorized vehicle for transport to the residence. These large trucks are NOT allowed in the School Bus turnaround area during school bus pick up and drop off times which are 6:45am - 7:45am and 3:00pm - 4:00pm on school days.

19. **Does the gate provide informational handouts and what types of information is included?**

The Gate provides a new resident handout to all people moving into Carolina Trace. This handout has an application form to register at the Gate, an SPA information sheet, a visitor pass request, a map, a community information sheet, the bus stop rules sheet, a welcome letter and a Carolina Trace Buyer's Guide of businesses who support the Carolina Trace Community.

20. **Are there Emergency exits in Carolina Trace and where are they located and when are they open?**

There are emergency exits located at the following

On the South side at the end of Traceway in Woodfield North by Hidden Lake leading to Cox Mill Road.

To get there from Trace Gatehouse, proceed to the light at the entrance to Trace on Rt 87. Turn left(South). Continue to Pickett Rd where you turn left (toward Gross Farms). Pickett dead ends into Cox Mill Rd where you turn left. Follow Cox Mill Rd approximately 1 mile to the gate on the left which sits back off the street.

On the North side at the end of Traceway by Mallard Cove and Highland Woods.

To get there from Trace Gatehouse, proceed to the light at the entrance to Trace on Rt 87. Turn left(South). Continue to Pickett Rd where you turn left (toward Gross Farms). Pickett dead ends into Cox Mill Rd where you turn left. Follow Cox Mill Rd almost exactly 2 miles to the gate on the left which sits back off the street.

On Indian Trail in North Shore by the water tower and just north of the fire station on Route 87.

To get there from Trace Gatehouse, proceed to the light at the entrance to Trace on Rt 87. Turn right(North). Follow Rt 87 for approximately 1.4 miles to just North of the fire station by the Carolina Trace water tower.

On Argyll in Sedgemoor at the Redbud/Hwy 87 area. This emergency gate is across the street from the BP Gas Station

To get there from Trace Gatehouse, proceed to the light at the entrance to Trace on Rt 87. Turn right(North). Follow Rt 87 North for approximately 1.9 miles and the emergency gate is across from the BP Gas Station.

These exits are locked except in emergency situations such as snow or harsh weather and at the discretion of the CTA President or his designee. Please visit the official CTA website at ctaincnc.com for updates on road conditions or emergency gate openings.

21. **Where can I put a boat into the Lake and how do I report boating issues?**

The only CTA authorized boat entry to Lake Trace is located and maintained in the Harbor Creek POA. Mary Salvo is the current President of Harbor Creek and should be contacted if there are any questions. Harbor Creek rents spots at the marina for people outside of Harbor Creek. A slip is \$50 per month plus \$100 a year for electric service. Slips are not available too often so check with the President if interested. Trailers or boats cannot be stored at the marina unless the person lives or owns in Harbor Creek. Trailers can be parked in the parking lot while the boat is launched on the lake but not stored there. Anyone in Trace can launch a boat at Harbor Creek. There are a few other entry points located around the lake, but they are governed by specific POAs, not by CTA. Contact the specific POA Presidents for information. Boating infractions, issues or questions should be directed to Gatehouse Security on 919-499-2339, or to Ed Margeson on 919-498-1918.

22. **What types of boats and motors are allowed on Lake Trace?**

There are NO gas powered engines allowed on Lake Trace. Gas powered engines are not even allowed out on Lake Trace even if they aren't being lowered or used. Electric motors are allowed as are other manually propelled crafts.

23. **Does the SPA Security Staff handle animal issues and complaints?**

No. All complaints and issues dealing with Animal Control are now handled thru the Lee County Sheriff's office at 919-718-4560.

24. **Where can I fish?**

Shore fishing by Residents and Property Owners of Carolina Trace is allowed only on the CTA common grounds from the Gatehouse inward to Trace. Shore fishing from the Gatehouse out to Route 87 is prohibited. Shore fishing on Carolina Trace Country Club property is prohibited. When fishing on CTA common areas, no vehicles are to be parked on the grass. Everyone is expected to clean up any trash when leaving and please remember that there are residents in the area so noise should be kept at a minimum so as not to annoy the neighbors.

25. **What is the policy for walking, biking, etc on the golf cart paths?**

Carolina Trace Country Club owns Lake Trace, but makes it available for use by property owners in Carolina Trace. Due to safety and liability issues, those who are not Club members are not allowed to use any other privately owned Country Club property for any purpose such as walking, jogging, bicycling, unauthorized golfing, fishing, loitering, etc. Please contact the Club for information on becoming a member.

26. **What type of burning is allowed in Carolina Trace?**

All POAs and CTA have adopted a ban on "open burning" within Carolina Trace. Exempted from this ban is the operation of outside grills or other cooking units and contained systems.

27. **I'm having a yard sale and would like to pass out or post information. Is this OK?**

Residents or commercial enterprises having "authorized" access to Carolina Trace may place pamphlets or advertising materials in appropriate residential mailbox stands if the stand provides a place. DO NOT place ANYTHING in the US POSTAL SERVICE portion of any mailbox as it is a violation of Federal law.

28. **Since I am a resident or owner of property in Carolina Trace, can I go anywhere in Trace and use any Pool, Tennis Court or Dock that I want within the Carolina Trace community?**

NO. Carolina Trace is made up of 18 separate POAs who privately own the roads, land and facilities within their POA and the Country Club privately owns the same. Unless you are an owner or resident of a POA or a Club member, you are TECHNICALLY NOT allowed to use the facilities or even be in a POA or at the Club unless you are an invited guest. Traceway is available to all people authorized to be in Trace, but also has restrictions as to the types of vehicles and activities which are allowed. If it is determined that you are guilty of misconduct in a POA other than where you are authorized, you can be asked to leave, banned from the POA, or even arrested for trespassing at the POA's discretion. Within the POA where you are authorized, your actions are subject to the Covenants of the POA.

29. **In the case of a major disaster in Carolina Trace such as a tornado, is there an organization in the community which can provide help?**

The CERT (Community Emergency Response Team) is a group of neighborhood volunteers who have received training in disaster preparedness, light fire suppression, disaster medical operations, light search and rescue, and disaster psychology. Volunteers are always needed to help with this team. Contact a CTA representative or Security to get more information about this program or to volunteer.