FOR IMMEDIATE RELEASE
Contact: Ella Scotty
HSV Communications
Phone: 501-922-5541
Email: escotty@hsvpoa.org

HSV Gate Access

HOT SPRINGS VILLAGE, July 5, 2016 – Security of controlled gate access is of the utmost importance for Hot Springs Village. HSVPOA is constantly researching ways to balance the security and accessibility needs for our members and their guests.

In 2015, HSVPOA contracted with Allied Barton to provide licensed security personnel for each manned Gate. POA staff recently met with Allied Barton management to evaluate the overall gate operations and staffing. The HWY 7 West Gate is currently staffed with two security officers from 6:00 a.m. until 10:00 p.m. The West Gate averages approximately 6,500 vehicles entering in a 24-hour period. The Hwy 5 East Gate is currently staffed from 6:00 a.m. until midnight, (card operated from midnight to 6:00 a.m.). The East Gate averages approximately 2,000 vehicles in a 24-hour period.

Due to the overwhelming number of telephone calls received at the gates, (up to 250 per 8-hour shift), Allied Barton has been asked to employ one non-licensed person to answer the telephone calls on select days and times. This will allow the licensed security guards to spend more time outside the building assisting traffic during peak call times without having to answer the telephones. This person will be stationed at the East Gate and will answer all calls from both gates. The guest information will be entered into the gate computer system and will instantly be available for security personnel at both gates.

HSV members can help reduce the volume of telephone calls by utilizing the HSVPOA website member portal at https://hotspringsmember.totalegolf.com/default.aspx to log in guests. If the member is having an event with numerous guests, a list can be emailed to eastGate@hsvpoa.org and westGate@hsvpoa.org. It is very important to send the emails to both gates. The lists will be printed and attached to a message board for the security personnel to review and will not be entered into the computer. Members may also bring a printed copy of the list to the HSV police department for distribution to the gates. When calling the gates to log guest information, members must provide their name, telephone number, POA member number and guest names.
All vehicles with an approved, current Hot Springs Village decal will be granted entry into Hot Springs Village. These vehicles should enter through the outside traffic lane, when available. All vehicles entering Hot Springs Village without the approved decal must use the inside traffic lane and stop to obtain authorization. If entry is authorized, a dash pass will be issued for a period of up to seven days. If entry is denied, the vehicle will be advised to exit the gate, and the vehicle license will be logged. Property owners that refuse to display a current decal must use the inside traffic lane and present their member card for entry.

A one-day dash pass is issued to visitors for doctor appointments, business appointments, church attendance, etc. The name and license information of the vehicle will be logged. Vendors with work orders, invoices, sales receipts and bill of laden will be authorized to enter. If the security personnel encounter any problems that they cannot resolve, the Hot Springs Village Police Department will be contacted to assist.

Security personnel are expected to be polite, courteous and professional, while performing their duties. All members and guests are asked to be courteous and polite with the security employees.