

Visitor Management & Entrance Requirements

Main Gate Security Kiosk: 805.689.2272 (mobile) / 805.568.5130 (landline)

1. Guests may gain entrance to El Escorial by either:

- Being added by a homeowner or resident to the permanent guest list (max of 5) via TEKControl Visitor Management application
Homeowner logging guest as a temporary visitor via the TEKControl Visitor Management application for a day or the homeowner or resident must call security and add the guest to the Temporary Guest Log prior to arrival on the day they plan to visit
- If a guest is neither on the permanent or temporary guest list, then the guest is to be turned away – no exceptions; guest should contact the owner to gain access

2. Deliveries & Pickups

- In the following instances, drivers will also be granted temporary access to the property without being on a guest list and receiving a parking pass:
 - Drivers that show a mobile app and status of pickup or delivery that is “in process” Amazon, FedEx, UPS, Rusty’s, Uber / Lyft App, or taxi drivers in marked cars / trucks
- If a driver is unable to provide a mobile app or driver’s license, they will not be allowed in. Additionally, drivers that are inappropriate or use profanity with security will not be allowed in.
- Lastly, under no circumstance should owners use their transmitters to allow guests to drive through the gates as this circumvents our security; confirmed instances of this behavior can lead to fines being levied by the Board

Parking

Violators in Assigned Homeowner Spaces Only

The homeowner / resident may take a photo of the improperly parked vehicle, its license plate as well as the parking permit or decal; notate parking space and either:

Option1:

- Provide to Mission Security officer on duty and request they fill out a parking violation form
The resident / owner will need to place the violation form on the vehicle windshield as the officers are not permitted to leave the kiosk

Option 2:

- Send information via email to property management contacts (listed above) and include the parking space number; the issue will be addressed during business hours

For issues related to parking in loading zone, fire lanes, visitor parking, etc., please call (during business hours only) or email property management at hello@emeraldcommunitymanagement.com or Cory Bauer: (805) 471-7287 or Rob Adams: (805) 471-7284.