

FROM THE MAIN GATE

November 2023

The Security Department has been assisting an increasing number of guests who (1) do not know the house address they are visiting, (2) attempt to enter Hershey's Mill by simply pulling up to a gate...especially delivery people, and (3) believe that using their cell phone to call a resident will give them access to Hershey's Mill.

Residents, because they are the first point of contact with their guests, play a critical role in ensuring that guest entry runs smoothly; and it is important that they relay to their guests the basic instructions on entering their gated community. When these instructions are not offered, it can back traffic up at various gates and lengthen the amount of time it takes for a guest to be able to enter Hershey's Mill. This can lead to the guest, and the people in line behind them, becoming confused and frustrated. Below are the three means of guest entry, and the resident's role in each:

GUEST GATE PHONE BOXES

The primary, and easiest means by which a resident's guest can enter Hershey's Mill is by using the guest phone boxes located at the North and Main Gate entrances. Although instructions are present at the guest phone boxes, residents should still provide their guest with directions on how to use the guest phone box. To operate the guest phone boxes:

Your **GUEST** must:

1. Use the guest phone box keypad to enter the house (address) number of the resident they are visiting.
 - **They do not need to press any buttons other than the numbers necessary to enter the house number.** Unlike previous entry phones utilized by Hershey's Mill, there is no longer a requirement to put zeros before an address number. (i.e. a guest visiting house number 91 would enter only "91" on the keypad.)
2. WAIT – The guest phone box will dial the resident automatically.

YOU must:

1. Verify that the guest is calling you from a guest phone box, rather than a cell phone, as the gate will only open when receiving a command from the guest phone box.
 - Your caller ID will show 610-436-0549 or 610-701-6389 for calls placed from a guest phone box.
 - You will not be able to open the gate for any guest calling you from a cellular phone, rather than the guest phone box.
2. Press "9" on YOUR phone to open the gate.

*** Please note that, during a power outage affecting the North Gate (Greenhill Road) area, the North Gate guest phone box will be inoperable; and all guests should be directed to come to the Main Gate.

*** The guest gate phone boxes can dial any 10-digit number you prefer, even a cell phone. If a resident wishes to change the phone number that the guest gate phones dial to reach them, they must call Director of Security Marc Fraser at 610-431-4006 in order to implement that change.

GUEST LIST:

The file for each Hershey's Mill residence contains a guest list; and this list, which can be edited by the resident, contains the names of companies and individuals who the resident has elected to allow into Hershey's Mill to visit them at any time, or for a specific time period. If expecting a visit from a guest who is on their guest list, the resident should:

1. Make their guest aware that they should still attempt to use the guest call box to reach the resident unless the resident will be away from home.
2. Inform the guest they will need to present Photo ID.

DAILY ADMITTANCE LIST:

If a resident is expecting a guest, who is not currently on their Guest List (described above), to arrive in the next couple of days; but they are concerned they will miss the guest's call from the guest call box, then they can call the Security Center at 610-436-6403 to have their guest's name recorded on the daily admittance list.

If calling ahead to add a guest's name to the daily admittance list, the resident should:

1. Call Security no more than a day or two in advance of their guest's arrival.
2. Be prepared to provide Security with their 4-digit ID number (the number the resident chose and wrote on their Resident Information form).
3. Inform their guest that they have been placed on the daily admittance list.
4. Inform their guest that they may be asked to provide Photo ID.