

Manager Florencia

From: Colony Bay Receptionist <colonybayreceptionist@theiconteam.com>
Sent: Tuesday, December 15, 2020 8:23 AM
To: Manager Florencia
Subject: Automatic reply: Barcodes

Thank you for your email.

If you are contacting the Bay Club for inquiries unrelated to the Security Update, your email will be answered shortly as we are checking messages remotely. If your inquiry is regarding the Security Update, please note the following important pieces of information:

- **If you have difficulty with setting up your guest/vendor list profile in the TekWave Visitor Management System or cannot find that profile set-up email, please send your help inquiry to: support@tekwavesolutions.com** The Bay Club staff are unable to help you with this setup, you must contact the support email directly for assistance.
- Barcodes and Pelican Landing ID Cards that do not have an expiration date-- If your barcodes and ID cards are currently working and not expired, they will still be active and give you access to the Colony and PLCA Amenities through this transition-- you do NOT have to get a new barcode or new ID card.
- **ID APPOINTMENTS: If you DO have an expired ID card or need a new one issued, please email colonybayreceptionist@theiconteam.com** to be added to the list for a call back to schedule your ID card appointment.
- **BARCODE APPOINTMENTS: To schedule for a new Barcode for a new vehicle, please call [239-227-9480](tel:239-227-9480)** 10am-4pm Monday-Friday and leave a message. The Weiser Security Site Supervisor will reach back out to you to schedule this barcode appointment.

Have a terrific day!

Best Regards,

Kaley Lather
Resident Services
The Colony Bay Club
239-992-2100, ext. 1



November 4, 2020

To: Residents at The Colony (PL)

From: Philip J. Schofield, Sr. – Branch Manager
Christopher Pifer – Operations Manager
Ron Allen – Sales Representative
Weiser Security Services

Weiser Security has been awarded the security contract for The Colony Community.

We are very excited to introduce our officers to you and your community. We are known for “The Weiser Way” of customer service and expect to provide only the best for all of you! Our 5 R’s of employee engagement (Respect, Relationship, Recognition, Right Match, and Right Expectations) prepare the workforce for ultimate success. We only ask that you work with our new staff during the first 30 days as they get used to the new surroundings, new residents, and new relationships. They will be working hard, and your positive response will reward them for the hard work.

We know you will have many questions. Weiser Security has been in business for 50 years, throughout the Sunbelt in hundreds of cities, and is headquartered in New Orleans, Louisiana. We are family owned and operated by the Weiser family and our CEO Mickey Weiser.

Officers at Weiser our offered benefits such as:

Direct Deposit

An open-door policy, encouraging communication and feedback

- ✓ Health insurance options
- ✓ 401-k Plan
- ✓ Paid Vacation
- ✓ Special bonuses:
 - Employee Referral
 - New Client Referral
 - Holiday Bonus
- ✓ Officer of the Month, Region and Year Awards
- ✓ Tenure Awards
- ✓ Uniforms furnished
- ✓ Paid Vacation

We are also offering and installing a new Visitor Management Program at The Colony. **DO NOT GET WORRIED!** We will be working hard to make this change as seamless as possible for all of you. You will NOT need new bar codes as yours will remain. Most of your guests that are in the system now as permanent will also continue to remain. We may



need to add a few guests here and there, but our phone app and desktop versions were created and designed for end user ease. You will find adding new guests to be super easy. We will be providing directions to the board and the manager for dissemination as we get closer.

We are also working with the board on some awesome new features for the community, such as guest self-check ins, EZ-Pass, and some new bar code dissemination features. Our systems average a full check in for a guest in less than 30 seconds! When your guest arrives and is issued a pass or the bar code on a pass is scanned you will receive a text message advising that your guest is here.... No matter where you may be!

Fun is the name of the game and we cannot wait to be part of your world. Until then my staff and I are diligently working behind the scenes for you.

Always reliable, always dependable, always WEISER!

Philip J. Schofield, Sr. | Branch Manager

|Weiser Security Services | Fort Myers Branch |

|941-585-7766 Cell | philips@weisersecurity.com email |

|LinkedIn: <https://www.linkedin.com/in/phil-schofield/>

|Website: www.weisersecurity.com|

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Saturday, November 21, 2020

Update on The Colony Transition to Weiser Privacy Services

The Colony Foundation previously announced that **beginning on December 1, 2020 Colony privacy and gate access operations will switch from RAMCO as our service provider to Weiser Security Services**. This means that beginning on December 1st, new Colony residents and new Rental/Tenants will now be registered at The Bay Club rather than at the PLCA Community Center. To obtain barcodes or ID cards you will contact Kaley at colonybayreceptionist@theiconteam.com to set up an appointment.

Transition work is well-underway. The original data file we received had about 5,000 barcodes and IDs, many of which had expired or had no associated owner identification. Additionally, there are some 600 barcodes that appear to have been issued to non-Colony residents. Several key points relative to barcodes and IDs going forward:

- If you are a resident in The Colony, you need to be on the Colony Foundation resident master list with spouses, partners or other residents. These individuals will have active barcodes and IDs.
- If an individual is not a resident they are a guest either permanent or temporary. See the FAQ's below for the guest process and QR code access information.
- Relatives, including children, who are not permanent residents that currently have barcodes will be deactivated.
- Bar codes erroneously issued to Phase 1 residents (who are not members of the Colony Golf & Country Club) will have their barcodes deactivated for Colony access and will need to go through the visitor process.
- All existing vendor barcodes (primarily for landscape and pool maintenance) will remain active for now. The Privacy Committee will develop a process to screen vendors by June

30, 2021.

- There will be a second wave of data list clean up on barcodes sometime during 2021.

Detailed below are a some often asked Questions & Answers to help provide some useful information to residents in advance of the transition day. **Please carry your Colony ID card with you during this time of transition.**

Will all the Colony Gates be staffed starting December 1st?

The Colony Main gate will be staffed 24/7, the South Gate will remain staffed from 8 AM to 8 pm and the Vendor Gate will be staffed from 7 AM to 5 PM.

Will my current barcode work?

Yes, your current barcode should work at The Colony gates as well as the PLCA gates. However, the data provided to us by the PLCA was not up to date and in some cases not accurate. There may be some problems, particularly with recently issued barcodes. If your barcode does not work, please email Kaley at The Bay Club reception at: colonybayreceptionist@theiconteam.com so your information can be added to the system. Also, it would be helpful to carry your Colony ID Card with you during this time of transition.

Will my current permanent PLCA guest/vendor list transfer to the new system?

Most likely no. We requested that data. However, it has currently not been released to The Colony. To be prepared we recommend that you go to your current permanent guest/vendor list on the ABDI app and write down the names. You will need to enter those names into Weiser's TekWave VMS system. More details will be coming shortly on how to do this.

Where will vendors or guests enter The Colony?

Vendors will continue to use the Colony Vendor gate during Vendor gate hours. Guests should be directed to enter at the Main Gate on Coconut Road. However, if your Guest is a resident of Phase 1, they may enter the South Gate using the guest lane and obtaining a guest pass or using a QR code that you have sent to them.

How will I get a QR code to get guests into The Colony?

You will enter the guest details into Weiser's TekWave VMS system. You will be able to send a QR code to your guest's cell phone or they will obtain a printed guest pass at the gate. If they have a QR code on their phone or on the guest pass they will be able to enter via the South Gate or Main Gate using the Barcode/QR reader resident lane.

How do I get a Colony ID?

If your current Colony ID has expired (or will expire shortly) you will need to contact Kaley at The Bay Club for an appointment. Her email is: colonybayreceptionist@theiconteam.com. Kaley will take your picture and issue your new Colony ID card. There is no need to go to the PLCA Community Center. All Colony ID Cards should work at all PLCA amenities as Colony data updates will be sent to the PLCA. If you have any issues, please contact Kaley at: colonybayreceptionist@theiconteam.com.

Will I still receive notification when my guests and vendors come through the gate?

You will be able to set up your preferred method of notification (text, email or both) in your profile on the TekWave VMS system. When you have done this, you will notified by your preferred method when any authorized guest/vendor enters the gate.

I have a Rental Car, how will that work?

You will need to go to The Main Gate the first time you come into the community and get an gate access pass for no more than thirty days. If you have the car for a longer than thirty days you will need to get a new pass before your other pass expires.

I bought or leased a new car, how and where do I get a barcode?

You will need to contact Kaley at the Bay Club. Her email is: colonybayreceptionist@theiconteam.com to set up an appointment with the Weiser Security Site Supervisor. The Site Supervisor will arrange to meet you to install your bar code and update your record.

Does the Weiser TekWave VMS system have a mobile APP?

Yes, there is APP that can be down loaded to your cell phone. Additionally they have web access. More details on this will be coming shortly.

- The Colony Foundation Board

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GARBAGE COLLECTION:

Pelican Landing Community Association is not responsible for garbage pick-up. The garbage collection service is billed through your add valorum taxes and the server is hired by Lee County Division of Solid Waste (338-3302) Current companies are:

Waste Pro Services

Phone: 239-337-0800

(Servicing The Colony with: Bellagio, Florencia, Las Palmas, Merano, Messina, Navona, Ponza, Sorrento, Treviso, Villa Trevi, Altaira)

Advanced Disposal Services

Phone: 239-334-1224

(Servicing all other neighborhoods)

GARBAGE: Tuesday
RECYCLING: Monday
HORTICULTURE: Monday

GARBAGE: Wednesday
RECYCLING: Monday
HORTICULTURE: Monday



(During Holiday weeks this schedule will be pushed forward by one day.)



Each resident is responsible for purchasing a 40 - gallon or less, container, where applicable. The collection server will supply a recycling container upon request by the resident.

Garbage cannot be put curbside before 5:00pm of the day prior to pick up and must be removed within 24 hours of pick up.

Parcel neighborhoods may be set up with a central dumpster location.