



**Spruce Creek Property Owners' Association**  
212-1 Cessna Boulevard, Port Orange, FL 32128  
**Security Department**  
Office: 386-275-1893      Fax: 386-761-7808

## **Security FAQ's**

How long can my RV be exposed outside?

RV's can only be exposed outside for 24 hours for cleaning, etc. Then they must be kept in an enclosed garage, hangar, off site or in the RV storage area if rental space is available.

What about trailers? Can I store my trailer outside?

No. Trailers are allowed in your driveway, etc. during the day, but are not allowed to be exposed between sunset and sunrise. The same is true for any commercial vehicles.

Why did it take Security awhile to respond to my call?

The Security force has been reduced to one rover per shift instead of two. The rover not only has to answer calls, but perform escorts, cover meal breaks, etc. Security will always respond as quickly as possible either in the order of the calls received or prioritized if one call needs more immediate attention. Please contact the proper authorities for any emergencies or serious concerns.

Will Security do wellness checks?

Yes, and no. If available, Security will knock on a resident's door to see if there is a reply. However, Security is not allowed to assist fallen or injured residents. The potential liability of the resident being further injured, or the Security officer sustaining injury is too high. The proper authorities equipped to handle these situations should be contacted.

If I have a flat tire or dead battery can Security help me?

Yes. The vehicles are equipped with battery jump starters and air compressors. (If the tire cannot be inflated, that would be another issue). But, Security will do their best to get you back on the road, so you can have your vehicle checked by a mechanic.

Does Security assist with animal issues, snakes and or dead animals on the roadways?

Yes, and no. Security will do their best to remove dead animals and will attempt to relocate snakes when possible. Lost dogs/cats should be reported to Security, but they cannot take possession of animals or spend extra time looking for lost animals. They will do their best however when on patrol to keep an eye out for any lost animals. Animal complaints should be made to Animal Control, not Security.



## Security FAQ's Continued...

Why can I only get RFID's or decals on certain days?

We can accommodate your needs any day during the work week. We set aside certain hours to make sure someone is in the Security office during that time for RFID's and decals. However, by appointment we can help you other times as well.

I received a Warning Ticket from Security. What does this mean?

Part of Security's job is to enforce certain areas of the Covenants and Restrictions (C&R's) that every resident agreed to follow when they moved into Spruce Creek. Security is just attempting to educate residents on the do's and don'ts in the Creek. The ticket notes the particular violation, so the resident can correct it. If multiple tickets are issued and the resident doesn't remedy the situation, then the case is escalated to the POA Board for enforcement. Security is happy to answer any questions you have regarding tickets issued.

I've noticed certain officers appear to have a special designation. What does it mean?

Each shift has a Shift Supervisor that manages the needs of that shift. The Security Director is over all the Security personnel. If you ever have an issue with an officer, ask to speak to their immediate supervisor. They can usually correct the situation. If not, it will be escalated to the Security Director and/or General Manager.

What is the deal with trash cans and yard debris being out too early?

The C&R's state that trash cans and lawn debris can only be placed at the curb 12 hours prior to pick up. Also, the trash cans need to be put back up within 12 hours following pick up. If the trash and/or debris is too large for regular pick up, the resident must arrange for a special pick up with Republic Trash.

Can I move my RFID to another vehicle I own?

Yes, providing you remove it very carefully. There are small wires, etc. that can be easily damaged. Also, you must get a copy of the different registration to the Security office so your records can be updated. Failing to do so would make it difficult to track down any incident that may involve your vehicle as we would not have the correct information. Of course, a new RFID sticker can be purchased for \$20.00 as well.

I see kids driving golf carts. Is that allowed?

Yes, and no. No child below 14 years of age is allowed to operate a motor vehicle of any kind in Spruce Creek or the State of Florida. Children between 14 and 16 years of age may operate golf carts with parent's permission.

Does the playground or Overlook Park have restrictions as far as use?

Yes. The playground and Overlook Park are closed between sunset and sunrise. Be sure you clean up after your pets, and no pets are allowed within the gated area of the playground. Use of either area is at your own risk and small children need adult supervision.



## Security FAQ's Continued...

My RFID stopped working and it was working fine a week ago. I rent here every year what is up?

Chances are, your lease expired. If you fail to bring in a current lease or lease renewal to the Security office, the system will automatically shut off your RFID as of the last day of your previous lease. It can be turned back on quickly, but the proper paperwork is required.

Why can't Security do something about the speeders and stop sign runners?

Security is not licensed to enforce traffic laws. We have a contract with VCSO for that enforcement. Security is not allowed to pull over or detain any person. We understand the frustration and Security does attempt to record certain violators information and does do radar checks randomly to pass the information onto VCSO.

I see the rules about trailers, etc. I need to move out and will have a POD in my driveway for a few days. Will I get in trouble?

Security and the POA recognize that people do need to move in and out. Security does not issue tickets if the Security office has been informed, and the move only lasts a few days.

I need to park in the street or grass while my driveway is being replaced. Is this allowed? Or, can my guest park somewhere other than in my driveway?

We understand the logic of needing a place to park your vehicle while you cannot use your driveway. The POA can offer a variance for certain construction, etc. However, there is a distinct difference between a driveway being replaced and Uncle Bob down for a week wanting to park on the grass or roadway. This would not be allowed.

Are the Security guards licensed in Spruce Creek?

Yes. All officers have a Class D Florida Security license, or the equivalent. Also, the Security Director continues with their education and training while they work within the Creek.

What is the Security Department's website?

[www.scpoasecurity.com](http://www.scpoasecurity.com)

Are drones allowed in Spruce Creek?

No, drones are not permitted within 5 miles of an Airport. You can contact the Airport Manager for further information at 386-275-1894.

Can I have the North Gate take packages for me for safe keeping until I get home?

No. Security is not allowed to accept any package for any resident due to liability issues.

Does Security have cameras all over Spruce Creek?

No. We do have cameras for the Airport and the Gate Houses have both cameras and audio recordings. It is our hope to add some additional cameras in the near future to better cover the community.



## Security FAQ's Continued...

Is the Security office open Monday through Friday?

Yes, and no. We are “open” as far as the Security Director being on property (unless off for the day, etc.). But, he is not always in the office itself. It is always better to call ahead to make sure someone is in the office to address your needs.

Why do I have to wait sometimes for the guard to open the RFID lane for my motorcycle?

The officer must be able to see your Motorcycle decal to allow you entry. Also, if the officer is busy at the gate, or their vision is blocked by a vehicle, please be patient. Do not lay on the horn. The officer will open the gate for you as soon as possible.

I have a problem with someone I believe is stalking me. Why can't Security call the cops for me?

Security will do all they can to help, but the VCSO will need the particulars of your issue – from you. The questions they will ask, Security will not have the answers to. This also true for any traffic accident. While Security will come to the scene to assist and gather information for a report, it is up to the individuals involved whether they want to call VCSO, unless serious injuries are involved.

Why can't Security control who goes to the restaurant or Country Club?

Security does require the visitor to obtain a pass the same as everyone else. However, Security cannot restrict someone that wants to go to a commercial entity, unless the entity itself requests that a particular guest be refused. They are “private property” the same as any resident in Spruce Creek.

Will Security help with parking for my daughter's birthday party?

Yes, and no. Security cannot be stationed at your residence with our reduced staff. However, Security can assist you with borrowing some traffic cones and advise on how the vehicles should be safely parked.

Does Security fill the doggie bag stationed when empty?

No. Security doesn't do anything with the stations. The POA and Public Works arrange for someone to maintain those for the residents.

Do all contractors need escorts on the taxiways?

There are a handful of contractors that we have used for years that know the rules of the taxiways and we can trust them on their own. Other contractors need escorts. If Security cannot respond quickly enough for a resident's contractor, the resident can escort their contractor themselves. Always remembering that Aircraft Always Have the Right of Way.

How long have the Security officers worked here? And, do they work for the POA or an outside agency?

All Security officers in Spruce Creek are employed by the POA. Some officers have been here 15 plus years, while some are relatively new at 6 months or so.



## Security FAQ's Continued...

Can Spruce Creek residents work for Security?

We have always shied away from that due to possible conflicts of interest. Also, it is a lot more difficult to tell your neighbors to follow the rules being a resident vs. being a non-resident.

What happens with Security during an active hurricane?

Once the weather folks issue a Hurricane Warning (24 hours imminent), the Security staff will be dismissed after the gates and equipment are secured. Resident volunteers will help man the gates until just before the storm hits and following the storm's passing. The Safety and Security committee Auxiliary Group has been trained to man the gates and perform patrol duties. (During the actual storm, the gates will not be manned for the safety of all concerned). The Security staff will be called back as soon as it is safe to travel the roadways. (Some staff may have evacuated to another area. Security may be using a skeletal staff until all officers can be recalled).

How does information get on the Front Gate sign?

Currently, Security handles this for the community. As long as enough notice is given to the Security Director, we will get your information on the sign. (Please note the limited space for characters however). We are looking into better signs down the road.

What equipment is carried in the patrol vehicles?

We have fire extinguishers, Airport radios, Security radios, cell phones, first aid kits, an AED, flashlight and various forms and information for the community. (Along with barriers, cones, caution tape and other traffic equipment as needed).

Can residents volunteer to assist Security?

By all means. We can always use help in the Security Office with RFID's, Contractor/Employee decals and general office help, and the Safety and Security committee I'm sure has volunteer openings.

That is about all the questions I currently have from residents for Security. If you have any further questions, ideas or comments, please submit them to: [security@scpoa.com](mailto:security@scpoa.com) We will be happy to add them to these frequently asked questions...

