

## **Kenmure Security Committee Reference Manual**

### **May 29, 2025**

#### **Security Committee Role & Responsibilities**

The Kenmure Security Committee (KSC) is chartered in section 3-D of the Kenmure Covenants to have “primary responsibility for the security function for Kenmure, including the security facilities, personnel and policies and procedures related thereto”

- The committee’s primary security role is to ensure access control and perimeter security for Kenmure through staff, facilities, procedures, and practices.
- A secondary security role is to enforce those KPOA Rules and Regulations relating to safety and security.
- The committee has also been chartered by the KPOA Board to manage garbage/recycling collection service for Kenmure residents.

#### **Committee Role**

Oversees the functional and cost performance of the security contractor by:

- Negotiating contract terms and conditions
- Monitoring cost performance and contractor adherence to contract provisions
- Providing input to contractor for development of operating procedures (“post orders”) to be followed by security officers to implement the Security Committee practices and guidelines
- Review of incident reports prepared by contractor for security incidents or deviations from the Security Committee policies
- Develops Rules, Regulations, and Guidelines to enhance security within Kenmure.

Oversees the functional and cost performance of the refuse and recycling contractor

- Negotiates contracts, including costs and service levels
- Contacts contractor as necessary to resolve resident complaints or resolve service issues

Oversees the current Gatehouse vendor for controls.

- TEM Systems LLC., 4005 Third Court, Morganton, NC, 28655 Email: [sroether@temsystems.com](mailto:sroether@temsystems.com) President: Scott Roether

- Control hardware vendor: Door King, model xxx Bar Code Reader vendor: BAI, model BA-200-24
- Bar Code decals vendor: BAI;
- Gate Pass Card Printer: TSC TDP 247 by Barcode Factory, Inc.
- Gate Pass Cards: 4" X 10" Thermal Transfer stackable by Wayne Trademark

Develops an annual budget for all committee areas of responsibility for review/approval by KPOA Board and inclusion in the annual KPOA assessment.

Manages all ongoing security and garbage costs to ensure expenditures remain within budgeted levels. If/when deviations occur, takes action to offset.

Utilizes a rotating duty schedule to ensure that one of the Security Committee members is always reachable 7 days/24 hours to advise/assist the security officer on duty with exceptions, emergencies or non-routine situations such as media inquiries.

Manages gate access control system including management of the maintenance of the hardware and software by the equipment vendor.

Manages discretionary year-end holiday recognition for security officers.

Communicates to residents on all security related issues.

### **Security Contractor Information**

Current Security Contractor is Allied Universal Security Services (AUS), a California based company with local offices in Charlotte, NC and Greenville, SC. The current AUS contract is on file in KPOA records retention.

KPOA's relationship with AUS is an arms-length contractual relationship. AUS is solely responsible for hiring, training, equipping, and if necessary, terminating their staff. KPOA establishes security objectives and policies, and then AUS is responsible for providing day- to-day work direction to their staff to implement these policies and objectives. The security officers are employees of AUS which is responsible for providing officers with the requisite training and capabilities to meet KPOA's requirements. Security officers should possess basic computer skills to use Gatehouse Solutions and other software tools, be able to lift ~50 pounds, able to walk 0.5 miles in less than ~10 minutes, have reasonable written and verbal communication, and be trained in first aid and defibrillator, etc. Security officers have no employment relationship of any kind with KPOA.

However, if the Security Committee believes that a particular officer is not performing in a manner that meets the objectives and policies given by KPOA to AUS, the Security Committee will so inform AUS and it will take action as it sees fit to correct the problem.

Attachment 1 are the Post Orders agreed to between KSC and AUS.

AUS is responsible for developing a set of site-specific procedures and instructions for their officers. These procedures are used to inform the officers how to conduct themselves to best execute the objectives and policies outlined in the Post Orders. The Security Committee will provide input and comments to AUS to help improve the quality of its Security Officers. However, AUS retains primary responsibility for Security Officers.

The Security Committee has primary responsibility for traffic safety enforcement within Kenmure. Since Kenmure roads are private roads, KPOA is responsible for establishing rules and regulations (e.g. speed limits). The KPOA Board has adopted the Traffic Safety Enforcement policy. This policy is contained in Kenmure Roads and Traffic Safety (KSC- 01).

The security officers however have no “police powers” under North Carolina law, and are not authorized to stop offending vehicles, issue citations, or other similar actions. A Uniformed Officer who can legally stop vehicles and issue warnings or NC tickets and who is employed by AUS may be used within Kenmure. This option is at the discretion of the Security Committee, and subject to approval by the KPOA Board. Regular security officers, however, are instructed to receive traffic safety complaints from residents or visitors, record violations they observe, and prepare incident reports for use by the Security Committee.

The Security Committee will review all traffic safety incident reports on a regular basis (currently as a standing agenda topic at each monthly meeting, and more often, if a serious violation and immediate action is warranted), and will take such action as it determines appropriate under the above KPOA Board-approved policy, including issuance of warning letters, contractor/supplier access restrictions, and/or fines as necessary. The Security Committee keeps a log of all traffic safety incidents reported and the committee’s response to both document actions as well as to provide a historical database to justify stronger actions taken against repeat offenders.

### **Emergency Access to or from Brookwood Village area by Glassy Lane**

Access to the Brookwood Village area is normally by the Kenmure front gate. However, in the event of an emergency where the entrance of emergency service vehicles or emergency exit of residents is not possible by the main gate, the alternative gate located on Glassy Lane (at the end of Broadmoor Drive as extended) may be used.

## **Attachment 1 Site Specific Post Orders**

### **I. General Duties:**

- A. Security contractor's primary responsibility is to maintain the safety and security of the Kenmure community and its residents and visitors.
- B. Maintain frequent visibility and always conduct yourself in a professional and courteous manner when interacting with residents and visitors. Wave and smile as folks come through the gate as you are the friendly face of Kenmure.
- C. Maintain a clean and orderly Gate House.
- D. Monitor security cameras regularly and report unusual activity or maintenance needs to Kenmure Security Committee promptly.

### **II. Access Control:**

- A. Verify the identity of all visitors and ensure they have proper authorization before allowing them entry.
- B. Document visitor information, including name and license plate number.
- C. Do not allow entry to any unauthorized individuals.
- D. Direct real estate inquiries to Kenmure Real Estate office at (828)-693-8481.
- E. Contact on-call Security Committee member for exceptions to rules or emergency access, e.g. condition causing damage to property, potential fire hazard, residential plumbing, gas, electrical or HVAC emergency, incidents involving law enforcement response.
- F. Annually verify contractors for Kenmure community access.

### **III. Patrols:**

- A. Conduct regular vehicle patrols of the community, especially in high traffic areas (one patrol per shift).
- B. Ensure traffic enforcement of 25 hours per month.
- C. Be vigilant for any suspicious activity and prepare incident report.
- D. Ensure Broadmoor and Argyle gates are locked and secure when not in use.

IV. Emergency Response:

- A. In case of an emergency (fire, medical, etc.), call 911 and follow established community emergency procedures. If emergency occurs at shift change, remain on site until proper handoff of shift.
- B. Maintain knowledge of emergency contact numbers, including maintenance personnel and management.
- C. Support Kenmure Road Maintenance Committee, Kenmure Emergency Management Committee and Kenmure Architectural Review Committee as it relates to community security or safety needs.
- D. Enforce and support winter storm rules stipulated in Kenmure Snow Event Guidelines located on KPOA website.

V. Incident Reporting

- A. Report all incidents, accidents, traffic violations and unusual occurrences in an incident tracking system, including the date, time, location, and details of the event.
- B. Notify on-call security committee member of significant incidents promptly, e.g. robbery, fire on property, Sheriff response, bomb threat, burglary of a property or facility, vandalism, violence, etc.
- C. Provide monthly activity reports to Kenmure Security Committee.
- D. Provide monthly barcode discrepancy report to Kenmure Security Committee.

VI. Property Inspection:

- A. Inspect and secure Argyle and Broadmoor gates to ensure they are functioning correctly.
- B. Report any security equipment maintenance issues immediately.
- C. Maintain AED device.

VII. Resident Assistance:

- A. Assist residents with minor issues or concerns and provide information as needed.
- B. Do not provide maintenance or repair services. Direct residents to the appropriate personnel.

- C. Provide support (within trained capabilities) to resident medical emergency until arrival of EMT.

VIII. Lost and Found:

- A. Maintain a lost and found log for any items discovered on the property.
- B. Safeguard and properly document any found items.

IX. Noise Control:

- A. Enforce community noise regulation violations via informative interaction with offending party when identified, especially during nighttime. If resistance is met, report to appropriate committee, e.g. Community Relations, KARC, etc. for proper followup.
- B. Document and report any violations.

X. Vehicle Enforcement:

- A. Report observed violations of community speed limits, parking regulations, and other traffic rules to appropriate committee for proper follow-up. Be an immediate, visible deterrent to the degree possible.
- B. Tow unauthorized or illegally parked vehicles as approved by Kenmure Security Committee.

XI. Gate Operation:

- A. Operate and monitor the community gates, ensuring that they remain closed to unauthorized entry.
- B. Document and notify Kenmure Security Committee of any issues with the gates' operation.

XII. Community Policies:

- A. Familiarize yourself with all community rules, regulations, and policies.
- B. Professionally interact with violators to the degree possible.
- C. Document and communicate all violations.

XIII. Communication

- A. Maintain clear and concise communication with fellow guards, residents, and management.
- B. Use the provided radio or communication system to stay in contact.

XIV. Shift Handover:

- A. Communicate important information and incidents to the oncoming security professional during shift changes.

XV. Special Instructions:

- A. Follow any specific instructions provided by management for heightened security or unique situations. Obtain approval from Kenmure Security Committee if additional hours are requested.

XVI. Personal Safety:

- A. Always prioritize your personal safety. Do not take unnecessary risks.

XVII. Training and Education:

- A. Stay updated on security procedures and attend any required training sessions.

XVIII. Kenmure Country Club Specific Post orders

- A. Ensure compliance of moving van access procedures.
- B. Ensure no parking of contractor vehicles in Kenmure Country Club lower parking lot without Kenmure Country Club authorization.
- C. Inspect Kenmure Country Club Fitness Center daily at 22:00.
- D. Open and inspect Kenmure Country Club Fitness Center daily at 05:00.
- E. Secure outdoor pool daily at 20:00 (Memorial Day – Labor Day).
- F. Perform patrol of tennis courts, pickleball courts, bocce courts and outdoor pool and report on unusual events.
- G. Check cart barn and maintenance building daily between 23:00 and 07:00. Log and report any noticed open doors, open windows, or other unusual events.

## **Previous Security Committee Members**

### **2025**

Bryan Wesselink – Chair, EMC Contact  
Joe Pucilowski – Traffic Safety  
Maral Johnson – Maybin Service Contract  
Bill Heaslip – AUS Contract  
Richard Klein – Gatehouse & Gate Equipment Maintenance  
Steve Welk – Security Issues and Trends  
Marlin Sanders – Gate House Upgrade Study  
Andrew Woelflein – Resident Communications  
Jim Hutchison – KPOA Board Liaison

### **2024**

Bryan Wesselink – Chair, EMC Contact  
Suzanne Blas – Traffic Safety  
Maral Johnson – Maybin Service Contract  
Bill Heaslip – AUS Contract  
Richard Klein – Gatehouse & Gate Equipment Maintenance  
Steve Welk – Security Issues and Trends  
Don Stine/Marlin Sanders – Gate House Upgrade Study  
Andrew Woelflein – Resident Communications and Holiday Fund co chair  
Dan Rosser – KPOA Board Liaison

### **2023**

Mark Goldstein – Chair, Holiday Fund  
Nita Ready – Traffic Safety  
Maral Johnson – Maybin Service Contract  
Mr Terry Stein – AUS Contract  
Bryan Wesselink – Gatehouse & Gate Equipment Maintenance  
Frank Algozzini – Member at large  
Dan Rosser – KPOA Board Liaison

### **2022**

Mark Goldstein – Chair, Holiday Fund  
Nita Ready – Traffic Safety  
Bonnie Mangold – Maybin Service Contract  
Gary Gallagher – AUS Contract



Bryan Wesselink – Gatehouse & Gate Equipment Maintenance  
Bud Yost – Gatehouse IT Systems, TEM Contract  
Terry Stein – Gatehouse Software  
Frank Algozzini – Member at large  
Sue Gordon – KPOA Board Liaison

## **2021**

Don Klug - Chairperson  
Mark Goldstein – Vice Chairperson, Traffic Safety Director & Officers Christmas Fund  
Fred Balling – Gatehouse and Argyle Improvements/Maintenance  
Frank Algozzoni – Member at Large  
Tony Schroer – AUS Liaison  
Bonnie Mangold – Maybin Trash Services Liaison  
Bud Yost – Gatehouse Software  
Mrs. Terry Stein – TEM and IT Support  
Gary Gallagher – Gatehouse Operations  
Sue Gordon – KPOA Board Liaison

## **2020**

Scott Benyon – Chairperson  
Don Klug – Vice Chairperson  
Fred Balling - Gatehouse and Argyle Improvements/Maintenance  
Joe Pucilowski - Traffic Safety Director & Officer Holiday Fund  
Tony Schroer - AUS Liaison  
Bonnie Mangold - Maybin Trash Services Liaison  
Bud Yost - Gatehouse Software  
Jon Couch - KPOA Board Liaison

## **2019**

Rick Rehn – Chairperson  
Scott Benyon – Gatehouse and Argyle Improvements/Maintenance  
Connie Blanton – Traffic Safety Director  
George Camp – AUS Liaison  
John Haines – Mayboing Trash Services Liaison, Security to EMC  
Gene Holland – Gatehouse Equipment, Document Updates  
Jim Jurczyk – Member-at-Large  
Joe Pucilowski – Officers' Christmas Fund  
Greg Bennett – KPOA Board Liaison

2018: Gene Holland, Chairman (2018-2019); Harlan Frymire (2016-

2018); Connie Blanton (2017-2019); Larry Stewaet (2016-2018); Brant Moore (2017-2018); John Haines (2017-2019); Ron Medinger (2016-2018); Joe Pucilowski (2018-2020); Scott Benyon (2018-2010), Greg Bennett (2017-2019) – KPOA Board Liaison