



Southwinds at the Moorings

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To: All Southwinds Residents

Subject: Guard Schedule Changes

The economic impact of Covid continues to affect virtually every aspect of our lives. At Southwinds we've had to manage manpower and material shortages as well as escalating costs among all our suppliers.

In connection with our guards, the company that supplies our guards, Allied Universal, like all other guard providers, is struggling to even secure guards no matter how aggressive the pay plan.

Thus, over the last few months, the Board and Keystone have been reviewing various scheduling alternatives that would allow us to consistently and efficiently secure guards at the high traffic times when they are most needed.

Fortunately, the investment we made several years ago in our state-of-the-art automated entry system has been so well received by residents and thereby has allowed us some flexibility in accommodating today's more limited supply of guards.

In addition, we did a comprehensive traffic study monitoring resident traffic into and out of Southwinds allowing us to clearly identify the high traffic times at which to prioritize the usage of guards.

As a result, the guard schedule must change. Our plan is to retain a consistent schedule of guards 12 hours a day for 6 days a week Monday through Saturday from 7:30 am – 7:30 pm. Sunday coverage has become an increasing problem with Allied, and with Sunday traffic low to begin with, eliminating guards on Sunday enables us to maintain a full and consistent compliment of guards all other days.

It is our plan to move to this schedule on a test basis December 1st and on a permanent basis January 1, 2022. While there may be some adjustment on all our parts, we feel it will be minimal.

Just as a reminder, our entry procedures remain **exactly the same**:

- Today the vast majority of all resident entries are seamless and automatic and that does not change. Likewise, during regular shift hours, all vendors, contractors, healthcare workers, will be signed in by our guards, and that does not change.
- Guests, emergency contractors, healthcare workers coming in after regular shift hours can gain access by using the keypad at the Entry Gate, scrolling to your name, and pressing the call button. Your cell phone, or the telephone number you have given Michael Barber for the entry directory, will ring. You then press “9” on your phone and the gate will open.
- If you arrive, outside of the regular shift hours, in a rental car or a car not registered, go to the keypad, dial your code and the gate will open. (The code system is omitted here for security reasons. This letter is posted with the code information in the *Resident Login* section of this website. After logging in, go to “Documents” and select “Alerts and Notices.”)
- For obvious reasons we strongly discourage giving your code to any contractor or vendor as they can easily pass it on.

We have consulted with a number of you in the course of our guard discussions, but if anyone has any questions, please feel free to call our Property Manager, Sue Vogt (772-569-7928 X 119).

Best wishes to all throughout this upcoming holiday season.

Louise Terry, President, Southwinds Association