

Willbrook Plantation Vendor Access Program

Rev 4 – 5/23/25

Purpose –

The purpose of this program is to:

1. Enhance the safety and security of Willbrook residents by formally identifying and tracking the commercial vendors who do business in Willbrook and also to help our guards to more easily and properly identify and vet all contractors at time of entry.
2. Use vendor fees to help offset the costs of road and bridge maintenance and/or security.

Background –

Currently at Willbrook, we have a very weak contractor management system. Homeowners must enter all normal visitors into the Gatehouse System. However, there is also a list of “pre-approved” contractors in the Gatehouse System who come to Willbrook on a regular basis to do work. These contractors can enter without homeowner authorization by identifying themselves to the guards, who can look up their company in the computer. There is not a good process to periodically update this list, nor a procedure for how contractors are added or deleted. It is also not clear who has the authority to add/delete. More importantly, contractors can enter Willbrook simply by identifying themselves as a member of a firm on the list without any ID verification. We do not have any specific vehicle identification for these contractors, nor do we know if they are licensed or insured. Also, since contractors have no window stickers and have no visitor pass, there is no visible way for a resident to identify a contractor’s vehicle and that they are authorized to be in our community. Other communities have a more robust process for upfront vetting of contractors, window stickers or hangtags to identify vehicles and record keeping of vehicle license tags.

Process –

Pre-authorize with Waccamaw Management all commercial contractors wishing to do repeat business within Willbrook rather than have homeowner authorization. Pre-authorized contractors will not require homeowner authorization to enter. Registration will include:

- The contractor will be required to supply registration and insurance information for each vehicle to be operated with Willbrook as well as payment of a registration fee.
- Upon supplying this information and payment, a window sticker/decal will be issued for that particular vehicle.
- Stickers will be reissued annually upon payment of fees and will be color coded.
- All contractors provide a signed acknowledgement of Willbrook Plantation Contractor Rules and Regulations. If these Contractor Rules and Regulations are violated the passes can be pulled.

- Contractors utilizing weekly and monthly access will be issued dated hang tags rather than stickers

Pre-authorization will not be mandatory initially. Homeowners can still call to authorize individual contractors. We would encourage homeowners to have their contractors be pre-authorized.

We will also list the pre-authorized vendors on the Willbrook website. This would serve as “advertising” for the vendors and allow new homeowners to quickly find vendors who are already in the neighborhood. Once this program starts, contractors must be pre-authorized or else homeowners must request their entry via gatehouse.

Commercial Vehicle Fee Schedule –

Weekly - \$20

Monthly - \$50

Annually - \$150

Annual Fleet - \$500 for 4 to 10 vehicles, \$50/additional vehicle

Commercial Contractor Fee Exemptions –

The following commercial vehicles are exempt from the fee and documentation requirements. This implies that they enter in properly labeled vehicles and/or show proper identification.

- Utility Companies – (Electric, Telephone, Cable, Water/Sewer, Trash haulers)
- Mail and newspaper delivery
- Government Agencies – Federal, State, County
- Emergency vehicles
- Home package delivery services – FedEx, UPS, Amazon, etc.

The following will not be considered commercial contractors and must have homeowner authorization using the existing Gatehouse Software.

- Contractors performing estimates only and no work.
- Deliveries to homeowners – Doordash, Pizza, Uber eats, etc. (Commercial material deliveries to contractors require a purchased pass)
- Residential housekeepers, caregivers, babysitters
- Medical professionals such as nurses, doctors, home health, hospice
- Religious and charitable organizations
- Taxis, Uber, limos and tow trucks
- Insurance representatives and/or appraisers
- Bank, mortgage or insurance related inspectors or appraisers
- Realtors

FAQ's –

1. *Won't these costs of doing business just get passed on to us as homeowners?*
 - a) While that is a possibility, the reality is that most gated communities in our area already have programs like this so contractors have likely already built these fees into their pricing.
 - b) We also anticipate that listing participating vendors on our website will create an incentive with free advertising that will help mitigate costs.
2. *How does this program improve our safety and security?*
 - a) We've had scammer "contractors" tailgate in behind legitimate contractors by telling the guards "I'm with them" and pointing to the truck in front of them. Window stickers/hang tags will allow us to separate scammers from legitimate contractors.
 - b) We've also had reports of trucks parked along our streets with occupants fishing in our ponds. Were these contractors here after hours? We simply have no way of knowing without stickers/hang tags.
3. *Won't this be an undue burden to large vendors with many trucks if they have to get stickers for all vehicles?*
 - a) Our pricing includes what is essentially "discounted" pricing for 4 or more vehicles.
 - b) Other communities have found an unexpected benefit from this program which is that vendors with large crews/trucks have focused specific manpower and vehicles to specific communities that they are pre-authorized to enter. This consistency is another potential benefit to homeowners.
4. *What about golfers and golf vendors?*
 - a) Golfers are not commercial vendors and so will not be charged a fee. Golf course vendors are commercial vendors and will be charged a fee.
5. *Why is this not a mandatory program?*
 - a) We believe making this mandatory would require actions that we are not currently set up to do. For example, being able to take payment at the gate for last minute or unaware contractors.

Implementation Date – 7/1/25