

Carolina Trace
Resident Guidelines for Visitors at the Main Gate

Driver Licenses: With few exceptions, all drivers entering through the Visitor Lane at the Main Gate (51 South Traceway) must display a valid (unexpired) Driver License at the gatehouse. This is to (1) verify that the name on the license matches the name on the Visitor Pass requested by the resident, and (2) help ensure that drivers in Trace are authorized to operate motor vehicles on public roads and are therefore likely to have insurance. Please advise visitors to be prepared to display a valid Driver License upon entering.

1. Visitor Passes: Request a Visitor Pass by calling the gatehouse at any time (919-499-2339, Option 1). You can also request a Visitor Pass by sending an email *at least 24 hours in advance* to ctgate@southernprotection.com. Provide your name and address, the visitor's name, and the date(s) for which you want the pass to be in effect. If you are hosting an event for five or more visitors, please provide a written list of attendees to the gatehouse at least two days in advance so passes can be prepared for them.
2. Contractor Passes: Many contractors have annual passes to enter Trace. Ask your contractor if they have an annual Contractor Pass. If they do not, call or email the gatehouse to request a pass as for a Visitor Pass, above.
3. Major Delivery Services, Utilities, Local Government, etc.: Most major delivery services (USPS, UPS, FedEx, etc.), utility companies (Duke Energy, Spectrum, Carolina Water, etc.), and government agencies are pre-approved to enter Trace without a pass.
4. Local Deliveries. Drivers with local food or grocery delivery services such as GrubHub, DoorDash, Walmart, pizza restaurants, etc., may enter Trace to deliver your order if they can document to the gatehouse staff that they have a delivery for your address. However, when requesting local delivery of food or groceries it would be prudent to request a Visitor Pass to minimize any confusion. The gatehouse will not accept any deliveries for residents.
5. Yard Sales, Estate Sales, Real Estate Open Houses: At least a week prior to the event, visit the gatehouse to complete the paperwork needed to allow outside visitors to attend your event. Please do not publicize an event outside of Trace if you have not coordinated with the gatehouse in advance.
6. Residents Without E-Stickers: If, for any reason, a resident enters through the Visitor Lane, they will be asked to show a valid Driver License to verify identity and residence in Trace. If the license does not show an address in Trace they will also be asked to show other documentation of residence (e.g., a utility bill, or a copy of a deed or lease agreement). For obvious reasons, the gatehouse staff will not just take someone's word that they reside here.
7. Golfers & Other Visitors to the Country Club: In addition to showing a valid Driver License to gate staff, special procedures are available for non-residents who have reserved tee-times or who have been invited to special events at the Club. Contact the Club staff for details.

Please be courteous to our gatehouse staff, many of whom are new to Trace or work at other gated communities when not assigned to work at Trace. They are working in the greater interest of the Trace community and the thousands of residents here. Please do not ask or expect them to extend special treatment to you or your visitors just because you are a "long-time resident." We appreciate your cooperation and understanding.