

Entrance Gate System Enhancements

Frequently Asked Questions

During the period June through July 2014 a number of enhancements were made to the Entrance Gate System to improve Security, expand times the gates can be closed without impacting postal delivery, improving access to Police, Fire and EMS when the gates are closed and improve the capability to remotely program open/close times of the gates. These enhancements were made as a result of discussions at the 2013 Annual Meeting. Specifically, the enhancements include:

1. Add a Siren Operated Sensor for the purposes of Police, Fire & EMS entry when the gates are closed. The sensor would detect a siren operated at least 5 seconds and initiate the opening of the inbound gate.
2. Add a USPS provided lock, which would permit USPS mail delivery carriers to open the gate with a USPS universal key for such locks. This addition permits the HOA to close the gates on Saturday's or other mail delivery days the HOA chooses to close the gates.
3. Add wiring to permit remote computer programming of open/close days & times for the outbound gate, The outbound gate is currently programmed for open/close days & times by a programmable clock within the gate operator control box. Since this change would make the outbound gate operate identical to the inbound gate, the HOA would then have the capability to remotely program open/close days and times schedules for both gates.
4. Add a Proximity Card Reader on the right side of the existing keypad entry enclosure at the front entrance. Procure proximity cards. When the Proximity Card Reader is implemented gate access via gate codes will be discontinued because the Proximity Card Reader replaces the function of entry via keypad gate code entry. Two proximity cards will be issued at no cost to each lot owner during December 2014. The Proximity Card Reader will be implemented on or about January 5, 2015. Gate code entry will be discontinued upon implementation of the Proximity Card Reader,
5. Proximity Card entry has no impact on the function and use of existing gate remotes (FOBs). Since the proximity card must be near the card reader, which is mounted on the left side of the keypad, the proximity card does not replace the function and ease of the remotes, which will continue to be available for purchase.

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Implementation Frequently Asked Questions:

1. Will the gate close times change?

The gates will begin to be closed on Saturdays beginning Saturday November 1, 2014.

2. When the gates are closed on Saturday, will US Mail still be delivered?

Yes, mail will still be delivered. Providing access by the US Post Office when the gates are closed has been completed.

3. What about access to UPS and FEDEX on Saturday if the gates are closed?

Should you schedule UPS or FEDEX delivery on Saturday, you must be at home to grant access via the Keypad Directory & Call Button. The procedure to follow for this function has been provided and can be found on the inside back cover of the Harbor Watch Directory.

4. How about access for Domino's Pizza Delivery?

See answer to #3,

5. How will my guests gain access when the gates are closed?

Guests and visitors will gain access in the same manner that they should currently be gaining access. Guests and visitors should be expected and will gain access via the Keypad Directory & Call Button. The procedure to follow for this function has been provided and can be found on the inside back cover of the Harbor Watch Directory.

6. How many Proximity Cards will be provided?

Two proximity cards will be provided at no cost to each lot owner of record December 1, 2014. The cards will be included in the 2015 Dues Statement mailings, which typically occurs the third week in December.

7. Can I obtain additional Proximity Cards?

The Board intends to closely manage and administer the distribution of Proximity Cards since proliferation of cards could negatively impact security, which was one of the main reasons for implementing this project.

Therefore, requests for additional cards must be in writing to the Board and the request must detail the necessity for additional cards.

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The Board will consider each request on a case by case basis.

Additional cards will cost \$25 each.

8. What if I lose a card?

If a Proximity Card is lost a replacement card may be requested in writing to the Board. The request must provide the full ID number of the remaining card(s) that the lot owner still has.

The lost card will be disabled by removing it from the system.

Replacement cards will cost \$25 each.

9. If I am selling my property, how can Real Estate Agents gain access when the gates are closed?

Realtors are issued a code that is unique to each Realtor. Realtors must agree terms set forth by Harbor Watch Homeowner's Association, Inc. of Lake Norman to obtain and use their gate code.

10. I plan to begin home construction on my property, how will access be provided if the gates are closed?

One proximity card can be issued to the General Contractor contracted by the lot owner. The card will be issued for \$25 cost, which will be refunded upon return of the issued card to the HOA. Arrangements for this card may be made with the ARC Chairperson or any Board Member.

11. How do these gate enhancements improve security?

First, closing the gates on Saturday will further limit access and reduce trespassing within the gates on week-ends. Most past mischief has occurred on week-ends and actually at times when the gates were closed.

After the system is fully implemented, proximity cards issued and the keypad code entry discontinued, all gate entry will occur via issued proximity cards, gate remotes (FOBs), emergency access via Police, Fire or EMS, USPS Entry for mail delivery or via the Keypad Directory & Call Button. Prior to implementation of these enhancements, as each year progressed, the gate code became more widely known adversely affecting security.

All gate entry transactions will be recorded by the DoorKing System. In the event that an incident were to occur within the gates when the gates are closed, Community Watch can historically review all gate entry transactions that occurred

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during the time period of the event. Once a suspicious transaction is identified and the transaction time is identified, the Video Surveillance System can also be reviewed for further investigation of the incident.

12. How will this affect newspaper delivery?

Newspaper delivery will remain unaffected. Newspaper delivery will continue in the same fashion as it does presently except that newspaper access transaction will be historically tracked for each newspaper type being delivered when the gates are closed.

13. Will the gates be closed at other times beyond week-ends?

The HOA may decide, in the future, to close the gates at other times such as Memorial Day week-end, etc. When the gates are planned to be closed at these other times, advance notice will be provided to all via e-mail notice from the HOA.

14. If I am planning a special event such as a holiday party during a period when the gates are closed, can I still make arrangements for the gates to be open?

Yes, you can make arrangements in the same manner as you would before the enhancements are fully implemented. The BOD requests that they be contacted as early as possible, but no later than five (5) days before the event so arrangements can be handled. It is better to be early than wait until the last minute as waiting until the last minute might not happen!!!

15. What about the Entrance Gate Remotes (FOBs)? How does the Proximity Cards affect that capability?

The proximity cards replace the use of codes via the keypad replacing that function with a proximity card. Since the card must be relatively near the card reader, which would be mounted on the side of the keypad, the card does not replace the function and ease of the remotes (FOBs), which will continue to be available for purchase.