



Gate Fob Distribution

Hello everyone😊

We wish you all the best of health and we are looking forward to warm days and getting outdoors soon.

As many of you know, this project has been in the works for a long time and needs to be completed. Many thanks to Jerry and Michelle Macy for all their efforts dealing with the technology, phone lines and lots of detailed issues.

We are now prepared to activate the system for the Gardner Gate only, Our official go live date is March 15th. The good news is that the system has been active since December and working as planned.

What is staying the same?

- 1) The remote clickers will still work with the system. We will not be offering new ones for sale.
- 2) If your vehicle allows you to program garage control buttons with your clicker, that will still work as well.
- 3) There is an emergency code for EMS/Fire/Police which has been distributed.
 - a. The YELP system is also active
- 4) Mountain Air and Riverwalk gates are not impacted by this change. Look for a new code in the upcoming spring newsletter.

What is changing?

- 1) ***New** – FOB access. Next to the keypad on the Gardner Gate is a little sensor with a red or green light. Pictured here->
 - a. To open the gate, wave your fob within a few inches of the sensor and the gate will open.
 - b. Pro tip - We don't recommend putting the FOB on your keychain as you will have to wave it close to the sensor.



2) ***New** – Guests can look up your name on the directory and have it call you. With our new phone line and system it can now call cell phones. This means you can be anywhere in the world and let someone in that you approve. The call will come from **704-585-6277**.

- a. When a guest calls from the keypad, you will be able to speak with your guest to confirm its someone you want to have access. While on the call press 9 on your phone and the gate will open for them.
- b. Pro tip – if you don't have any other way to open the gate for yourself to enter, you can use the directory to call yourself!



3) ***Changed** – We will be removing the community 4-digit codes from the keypad. Codes will be provided to regular delivery like UPS, FedEx etc. and rotating code will be given to realtors. If you come into possession of these codes, please do not share them with anyone. The main reason for this change was to prevent uninvited guest from accessing our neighborhood. We will monitor these codes and if they are being used to allow access, we will change them immediately.

What happens next?

On Saturday March 6th & Sunday March 7th, there will be teams of board members who will go door to door drop off the fobs at your home. Look for the teams to be wearing black “Security” hats or shirts.

What to expect?

When we come to your door, you will receive the following:

- 1) Each property owner will receive two fobs. If you need to purchase an additional one or replace a lost one, it will cost \$100.
- 2) Each property owner will receive your new car stickers which replace the oval LSL stickers. The new stickers should be placed in the upper left-hand corner of your windshield.
- 3) We will confirm your email and telephone information. This is important as the gate directory needs to be accurate so you can let guests in. Each fob has been synchronized to you personally, so do not exchange with anyone.

This memo and a Frequently Asked Questions page will be added to the website.

If you have any questions, comments or concerns, please feel free to reach out to any board member. Contacts listed on website: www.lookoutriverwalk.com .

With gratitude

Liz, Mandy, Darryl & Ken

Lookout Riverwalk HOA Board Members