

24/7 Closed Gate

Goals

The goals of this plan are to enhance the safety, security and privacy of our community by restricting the auto traffic to only those who live in the community, are guests of residents or have another legitimate reason to enter the community. To achieve this goal, the plan calls for the Estates at Windermere to become a truly gated community with the gates closed to all except authorized vehicles.

The Plan

The plan was introduced in August 2003. This system supports the features needed to close the gates 24/7 yet still allow access by people who have legitimate reasons to enter during certain times of day (lawn maintenance, parcel delivery, utility companies, etc.). *We do not use a master code. A gate access card, remote, or call system is used*

This system also keeps track of when particular access cards and codes are used. This could help us track down suspicious use of access codes and that information could be helpful in investigating any cases of illicit activity.

Questions and Answers

1. What happens if I am out and don't have my remote or the battery is dead?
You will have at least one access card that you can use when you don't have your remote or it is not working. If you also don't have your access card, use the telephone entry to call home or to call a neighbor and have them open the gates for you.
2. How will my lawn maintenance company get to my house?
Lawn maintenance, housekeepers, pool maintenance and other people can obtain an access card that will allow them to enter the subdivision during specific times (not at night, for example). See the Access Method Chart below.
3. How will the elementary school bus driver get in?
During the school year, the gates will be open for a short time (15-20 minutes) on weekday mornings and afternoons to allow the elementary school bus to enter. This will be the only time the gates will open with a timer. It is necessary because it is not practical for the bus driver to carry a remote opener and the bus window is too high to reach the telephone entry. See the Access Method Chart below.

4. How will emergency vehicles get in?
Emergency vehicles currently have access via an "SOS" siren-activated system. When they sound their siren, the gates open. We also have a code registered with emergency services that allows them to enter without a siren. See the Access Method Chart below.

5. How does the newspaper delivery persons get in?
The newspaper delivery persons (Sentinel, USA Today, WSJ, etc.) currently use codes assigned specifically to them that allow them to enter the subdivision only during a window of time in the mornings. See the Access Method Chart below.

6. How does the mail carrier get in?
The mail carrier uses an access card to open the gates. The post office has procedures in place for using access cards. See the Access Method Chart below.

7. How does UPS, FedEx and other delivery services get in?
UPS, FedEx and others are assigned individual codes that is time-restricted. See the Access Method Chart below.

8. How will real estate agents get in?
Real estate agents with listings in the community are given a special code that allows them to enter during reasonable times of the day. These codes will automatically expire after 3 months. Real estate agents will be allowed to give this code to other agents who will be showing their listings. See the Access Method Chart below.

9. How do access cards work?
Most people who do business in the community uses a proximity card to enter. These are about the size of a credit card and are coded so that the system recognizes who the card belongs to. The user holds up the card close to a sensor, the system "reads" the card and determines whether that person is authorized to enter at that particular time.

10. What are the different types of gate access?
There are three types of gate access: unrestricted, restricted and temporary. Residents and their guests may use unrestricted cards that allow them to enter the subdivision 24 hours a day 7 days a week. Regular maintenance and service companies (pool, lawn, housekeeping, etc.) will use restricted cards that allow them to enter only on specific days and during specific time windows. Painters, construction companies, real estate agents, etc., will use temporary cards that allow them access during specific times and automatically expire after a short period (1 week to 3 months).

11. How will new homeowners get access cards?

Just as with the remote controls, access cards should be transferred with the sale of a home. The names in the system will be changed to match the names of the new homeowners. You may purchase cards for \$30.00 from the Homeowners Association. Please fill out a Gate Access Form and submit to the address on the form. They will mail the card(s) to you. Please allow 10 business days.

12. How will my lawn maintenance company, pool service, etc. get access cards?

*Companies with legitimate business in the subdivision may purchase a restricted access card for \$20. For security reasons, these cards will expire automatically after one year, but may be renewed at no cost. You may purchase the card for them or have them purchase it directly. These cards will be renewed annually at no cost **UPON REQUEST**. For renewal we will need the name and number on the card.*

13. Can I give my unrestricted access card to my lawn maintenance company?

Yes, but the card must be reprogrammed. Unrestricted cards are only for those who require unrestricted access to the community (homeowners, overnight guests, etc.). If you have the lawn maintenance (or other) company fill out the same form they would use to purchase a new card and indicate that you are giving them your unrestricted card (we'll need the card number, too). The Gate Committee will re-program the system with the new cardholder's name and restrictions. There is no fee for this.

14. How can I get additional access cards?

Temporary cards (for painters, construction, etc.) may be purchased for \$15. When you are finished with a temporary card, you may return it for "recycling" and receive a \$10 refund. Restricted cards (for lawn maintenance, etc.) are \$20 each and unrestricted cards (for homeowners) are \$30 each.

15. Can I upgrade a temporary or restricted card to an unrestricted card?

Yes. You would pay the cost difference and your card would be re-programmed.

16. Who keeps inventory of cards?

The card inventory is maintained by the Gate committee..

17. Who collects money for purchased cards?

Payment for cards will be made to the Estates at Windermere and mailed to the address listed on the form.

18. What is the procedure for purchasing additional cards?

The person will fill out a short form (available on the web site and on paper) and send it to the address listed on the form along with payment. The card will be mailed and the Gate Committee will program the system with the holder's name and access restrictions (if any).

19. What happens if there is no one from the Gate Committee available to program the system for the card?

All card numbers will be pre-programmed into the system for unrestricted access, so they will work even before the holder's name and access restrictions are programmed.

20. Who is responsible for updating the system?

The Gate Committee is responsible for adding and removing names from the system and other regular tasks. You can find his email address or phone number on the Web site.

Access Method Chart

The following chart lists the various classifications of people who need access to the subdivision and how they will be granted access.

- **Remote** - Existing remote control openers
- **Card** - Proximity cards
- **Code** - 4- or 5-digit access code (only when no other method is practical)
- **Call** - Use the telephone entry to call the home
- **Other** - Postal key or timed-opening of gates
- **Times** - The days of the week and times the card or code will work
- **Life** - The life of the card or code (cards may be renewed, codes will change)

	Remote	Card	Code	Call	Other	Times	Life
Residents & Guests							
Resident	Remote	Card					
Overnight guests	Remote	Card					
Selected Outside Family Members	Remote	Card					
Visitors, Guests				Call			
Delivery							
Postal Carrier		Card				M-S 8-5	
UPS, FedEx, etc.			Code			M-S 8-8	1 year
Newspapers			Code			5-8	1 year
Water Delivery			Code	Call		M-S 8-5	1 year
Food (pizza, etc.)				Call			
Utility							
Progressive Power			Code				1 year
Orange County Utilities			Code				1 year
Bright Home			Code				1 year
Sprint			Code				1 year
South Lake Refuse			Code			M,W,Th 8-5	1 year
LP Gas			Code			M-F 8-5	1 year
Maintenance							
Lawn Maintenance		Card				8-5	1 year
Landscape Pest & Fertilization		Card				M-F 8-5	1 year
Home Pest Control		Card				M-F 8-5	1 year

Pool Service		Card				M-F 8-5	1 year
Painters, etc.		Card				8-5	1 month
Service							
Housekeepers, Maids		Card				8-5	1 year
Nannies, Au-pairs		Card					1 year
House sitters	Remote	Card					As needed
Babysitters				Call			
Repair				Call			
Others							
School Bus					Timer	M-F 15min & 20min	
Piano Teachers				Call			
Charity Pickup				Call			
Realtors			Code			8-8	3 months
Construction			Code			M-S 8-5	As needed
Management Company		Card					
Fire, Police			Code		SOS		
Ambulance Service				Call	SOS		