

ENTRY GATE Q & A:

*** Why did we activate the gate after so long?**

The property developer provided the gate but the responsibility of getting it set up was left to the community homeowners association. The effort involved in getting the gate up and running was quite extensive and for whatever reason, no one took the initiative to make it happen before now. While the gate can only offer limited safety, it does make our community stand out as one of the more desirable communities, as few developments like ours are gated. Gates are generally reserved for large apartment complexes with on-site property management or high end homes with very little traffic. We hope that in addition to adding value to our homes, it acts as a deterrent to those who have no reason to be on the property.

*** Is the gate a big expense to the HOA?**

Because the gate had sat idle for so long, the initial set-up costs were more than we'd hoped because we had to have all the electrical components inspected and repaired or replaced. We also could not close the gate without installing a pedestrian access point, which involved the cost of the work to the iron fence, the addition of the gate, and some other ground work. The total came in just under \$10,000, including the cost of the remotes. On top of the set-up costs, we entered into a service contract with the gate company which involves a monthly fee of approximately \$300.

*** How does the gate work?**

Each gate arm has separate mechanics and battery back-up systems. Those mechanics and the call box are monitored by the gate servicing company. The HOA submits changes to the call box/resident directory via email and the gate company populates the call box from their remote location. Residents must access using a remote clicker and guests must call from the resident directory at the call box. By depressing "9" on the telephone, the resident authorizes access at the gate. There is a separate pedestrian entrance and you should contact the HOA for the access code to that gate.

*** How do I get my name and number or updates to my contact info programmed in the call box?**

You should email the information to hidencovehoa@yahoo.com or call 770.263.6816 to leave the change details. The gate company typically makes the changes within 24-48 hours.

*** I'm a new owner, how do I get a remote?**

You should have received remotes from the prior owner but, if that's not the case, you may purchase remotes for \$25 each. Call 770.263.6816 or email hidencovehoa@yahoo.com to make those arrangements.

*** I'm a current owner and want additional/ replacement remotes?**

Call 770.263.6816 or send an email to hidencovehoa@yahoo.com to make arrangements to purchase additional remotes at a cost of \$25 each.

*** How do the vendors access the property?**

All of our vendors have been provided with a unique access code that enables us to track/ monitor access. Those vendors include but are not limited to Police, Trash, USPS, UPS, Fed Ex, Management Company, Towing Company, and Landscaping. The fire department has special override access.

*** My unit is on the market. How does my agent access the property?**

The agent should contact the HOA to get a special access code for showing property.

*** What can be done to prevent unauthorized vehicles from driving in behind me?**

Unfortunately, there's not much we can do about this. More elaborate gate systems include an arm that falls behind each vehicle that prevents unauthorized access. Converting to this type of system is cost prohibitive. However, we have had the timing on the gate adjusted to allow the least amount of time between vehicles and we've added some signs to encourage only one vehicle at a time.

*** What happens if the gate arms won't open and I can't get in?**

This is an *extremely* important question. Unlike most gated communities, we do not have on-site property management and our management company has no responsibility for the maintenance of our gate. When the HOA Board became active in September, it came on the heels of some recent break-ins and addressing the gate was identified to be the top priority. The gate is now operational and we continue to stay in close contact with our servicing company to make sure that it runs as smoothly as possible. However, there will be occasions when the gate malfunctions and you may find yourself unable to get in. Ideally, you would be able to call the service company but they are not local and there is a charge of over \$200 for after-hour's service. The Board will work cooperatively with the gate company to resolve issues but every owner/resident needs to take ownership and make sure you are comfortable with the instructions for resetting the gate, should you ever find yourself locked out. The instructions are very simple and involve only the flip of a switch on the gate arm to turn off the power, turn the power back on and then reset the gate. Please contact the HOA for more detailed instructions or a demonstration. It takes only seconds but will save a lot of frustration.