

Vehicle Security Gates

The CRE Metro District Rules & Regulations is the governing document

Security?

While our entry camera surveillance, and keypad-controlled entry gate may be referred to using the term “**security**”, that term may cause a misconception in the actual security level provided. We don’t have a gate guard present to enforce gate “security” protocols, nor are the cameras monitored in real time. Hence, our entry systems only provide **a modest level** of hinderance and “deterrence” to lookie-loos and potential crime. Please keep these limitations in mind.

Gate Failures

WARNING: *Never attempt to push a gate open or tamper with the gate arms as such actions may permanently damage the gate. The gates are under video surveillance, and you will be liable for any damage you cause.*

On very rare occasions a gate may mechanically fail preventing your access. After trying to gain entry with no success using your remote, PIN and keypad directory calls, you may be dealing with such a **failure** situation, if so, please follow these 3 steps:

Note: *If steps 1 or 2 can operate a gate, then before proceeding use the step 3 procedures **to report** the issues so we can quickly resolve them for others. Finally, reopen the working gate and be on your way, using the exit lane if required.*

1. Using the CellGate app on your smart phone, tap the “**Entrance Gate**” tab and select **momentary open**.
2. If no luck, try the “**Exit Gate**” tab and select **momentary open**.
3. To report the failure or get help, contact one of our trained homeowner volunteers who will provide you with assistance:
 - a. Find the keypad directory listing: **GATE FAILURE a** and select it to call the first volunteer for help.
 - b. If there is no answer, try the “**b**” then “**c**” volunteer.
 - c. Last option, contact the Community Manager.

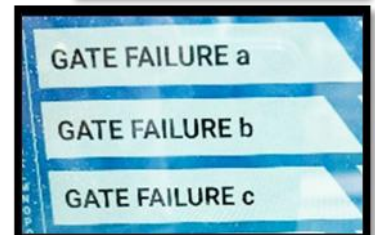
Notes:

- During power failures both gates will automatically open.
- During an internet outage vehicle remotes and keypad PIN entries will continue to provide gate access, but the gate **keypad’s phone directory will be unavailable**.
- During periods of heavy snowfall, or extremely high winds, the gates may be preemptively locked open to prevent damage.

Exit Gate Hazard in Freezing Conditions

WARNING: *Use caution during freezing conditions as the downhill approach to the exit gate may become icy and very slick. During slick road conditions, heed the sign and slow down well in advance of the gate, then **stop at this sign and wait until the gate is open before proceeding**.*

If the area is slick, please help your neighbors by spreading some of the snow melt located in the container on the center island.



Transferring Gate Remotes to a New Owner

It's the responsibility of new homeowners to ensure the seller transfers a minimum of 2 gate remotes to them. If not received, the home buyer will need to contact the community manager to purchase our specific remote(s).

New Homeowners MUST Contact the Community Manager to Set Up Gate Access:

Provide the following information:

- Your phone numbers for the entry gate keypad to call when visitors need entry.
- An email address for each person who wants to use the keypad smart phone video app. A **secure link** will be sent authorizing the set-up (*see the set-up instructions below*).
- Your preferred PIN codes (*see Gate Keypad PIN below for guidance*).
- The SN for any key fob remote passed to you from a previous homeowner.

Gate Access:

The entry gate may be opened via a visor remote, entering a PIN code, or using the keypad resident directory function to call a resident. The exit gate is opened when at or passing the the above ground vehicle detection sensor next to the **"Slick Conditions?"** warning sign.

Motorcycles may need to drive near this sensor to activate the exit gate.

Visor / Key Fob Remotes:

Original homeowners are provided with 2 free remote devices that should be passed along to subsequent home buyers (*see transferring gate remotes below*). Additional remotes may be purchased from the community manager. The remotes may be used to train vehicle HomeLink systems.



Gate Keypad PINs:

The entry gate may be opened by entering a valid 4 or 5-digit PIN code in the gate keypad. You may request up to 4 gate PIN codes using the following recommended strategy:

- **Family & Friend Codes:** A single code for each of the two possible homeowners, and an optional 3rd code for other household residents to share (e.g., children). It's recommended these codes are protected and only shared with trusted family and friends. ***It's good practice to avoid sharing these codes with vendors.***
- **Vendors:** A separate code designated for your vendors to use; this includes delivery drivers, contractors etc.

Keeping your PIN codes separated and controlled in this manner will allow you to avoid impacting your family and friends with a code change should you need to deactivate a vendor. While the District has provided most delivery services with a gate code, please include delivery instructions with your vendor PIN code for orders you place.

Gate Keypad Video Resident Directory:

Visitors to the community may use the keypad's residential directory to look up the person they are visiting and call them for gate entry. The keypad can make either a video or traditional phone call to residents. For this directory system to be useful, CRE homeowners need to keep their names and preferred phone numbers current with the community manager. *Note: your phone numbers are not visible to visitors and are kept private.*

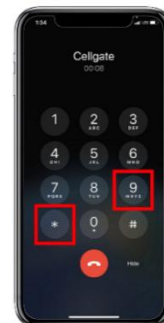
Video Calls:

- To receive a video call, you **must have notifications enabled and be logged into the App** (so don't "log out" before closing the App).
- The caller cannot see you during these calls.



Traditional Phone Calls:

- The keypad will use a traditional phone call if you:
 - Don't have the App (*or you logged out*)
 - Don't answer a video call within 30 seconds.
- When receiving a gate "phone" call, **press "1" to talk, then 9 or * (star) to open the gate.**
- **CRE FRONT GATE 972-231-1999** is a good phone contact **to create** to identify a call coming from the front gate keypad.



To set up your CellGate App:

Once you provide the community manager with your email addresses, you will receive an email from alerts@cell-gate.com with a link providing instructions on how to download the smart phone **CellGate Mobile Connect** App, register your account and create a password (*check your spam folder if necessary*). **Please follow these phone setup actions to ensure a successful experience:**



- **During the App set up it will ask you to accept 3 permissions, *accept them*.**
- **iPhone users:**
 - Go to the phone's **Settings** then **Notifications** page:
 - Make sure **Announce Notifications** is **ON**
 - Scroll down to the **Cellgate App**, select the **Banner Style** option to **Persistent**
- **Android users:**
 - Make sure the **biometric sign** in is turned **off** (*it may interfere with the app*)
 - The phone's **Notification** is set to **Receive Calls While in the Background**

How to include your CRE vendor gate PIN code for Amazon, UPS and FedEx:

These actions will store your code and instructions for future deliveries.

Amazon deliveries:

1. Go to your **Account page** in Amazon and select **Your Address**
2. Below your address is an option to **Add preferences, notes, access codes and more**

UPS deliveries: Go to ups.com/mychoice or call (800) 742-5877 to give a gate code, specific location (back door, patio, etc.) or other instructions.

FedEx delivers: Call FedEx at (800) 463-3339 to give a gate code, or instructions such as "leave package behind potted plant."

Contact the Community Manager for the Following:

- To change keypad PIN code, or request a temporary PIN code for contractors.
- To add or update your keypad directory phone number.
- To request extra entry gate remotes (\$40 each), or motorcycles exit gate remotes (free).
- To ease guest arrival issues for a social event by having the entry gate pre-programmed open during a specified date and time period (e.g., from 5 to 10pm this Saturday).
- To report gate malfunctions and maintenance issues.

Irene Berest
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303-200-0065 M-Th: 9-4, Fri: 9-1
Emergencies: leave a message and expect a reply within an hour