

# ELECTRONIC GATE PROCEDURAL INFORMATION

## **GENERAL INFORMATION**

The enhanced gate access has been installed to increase ease of entrance for CNA residents, lot owners, and authorized users and to discourage the use of the Common Areas by unauthorized users. This reduced unauthorized usage should help deter vandalism and theft in CNA Common Areas.

Your diligence in maintaining the integrity and security of your access cards is key in making this a system that works effectively for all authorized users.

Any questions or issues, not addressed within this Procedural Information should be directed to the CNA Board at [info@cuckoosnestassociation.com](mailto:info@cuckoosnestassociation.com).

## **GAINING ACCESS TO COMMON AREAS I AND II**

- Each resident/lot owner will be issued two (2) security access cards.
- Hold the access card in front of the electronic control box located at each Common Area.

## **CARD ISSUE AND MAINTENANCE**

- Residents/lot owners will be permitted two (2) cards at any given time. Residents/lot owners will be required to show a photo ID and sign that they have received their cards.
- Cards will only be given to residents, lot owners or real estate property managers.
- If your card is lost, stolen, or damaged, please contact a member of the Board for a replacement.
- A lost, stolen, or damaged card will be deactivated immediately upon the board receiving this information.
- **REPLACEMENT CARDS will be reissued at a cost of \$25.00/card to the resident/lot owner.**
- Upon sale of your property, Access Cards are to be returned to the CNA Board so that they can be reissued to the new owners.
- For Developers purchasing lots, said Developer will be issued 2 cards for the parcel or lot series. Developers shall notify the Cuckoo's Nest Association Board of Directors of the disposition of the cards they have issued to the new lot/property owners. Two cards per lot will be issued to the individual lot owner/resident upon sale of the lot/property.

## **IN THE EVENT OF SYSTEM OR POWER FAILURE TO THE GATE**

- In the event of a power failure or system failure of the gate access system, the system will default to OPEN.
- When and if the gate is defaulted to OPEN, for an extended period of time, it will be secured manually with a combination lock.
- A lock combination will be communicated, annually, to residents/lot owners in good standing.

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## QUESTIONS

**1. Who do I contact if my card is lost or stolen?**

*Email the CNA Board at [info@cuckoosnestassociation.com](mailto:info@cuckoosnestassociation.com) or call the emergency contact for the Common Areas (Paul Rippeth at 540-872-8266). This information is also located on the Common Area Information Board.*

**2. What if the power goes out or the gate is not working?**

*If you arrive at the gate and your card does not work, please call the Emergency Number located on the Information Board at the Common Area. If it is a power failure, the gate will default to OPEN. If the power failure is for a significant period of time, the gate will be secured manually with a combination lock until power and software have been restored.*

**3. What if I lose or damage my card and don't yet have my replacement card?**

*If you have lost or damaged your card and have not yet been able to receive a replacement card, please contact, by phone, or email, a CNA Board member. All Board members will be issued emergency access cards for use by CNA lot owners/residents/lot owners in case of an emergency. You will be required to verify who you are (show a driver's license) and sign that you have borrowed the card. You will be required to return the card, to the CNA Board member at the end of your visit.*

**4. What if I forget to return the Emergency Access Card to the Board member?**

*Emergency Access Cards not returned to a Board member, within 7 days or less, will be considered lost or stolen and shall be deactivated. The lot owner/resident who borrowed the card will be charged a \$25/card replacement fee for the Emergency Access Card as well as the \$25/card replacement fee for their lost, stolen, or damaged card.*

**5. What is the \$25.00 replacement fee for?**

*The \$25.00 fee pays for the replacement of the card.*

**6. Upon sale of my property, what do I do with the cards?**

*Upon sale of your property, Access Cards are to be returned to the CNA Board so that the cards can be reissued to the new owners.*

**7. Do I need to use the card to exit the Common Area?**

*No. The gate has a trip sensor that will automatically open the gate when vehicles are exiting the Common Area.*

**8. Any questions not addressed above, please contact the Cuckoo's Nest Association at [info@cuckoosnestassociation.com](mailto:info@cuckoosnestassociation.com).**