



## ENCLAVE VEHICLE GATE PROJECT FREQUENTLY ASKED QUESTIONS

**When is my enclave scheduled and how long will the project take?** This project is scheduled over 16 – 18 months at a rate of one gate per week. The schedule was designed to prioritize gates with the highest repair costs and most operational downtime first and then phase the others over time. To see when your enclave is scheduled, please [click here](#). This schedule is subject to change and dependent on weather, available material, and re-evaluation of continual repair costs.

**Will my gate remote and current four-digit code still work?** Absolutely. You may continue using your gate remotes and four-digit code for access into your enclave. If you would like to update any information or change the phone number in the call box to your cell phone, please complete and submit this [Resident Information Gate Form](#). Previously, the call box was limited to the number of area codes it could call. By adding cellular kits to each gate's call box, guests and contractors now have the ability to scroll through the resident list, find your name, call your cell phone (Canada included) and request access into the enclave.

**What is an RFID Reader or Tag?** Radio Frequency Identification tags are stickers placed on the driver's side headlight of a vehicle, that send a signal to the RFID reader as you pull up to the gate. This allows you to open the gate without entering a code or clicking a remote.

**How do I update my information and obtain RFID tags?** The Board of Directors approved for each Lot to receive two RFID tags free of charge with the rollout of this project. If you have more than two resident vehicles and want to purchase additional tags (\$25/ea.), please indicate that on the gate form.

To receive your tags, the property owner must complete and submit this [Resident Information Gate Form](#). Management will notify you when the information is uploaded to the gate and when the tags can be picked-up. Photo ID and payment (if you purchase additional tags) will be required for pickup.

**How do I install the RFID Tag?** You can review these [instructions](#) or [watch a video](#).

**I damaged my RFID tag during installation, can I get a new one?** Replacement tags can be purchased for \$25.

**What happens to my RFID tag when I sell or trade-in my vehicle?** When you register your vehicle for an RFID tag, it is tied to that specific vehicle, so if you sell or trade it in, you must notify the Association right away so that tag is deactivated. You may then purchase a tag for your new vehicle by completing and submitting the [Resident Information Gate Form](#). Management will update the information and notify you when your tags are available for pick-up.

**How is the Enclave Vehicle Gate project being funded?** Each month, a portion of your assessment transfers into the Association's Reserve Fund. This fund is similar to a savings account and designed to fund the replacement of all Association assets. Savings to replace the vehicle gate components commenced over 15 years ago. Funding a reserve account helps to reduce or eliminate the need for a special assessment to replace an asset.

**Why is the Association replacing the vehicle gate components?** The work was deemed necessary due to the ongoing repairs needed which were affecting all residents; the operating costs to repair the aging system continued to increase; the gate components were reaching the end of their useful life; and sufficient funds to pay for the project were available.



**What is the scope of work?** The scope of work includes the replacement or installation of the following:

**Existing Gate Equipment:**

▪ Swing Gate Operators (260)	▪ Control Panels – dual (59), single (9)
▪ SBBI Battery Back-up (12)	▪ Loop Plug-in Detectors (329)
▪ Required Reflective Photo-eyes (130)	▪ Call Boxes (21)
▪ 'DoorKing' Cellular Kits (59)	▪ 'DoorKing' Receivers (30)
▪ Emergency Strobes for first responders (19)	▪ Ridge Sensors (2) & Loops (7)
▪ Call Box Backlight Key Kits (38)	

**New Equipment Upgrades:**

▪ Enforcer Maglocks (133)	▪ Long Range RFID* Reader (62)
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**Who approved this project?** In 2019, the Board of Directors created a Security and Safety Committee and appointed residents to serve on it. The Committee Charter tasked the group to research the condition of all enclave vehicle gates (55) and provide the Board with replacement and enhancement options. The Committee and the Board reviewed proposals from several contractor to replace components of the vehicle gates. At the August 2020 open session Board Meeting, the Board of Directors approved a contract with ParkPro to replace the components of the vehicle gates and enhance the amenity with RFID readers, cellular kits and maglocks at a cost of \$1.49M.

Members of the Security and Safety Committee: Forest LaBruzzi (Chairperson), Doc Watts (Board Liaison), Mike Peckham, Fred Glenn, Scott Nevins.

Members of the Board: Bill Hettling, Alicia Goforth, Mike Peckham, Linda Barton, Doc Watts, Tony Reid and Bruce Bilton.

**Did the Committee research other options?** Yes, the Committee considered the following options:

1. Eliminating all enclave gates. Eliminating all vehicle gates required a successful vote of the membership as residents purchased their home with the understanding that Las Sendas was a gated community. That vote required an approval of 75% of membership.
2. The addition of manned-perimeter gates (reducing the need for the majority of enclave gates). Adding three to five manned-perimeter gates proved to be a costly option. The cost to build, maintain, and hire personnel to guard three gates, on a 24/7 basis, would have increased homeowner assessments by \$256 per year.
3. Replacement of the individual enclave gate components.

Further research into the first two options were discarded, as they seemed unachievable. Additionally, replacing components of the vehicle gates has the following benefits:

- Updating the latest technology to minimize ongoing inconvenience to residents
- Reduction of the overall annual vehicle gate maintenance costs by \$90K - \$100K
- Help prevent misalignments and potential damage to vehicle gates (maglocks)
- Provide multiple access capabilities (RFID tags, gate remotes, four-digit key entry, call box)
- Increased inventory of usable components, which will reduce downtime of other gates yet to be converted

**Why are the two sides of a gate opening at different times or slower than before?** The new maglocks require the two sides of the gates to overlap. In order to over-lap, the two sides will open and close at different speeds.