

# The Legacy at Jordan Lake HOA Front-Entrance Gate Policy & Gate Access Method Procedures

**Effective Date:** November 19, 2025

**Approved by:** Kory McLellan, President; Frank Perez, Treasurer; Jennifer Cox, Secretary; Rich St. Pierre, Member-At-Large/Assistant Treasurer

**Administered by:** Property Management Company (i.e., CAS)

## 1. Purpose

The purpose of this policy is to ensure the secure, efficient, and accountable distribution and management of gate access windshield stickers and gate clickers for all homeowners and residents within the Legacy at Jordan Lake community. This policy establishes procedures for requesting, processing, distributing, and maintaining the gate access database. This policy also specifies gate access rules and regulations.

## 2. Scope

This policy applies to all homeowners, residents, tenants, and authorized users who require vehicular access to the community through the controlled gates.

## 3. Definitions

- **Windshield Sticker:** A numbered decal affixed to a resident's vehicle to identify authorized access.
- **Clicker/Remote:** An electronic gate opener programmed into the HOA's access control system.
- **Property Management Company (PMC):** The HOA's contracted management firm responsible for processing requests, maintaining records, and distributing access devices.
- **Access Database:** The secure system used to track all gate access credentials (stickers, clickers, codes).

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## 4. Policies

- **Gate Access Method Policy:**
  - Each property owner is eligible to receive gate access credentials in accordance with HOA rules.
  - Each household is provided a unique access code for emergencies. These codes are intended for use by trusted family and friends only and should not be shared outside this group. The Board reserves the right to retract code usage if codes are excessively used by non-residents.

- Homeowners are responsible for ensuring their contact information in the call box registry is current and correct.
  - Gate access devices should be transferred to new homeowners upon the sale of a property. Homeowners should leave unaffixed windshield stickers and clickers at their home for the next homeowner.
  - Unauthorized duplication or transfer of stickers or clickers is strictly prohibited.
  - **Gate Access and Package Delivery Policy**
    - The gates are closed daily from 8:00 PM to 7:00 AM. Visitors, including delivery drivers, arriving during these hours must use the call box for entry.
    - The Association is not responsible for packages left at the gatehouse. Residents are encouraged to schedule package deliveries outside of gate closure hours and/or provide call box information in delivery instructions to ensure successful delivery.
  - **Gate Access Database Data Entry**
    - The Property Management Company or a designated security vendor approved by the Board have the sole responsibility of maintaining the gate access database. Directors, nor volunteer homeowners, are to enter the gate access database/system and view/maintain homeowner information. This is to protect the integrity of the database and private homeowner information.
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## **5. Procedures**

### **A. Request Submission**

#### **1. Homeowner/Resident Request:**

- Complete the *Gate Access Request Form* (available on the Resident Portal or by emailing the management office to request the form).

#### **2. Submission:**

- Email or deliver completed forms to the Property Management Company.
  - Requests are processed in the order received.
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### **B. Processing by the Property Management Company**

#### **1. Verification:**

- Confirm property ownership or lease authorization.
- Verify account standing (no outstanding HOA balances, unless otherwise permitted by board policy).

#### **2. Database Entry:**

- Follow the data entry process outlined by the security vendor.

**3. Device Activation:**

- Program new clickers or update database entries for stickers as needed.
- Deactivate any devices reported lost, stolen, or associated with previous residents.

**4. Record Retention:**

- Maintain a digital record of all issued devices, updated in real time.
  - Retain forms for a minimum of three (3) years or per HOA policy.
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**C. Distribution of Access Devices**

Once the request is approved and processed, homeowners may select one of the following distribution options:

**1. Pickup Option:**

- Devices may be picked up at a designated central location (e.g., Clubhouse).
- Pickup hours will be coordinated by the Property Manager.
- Photo identification *may* be required upon pickup, to confirm street address.

**2. Mail Option:**

- Residents may request mailing of stickers/clickers to their property address on record.
  - A small administrative/shipping fee *may* apply.
  - The HOA is not responsible for devices lost or delayed in the mail; replacements *may* incur a replacement fee.
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**D. Replacement or Deactivation**

**1. Lost or Stolen Devices:**

- Report immediately to the Property Management Company for deactivation and reissuance.
- Replacement fee applies as set by the HOA Fee Schedule for windshield stickers and clickers.

**2. Change in Residency or Vehicle:**

- Homeowners must notify the Property Management Company within 10 business days of a move-out.
  - Old credentials will be deactivated or reassigned to the new homeowner as applicable.
  - Homeowners should notify the Property Management Company within 10 days of an expired windshield sticker due to a windshield replacement and/or the sell of a vehicle.
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## **6. Annual Database Review and Audit**

To maintain the integrity of the access system:

### **1. Annual Review Period:**

- Each year, between January through May, the Property Management Company will initiate an *Access Verification Audit*.

### **2. Homeowner Verification:**

- Homeowners will receive a notice requesting them to confirm their assigned access credentials.
- Residents must provide:
  - Access sticker or clicker number(s)
  - Confirmation that each device is active and in use

### **3. Property Management Company Audit Process:**

- Cross-check homeowner confirmations with the access database.
- Flag any unverified or inactive codes for review.
- Deactivate any devices not confirmed by the homeowner or not used within the prior 12 months (subject to HOA board approval).

### **4. Reporting:**

- The Property Management Company submits a report of the annual audit findings to the HOA Board for review and recordkeeping.
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## **7. Enforcement**

- Unauthorized devices or misuse of access privileges may result in:

- Fines or sanctions per HOA governing documents
  - Further action as deemed necessary by the Board
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### **8. Review and Updates**

This policy shall be reviewed annually by the HOA Board and the Property Management Company to ensure effectiveness, security, and compliance with community needs. Regarding the above policy/procedure per the motion carried on November 19, 2025, this policy is carried indefinitely until amended by current or future boards with a carried motion.