

The Legacy at Jordan Lake HOA Gate and Amenity Access System Policy

Effective Date: May 21, 2026

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Approved by: Kory McLellan, President; Adrienne King, Vice President; Rich St.Pierre, Treasurer; Jay Schiestle, Secretary; Patrick Rorrer, Member-At-Large/Assistant Treasurer

Administered by: Property Management Company and Board of Directors

1. Purpose

The purpose of this policy is to ensure the secure, efficient, and accountable distribution and management of gate and amenity access devices for all residents within the Legacy at Jordan Lake community. This policy establishes procedures for requesting, processing, distributing, and maintaining the gate and amenity access database. This policy supports administration of the community rules and regulations.

2. Scope

This policy applies to all residents and authorized users who require vehicular access to the community through the controlled gates, or access to amenities including the clubhouse, gym, pool and restrooms during authorized hours.

3. Definitions

- **PDK Access:** A cell phone App that provides access to the gate and HOA amenities. The PDK Mobile Access App is the preferred means of gaining access to the gate and amenities.
 - **Windshield Sticker:** A numbered decal affixed to a resident's vehicle to identify authorized access. Stickers are tracked in the PDK Access Database. Stickers can be obtained for a fee.
 - **Clicker/Remote:** An electronic gate opener which can be used with multiple vehicles. Clickers are tracked in the PDK Access Database. Clickers can be obtained for a fee.
 - **Gate Access Device:** The PDK Access App, windshield sticker or clicker/remote.
 - **Fob:** An RFID device allowing access to the clubhouse, gym, pool and restrooms during authorized hours. Fobs can be obtained for a fee.
 - **Property Management Company (PMC):** The HOA's contracted management firm responsible for processing requests, maintaining records, and distributing access devices.
 - **PDK Access Database:** The secure system used to track all gate and amenity access credentials (PDK access App, stickers, clickers, fobs).
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4. Policies

- **Gate Access Method Policy:**
 - Each household 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.
 - Gate access devices should be transferred to new residents upon the sale of a property or change of tenants. Residents should leave unaffixed windshield stickers and clickers at their home for the next resident. The Property Manager should be notified of changes in ownership, or tenants.
 - Unauthorized duplication or transfer of gate access devices is strictly prohibited.
 - **Gate Access and Package Delivery Policy**
 - The gates are normally closed daily from 8:00 PM to 7:00 AM. Visitors, including delivery drivers, arriving during these hours must contact the resident 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 contact 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 primary responsibility of maintaining the gate access database. The Board may appoint a Director to have backup responsibility for these systems. Access to the gate access database/system and ability to view/maintain resident information is limited to the primary and backup roles. This is to protect the integrity of the database and private resident information.
 - **Amenity Access fobs**
 - Amenity fobs should be transferred to new residents upon the sale of a property or change of tenants. The Property Manager should be notified of changes in ownership, or tenants.
 - **PDK Access App**
 - The PDK Access App can be downloaded via an App store.
 - Access is provided via an e-mail which allows users to enable the App. The e-mail is initiated by the Property Manager.
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5. Procedures

A. Request Submission

1. Resident Request:

- Contact the Property Management Company via phone, e-mail or on the HOA website.

2. Submission:

- Email or deliver required information 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 or fobs as needed.
- Send e-mail allowing access to PDK Access App.
- 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 requests per Property Management Company policy.
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C. Distribution of Access Devices

Once the request is approved and processed, residents may select one of the following distribution options. For new residents, access devices may be delivered by the Welcoming Committee.

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. Drop-off Option:

- Devices may be dropped off at a residence.
- The HOA is not responsible for devices lost during drop off.

3. Mail Option:

- Residents may request mailing of devices 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.

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 and amenity fobs.

2. Change in Residency or Vehicle:

- Residents must notify the Property Management Company within 10 business days of a move-out of a resident.
- Old credentials will be deactivated or reassigned to the new resident as applicable.
- Residents should notify the Property Management Company within 10 days of a retired windshield sticker due to a windshield replacement and/or the sale of a vehicle.

6. Annual Database Review and Audit

To maintain the integrity of the access system:

1. Annual Review Period:

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

2. Resident Verification:

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

3. Property Management Company Audit Process:

- Cross-check resident confirmations with the access database.
- Flag any unverified or inactive codes for review.
- Deactivate any devices not confirmed by the resident 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.

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. Related Policies

This policy supersedes the separate The Legacy at Jordan Lake HOA Amenity Access Database & Distribution Policy and The Legacy at Jordan Lake HOA Front-Entrance Gate Policy & Gate Access Method Procedures approved in November, 2025.

This policy supersedes all prior Board motions governing gate and amenity access unless those motions are incorporated in an approved policy or procedure.

The Legacy Community Facilities Policy provides additional details on amenity access and use.

Note on PDK Access Database: The Property Management Company is the primary user and administrator of the PDK Access Database. Directors may serve as backup administrator and/or access the database for official HOA Board business. Section 6.4.c of the By-laws of The Legacy at Jordan Lake HOA states: “Every director shall have the absolute right at any reasonable time to inspect all books records and documents of the Association.”