

## Woodcreek Oaks Community Association

### PRIVACY GATES

We'd like to provide you some information in regards to the Entrance and Exit gates. First and foremost, we'd like to request that the code NOT be given out. This is very important. After the construction period, the code will be changed. All owners will be given advance written notice at that time. Thereafter, the code may be changed once a year; it depends on the what the membership wishes at that time.

During the construction and sales period, the gates are programmed to remain open from 6:00a.m. to 6:30p.m. The times may vary from time to time. After the sales and construction period, the City of Roseville asks the gates be programmed to remain open during peak traffic times. This is good for two reasons: 1) keeps the flow of traffic moving 2) less wear and tear on the gate.

You should have received a transmitter either before or when you move into your home. If you did not, please contact the management office at 786-6000 or speak with your sales representative. The transmitters are programmed into the gate at the St. Andrews entrance, and the gate at the Kensington Greens entrance. Your name will appear on both directories.

If you do not want your name to appear on the directory, please contact the management office and your name will be coded accordingly. The software does have the capability to program your transmitter and keep your name and phone number in the system, and not be visible on the outside directory.

There are pedestrian gates in St. Andrews and Kensington Greens. As of this writing, November 24, 1997, the code for the keypad is 1 2- 3- 4. It is the same at all gates.

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#### ANSWERS TO SOME COMMON QUESTIONS

##### **What if I change my phone number?**

Please notify the management office of your new phone number. It is necessary to update the gate operating system. If it is not updated, you will not be able to let a visitor in from your home, nor will they be able to call you from the gate.

##### **How do I let someone in if they call from the directory at the gate?**

You hit the 9 on your telephone. Be sure to hold the button down long enough for the gate to pick up the tone.

##### **What if I'm having a party?**

PLEASE DON'T PUBLISH THE GATE CODE! There are a few options here. One is to set up a special code that you could publish on your party invitation which would work for the time period agreed upon. That code would then be terminated after the party is over. The other option is to hold open the gates for a specified period of time. Please contact the management office if you are planning a large get together and we can discuss what would work best for you and the neighborhood.

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**What if my transmitter does not open the gate?**

Most likely, the transmitter is not functioning properly for one of the following reasons: 1) The button on the transmitter is not being pushed for a long enough period of time. Be sure you hold the button down for at least 3 to 5 seconds. Or, 2) The battery needs to be replaced. Batteries for the transmitters can normally be purchased in retail stores that sell garage door openers.

If the transmitter still does not seem to be operable, call 786-6000 ext. 335.

**What do I do if the gate is inoperable after regular working hours?**

If the gate won't open, then it is necessary for an emergency service call. There is a charge for the gate company to come out after hours, so we need to use this wisely. The company that installed the gates is McGann Associates, Inc.. They also have an emergency number on the recorder when you phone their office after hours.

First, contact the management office. We have the tools to manually open the gate if it is necessary, and many times can troubleshoot the problem. We also hope a resident near the gate will volunteer to be appointed as an 'emergency gate opener'. We would like to have someone in the neighborhood that can also manually open the gate if absolutely necessary. The fire department has their own special key that works on all of the security gates in Roseville.

**If I lose my transmitter, or I would like to purchase an additional one, who do I call?**

Denise Howell  
Gillespie, Haney and Associates  
786-6000 ext. 335

Woodcreek Oaks Community Association has purchased additional transmitters to sell to owners since it is more cost effective to purchase them by the box. Owners may purchase a transmitter from the owners association for \$40.00.