

Gate Codes and Operations

April 22, 2019 at 11:05 AM

From Gary Kenyon

To Undisclosed recipients: ;

 [Gate Programming Request.pdf 133.12 KB](#),  [Gate Opera...reek Ranch.pdf 76.41 KB](#)

Dear Homeowners,

You may have noticed some changes to The Fairways entrance over the last few months including new privacy fencing and a pedestrian keypad for opening the outbound gate. The final part of our modernization project will be to purge all of the old access codes and reactivate any handheld remote controls for our gate access control system.

Attached you will find instructions on how to properly use our gate system since there has been some confusion about how to provide access to guests visiting your property. Please review the instructions and share with your family members.

Also attached is a Gate Programming Request form for you to specify your desired gate directory name entries, phone numbers for the telephone intercom system, and new 4-digit numeric access code(s). Please do not request any previously used codes, predictable codes such as your address, or codes that have numeric patterns or repeating digits (e.g. 0000, 0007, 1234, 0911). You will need to provide the device # of any gray DKS® handheld remote controls that are currently in your possession so that they can be reactivated as the system is being purged in order to remove access from any unaccounted remotes.

If you have questions, need any assistance in completing the form, or would like some individualized instruction on how to properly use our gate access control system, volunteers from the Gate & Landscaping Committee will be offering drop-in clinics by the gate on the following dates:

Saturday, April 27 9:00 AM – 11:00 AM

Saturday, May 4 9:00 AM – 11:00 AM

During these hours we will offer free replacement A23 batteries to ensure that you're getting the best possible performance from your remote control. A limited number of DoorKing remote control visor clips and MicroCLIK remote controls will be also available for \$5 and \$35, respectively. Please make out checks to "Fairways at Fieldcreek Ranch HOA" for any purchases.

If you have any updates to make to your Homeowner Registration Form or have not already completed a form, please do so at this time. It is important that we have current contact information and a list of vehicles authorized to be in the community.

Please return completed forms to Kenyon & Associates within the next 30 days or you can drop them off during one of our gate clinics. On May 20, all old 4-digit numeric access codes and remote controls that have not been reactivated will be removed from the system.

Thank you for your prompt attention to this request.

Respectfully,

Gary Kenyon, Supr. CAM

On Behalf of The Gate & Landscaping Committee



The Fairways at Fieldcreek Ranch

Homeowners Association, Inc.

GATE OPERATING INSTRUCTIONS

Homeowner Entry

There are three methods for homeowners and their families to enter the community:

- **Keypad**
Press the pound key (“#”) and then dial your personal 4-digit numeric code on the Telephone Entry System keypad at the inbound gate.
- **Remote Control**
Press the button on your DKS® remote control when in proximity to the antenna located on the mounting post of the Telephone Entry System keypad at the inbound gate. Additional remote controls may be obtained from our community manager for \$35 and visor clips for the remotes are available for \$5. Checks should be made out directly to “Fairways at Fieldcreek Ranch HOA.”
- **HomeLink®**
You may be able to program one of the buttons on your HomeLink® enabled vehicle-based wireless control system to open the gate using your DKS® remote control. HomeLink® buttons are typically located on the rearview mirror, on the driver-side visor, or in a module between the visors. See <https://homelink.com/program> for instructions.

Never attempt to enter the community by driving through an open outbound gate as the sensors are not designed to detect incoming wrong-way traffic and the gate may close on your vehicle, causing significant damage to the vehicle and the gate.

Non-Homeowner Entry

- **Guests**
Guests and infrequent service providers (e.g. repairmen, ride-sharing services, and delivery drivers) can scroll through the electronic directory in the Telephone Entry System using the **A** and **Z** buttons. Once your name is shown on the display, they should press the **Call** button and the system will dial your telephone number. Answer the call and after identifying the caller through the intercom, press the **9** button on your telephone keypad to open the inbound gate. Do not open the gate for callers attempting to visit other residents.

Tip: If you are expecting visitors, you may provide them in advance with your unique 3-digit intercom code so that they do not have to search for your name in the electronic directory. If you do not know your intercom code, just scroll through the names in the Telephone Entry System at the inbound gate and when your name is shown on the display, your 3-digit intercom code will be displayed to the right of your name. Note that the 3-digit intercom codes should not be dialed with a preceding pound (“#”) key like your 4-digit personal code.

Tip: You may designate either a landline or a mobile number for your entry in the electronic directory. If you use a mobile number, create a contact for “Fairways Gate” with the number 775-852-2021, so you know that the caller is attempting to contact you from the gate. You may wish to add this number to your Do Not Disturb exceptions on your mobile phone if you ever have late night or early morning visitors (e.g. a 5:00 AM rideshare to the airport). More than one name and phone number can be entered into the directory for each property.

- **Regular Vendors**

If you have vendors who come to your property on a regular basis (e.g. housekeepers, landscapers, pool service), you may request a separate 4-digit personal numeric code for you to give to each vendor. Then if you change vendors, that specific code can be easily removed from the system without affecting the other codes associated with your property.

Common providers of service within the community (e.g. US Postal Service, UPS, FedEx, OnTrac, Washoe County School District, Waste Management, NV Energy, and TMWA) have already been provided with their own unique codes.

- **Events**

If you are planning a large event (e.g. a party or a realtor’s open house) at your property where it is impractical to open the gate for each attendee, you may request that the gates be held open for a limited timeframe. Do not ever post codes by the gate; signs will be removed immediately and the property owner may be summoned to a hearing and incur a fine.

An annual garage sale date is typically scheduled to coordinate with the date used by the Fieldcreek HOA. Contact our community manager for details.

- **Emergency Vehicles**

A separate access system called Click2Enter® is used by all local emergency responders to open private gates. Law enforcement, fire, and ambulance authorities have unique frequencies for radio communication; simply "clicking" their microphones on one of the restricted channels will result in the gate automatically opening.

Exiting Traffic

Exiting vehicles will trigger automatic opening of the outbound gate using an inductive wire loop in the outbound traffic lane. An additional keypad is located near the outbound gate for pedestrian and bicycle use. To open this gate, enter “#” + your same personal 4-digit numeric code as used for the inbound gate.

*Provided by the Gate & Landscaping Committee
Revised April 20, 2019*

Community Manager:

Kenyon & Associates
645 Sierra Rose Dr, Suite 104
Reno, NV 89511-4025
775-674-8000 (office)
775-674-8010 (fax)





The Fairways at Fieldcreek Ranch
Homeowners Association, Inc.

GATE PROGRAMMING REQUEST

Property Owner

Name(s)	Address
	<input type="checkbox"/> Silver Wolf Rd <input type="checkbox"/> Springer Ct

Gate Directory Entries

This is the listing(s) that will be displayed for your property in the electronic directory on the gate keypad. When a visitor either keys in your 3-digit intercom code (e.g. 101) or selects your entry by scrolling through the list of names, your phone number will be dialed. This number can be your home or mobile phone number and is not visible to the visitor. After verifying the caller, press "9" on your phone to open the gate. Your 3-digit intercom code is displayed to the right of your name in the electronic directory.

Last Name, First Initial(s) <i>(displayed)</i>	Phone Number to Dial <i>(not displayed)</i>
e.g. Doe, J&J or Doe, J	(775) 674-8000

Personalized 4-Digit Numeric Access Codes

These 4-digit access codes should only be given to **trusted** parties who need **recurring access** to your property. When "#" + the 4-digit code is entered at the gate keypad, the gate will be opened without any notification of the property owner. **Do not** give one of these personalized codes to infrequent or untrusted visitors (e.g. ride sharing providers, food delivery drivers), who should instead be provided with your 3-digit intercom code so that you can only open the gate for them on demand. By using personalized codes for each visitor type, access can easily be removed upon request when vendors are changed or if a code becomes compromised.

Code Requested	Type*	Name
e.g. #1234 (no old numbers, patterns or repeating digits)	Housekeeper	XYZ Housekeeping Co.
#	Owner	Family Members
Optional entries (please only request codes for the visitor types that are actually needed)		
#	Guest	
#	Property Manager	
#	Contractor	
#	Tenant	


#	Housekeeper	
#	Landscaper/Lawn Service	
#	Pool Service	
#	Exterminator	
#	Dry Cleaner/Laundry Valet	
#	Housesitter	
#	Caretaker/Nanny	
#	Home Health	
#	Pet Care	
#	Carpool	
#	Water/Frozen Food Delivery	
#		

* Do not request codes for emergency responders or the following vendors: US Postal Service, UPS, FedEx, OnTrac, DHL, NV Energy, TMWA, AT&T, Spectrum, Waste Management, Reno Gazette-Journal, Washoe County School District, and GreenThings (HOA landscaper)

DoorKing MicroCLIK® Remote Controls

List the Device # of any gray DKS® remote controls distributed by the HOA that you wish to use. If you have used your remote control to program a vehicle-based wireless control system (e.g. HomeLink®) then you will need to list the Device # of that remote. The 5-digit Device # is listed near the bottom of a white sticker applied to the back of older remotes or indicated by "TR#" on the sticker of newer remotes. If the sticker has been removed or is unreadable, a duplicate sticker can be found inside the case by removing the small screw on the back of the remote.

Device #	Type	Name
e.g. 05245	Family	Jane Doe

<p><i>Provided by the Gate & Landscaping Committee Revised April 15, 2019</i></p>	<p>Community Manager: Kenyon & Associates 645 Sierra Rose Dr, Suite 104 Reno, NV 89511-4025 775-674-8000 (office) 775-674-8010 (fax)</p>	
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