

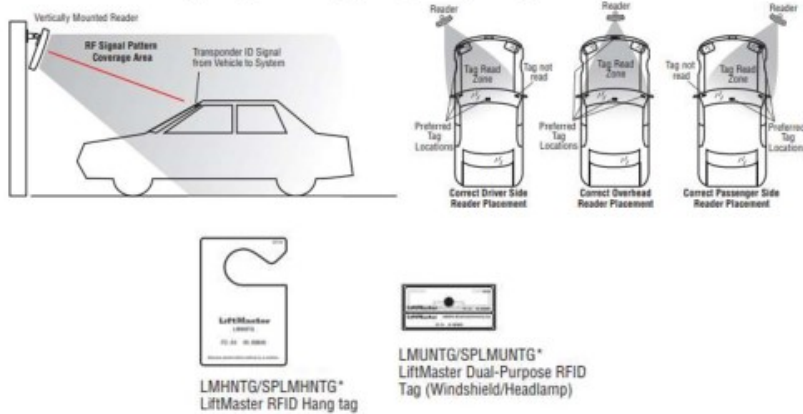
**Refuge Access Gates
Technology Upgrades and Mid Gate Replacement
Security and Landscape Committee Joint Project**

HOW YOU WILL ACCESS THE GATE

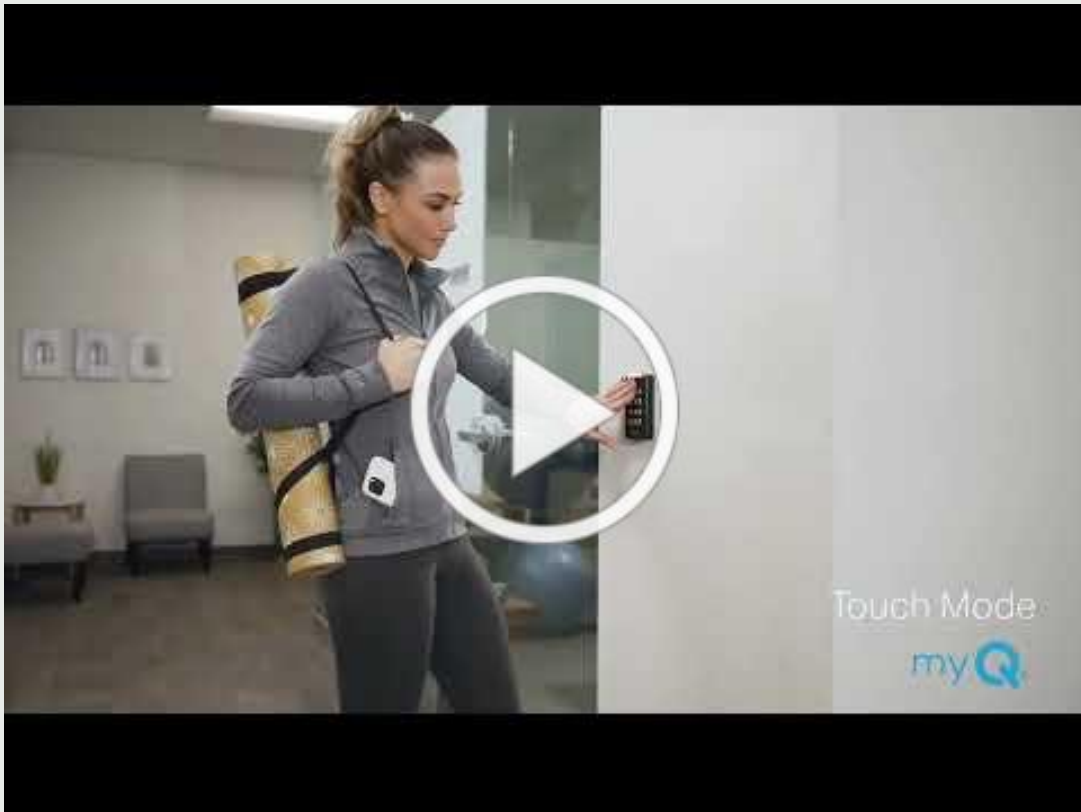
- As previously discussed during POA meetings and by email, the north, south and mid gates will undergo a significant technology **update starting Monday March 10th, 2025.**
 - We will use this opportunity to reset all gate access codes approx. 30 days after the install. Keep using your existing code in the meantime.
 - **Your remotes will continue to work with this new system.** However, use of the remotes will be phased out over time.
 - Order of upgrades: North Gate first, followed by Mid Gate, followed by South Gate
 - While each gate is undergoing upgrade, it will be open allowing for access and egress. Email notifications will be forwarded to residents notifying when gates are under construction.
 - Approx total gate upgrade time is 3-4 weeks.
- The gate upgrades include replacement of obsolete access key panels, gate opener actuators, installation of proximity readers and related support equipment.
 - System will migrate from an internet-based system (hardwired) to a cloud-based system which includes more modern features such as touch screens, vehicle transponder sticker, a mobile app, and a face camera feature at each kiosk.
 - Gate access can be achieved via the control panel at each gate, your cell phone myQ app, a RFID transponder sticker applied to your vehicle.
 - Amy will distribute access codes, tags and stickers with assistance from Hazelwood.



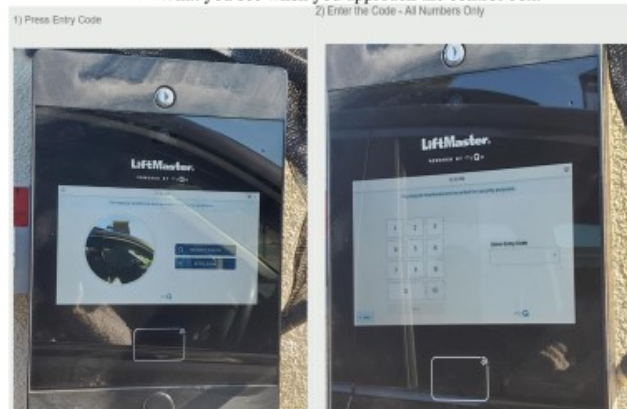
- Each gate will have an RFID reader installed approx. 20' before reaching the gate to trigger a gate opening.



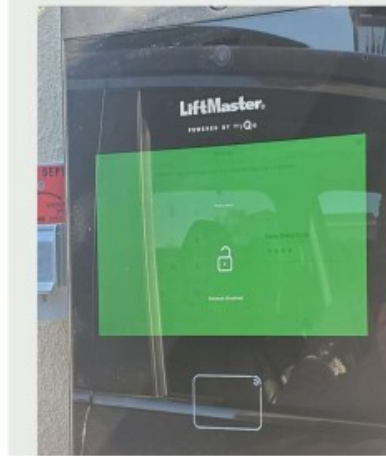
- The mid gate will be removed and replaced per the Landscape Committee's recommendation, and Board's approval.
 - The mid gate will remain a boom style gate but will include lighting for visibility.
- After each gate upgrade has been completed, the gate will now be under cloud control.



- What you see when you approach the control box.



3) Access Granted - Enter Community



Guests can use the Resident Search to call you from the gate for access.



- Please consult myQ app FAQs for additional information. **myQ App FAQs**
- Some thoughts as we move forward to better secure the community.
 - Safety and security are everyone's responsibility.
 - **Do not give your access code out.** Manage visitors via the myQ app; Quick Pass, Temporary Pass or Recurring Pass
 - If you are a builder and need assistance setting up your contractor network, please work with Amy.
 - We need to be able to allow our visitors access while security is away from the guard shack. We have entirely too many people driving in through the out gate.
 - Everyone approaching the gate control box and/or transponder, is on video.
 - Create a sign for each gate with access instructions.
 - The security committee is working on a POA Survey to better understand future community security expectations.
 - Email distribution in the coming weeks.

LINK TO MYQ FAQs:

<https://support.chamberlaingroup.com/s/article/myQ-Community-App-FAQ>

LINK TO MYQ SUPPORT:

<https://support.chamberlaingroup.com/s/myq-community-app-support>