

# Vehicle Security Gates

The CRE Metro District Rules & Regulations is the governing document

## Gate Malfunctions

**Never attempt to push a gate open or tamper with the gate arms as such actions may permanently damage the gates.** The gates are under video surveillance, and you will be liable for any damage you cause. If the gate is not operating correctly, call one of the trained CRE residents listed below who will respond to help you (*save their contact information*):

**John Cowan 303-549-7897 / Bruce Blank 303-902-9509 / Eduardo San 720-434-4596**

During power failures both gates will automatically open. During periods of heavy snowfall, or extremely high winds, the gates may be preemptively locked open to prevent damage.

## New Homeowners MUST Contact the Community Manager to Set Up Gate Access:

Provide the following information:

- Your phone numbers for the entry gate keypad to call when visitors need entry.
- An email address for each person who wants to use the keypad smart phone video app. A **secure link** will be sent authorizing the set-up (*see the set-up instructions below*).
- Your preferred 4-digit PIN codes (*see Gate Keypad PIN below*).
- The SN for any key fob remote passed to you from a previous homeowner.

## Gate Access:

The entry gate may be opened via a visor remote, entering a PIN code, or using the keypad resident directory function to call a resident. The exit gate is opened by driving over the loop sensor embedded in the asphalt just prior to the gate. Motorcycles exiting may need to drive over the corner of the ground loop to activate it. *If your motorcycle struggles to trigger the exit gate, special "exit" remotes are available.*



### **Visor / Key Fob Remotes:**

Original homeowners are provided with 2 free remote devices that should be passed along to subsequent home buyers (*see transferring gate remotes below*). Additional remotes may be purchased from the community manager. The remotes may also be used to train the HomeLink system in most vehicles.

### **Gate Keypad PINs:**

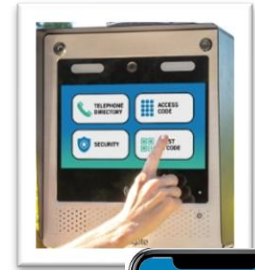
The entry gate may be opened by entering a valid 4-digit PIN code in the gate keypad. You may request up to 4 gate PIN codes using the following recommended strategy:

- **Family & Friend Codes:** A single code for each of the two possible homeowners, and an optional 3rd code for other household residents to share (e.g., children). It's recommended these codes are protected and only shared with trusted family and friends. ***It's good practice to avoid sharing these codes with vendors.***
- **Vendors:** A separate code designated for your vendors to use; this includes delivery drivers, contractors etc.

Keeping your PIN codes separated and controlled in this manner will allow you to avoid impacting your family and friends with a code change should you need to deactivate one due to an issue with a vendor. While the District has provided most delivery services with a gate code, it is recommended to include instructions and your vendor gate PIN code in the delivery comments section of orders you place. *See the helpful guidance below for sharing such delivery comments.*

### Gate Keypad Video Resident Directory:

Visitors to the community may use the keypad's residential directory to look up the person they are visiting and call them for gate entry. The keypad can make either a video or traditional phone call to residents. For this directory system to be useful, CRE homeowners need to keep their names and preferred phone numbers current with the community manager. *Note: your phone numbers are not visible to visitors and are kept private.*



### Video Calls:

- To receive a video call, you **must have notifications enabled and be logged into the App** (so don't "log out" before closing the App).
- The caller cannot see you during these calls.

### Traditional Phone Calls:

- The keypad will use a traditional phone call if you:
  - Don't have the App (or you logged out)
  - Don't answer a video call within 30 seconds.
- When receiving a gate "phone" call, **press "1" to talk, then 9 or \* (star) to open the gate.**
- **CRE FRONT GATE 972-231-1999** is a good phone contact **to create** to identify a call coming from the front gate keypad.



**Note:** During any **internet outage** the ability to use the keypad's phone directory to call for gate access **will be unavailable**. However, requests via vehicle remotes or a keypad PIN entry will continue to work and provide gate access.

### To set up your CellGate App:

Once you provide the community manager with your email addresses, you will receive an email from [alerts@cell-gate.com](mailto:alerts@cell-gate.com) with a link providing instructions on how to download the smart phone **CellGate Mobile Connect** App, register your account and create a password (check your spam folder if necessary). **Please follow these phone setup actions to ensure a successful experience:**



- **During the App set up it will ask you to accept 3 permissions, accept them.**
- **iPhone users:**
  - Go to the phone's **Settings** then **Notifications** page:
  - Make sure **Announce Notifications** is **ON**
  - Scroll down to the **Cellgate App**, select the **Banner Style** option to **Persistent**
- **Android users:**
  - Make sure the **biometric sign** in is turned **off** (it may interfere with the app)
  - The phone's **Notification** is set to **Receive Calls While in the Background**

### How to include your CRE vendor gate PIN code for Amazon, UPS and FedEx:

*These actions will store your code and instructions for future deliveries.*

#### Amazon deliveries:

1. Go to your **Account page** in Amazon
2. Select **Your Addresses** in the lower box titled "Ordering and shopPING preferences"
3. Below your address is an option to **Add preferences, notes, access codes and more**
4. Update your information and then **SAVE CHANGES**

**UPS deliveries:** Go to [ups.com/mychoice](https://ups.com/mychoice) or call (800) 742-5877 to give a gate code, specific location (back door, patio, etc.) or other instructions.

**FedEx delivers:** Call FedEx at (800) 463-3339 to give a gate code, or instructions such as "leave package behind potted plant."

### **Transferring Gate Remotes to a New Owner**

It's the responsibility of new homeowners to ensure the seller transfers a minimum of 2 gate remotes to them. If not received, the buyer will need to purchase any desired remotes.

### **Ice Melt**

Use caution during winter conditions as the downhill approach to the exit gate may become icy and slick. Please use the ice melt in the bin located near the exit gate to treat the slick areas when required.

### **Security Gate Camera System**

The CRE entry and exit gates are monitored by security cameras to include a license plate reader. Recorded activity is only released to law enforcement as is directed by a subpoena.

### **Contact the Community Manager for the Following:**

- To change keypad PIN code, or request a temporary PIN code for contractors.
- To add or update your keypad directory phone number.
- To request extra entry gate remotes (\$40 each), or motorcycles exit gate remotes (free).
- To ease guest arrival issues for a social event by having the entry gate pre-programmed open during a specified date and time period (e.g., from 5 to 10pm this Saturday).
- To report gate malfunctions and maintenance issues.

**Irene Berest**

**CRE Community Manager**

[novelehomeowners@ncmhoa.com](mailto:novelehomeowners@ncmhoa.com)

**303-200-0065** *M-Th: 9-4, Fri: 9-1*

*Emergencies: leave a message and  
expect a reply within an hour*