GATE OPERATION AND RULES
A Users Guide, if you will…

1. Description – This manual shall cover the operation and limitations of the entrance gates located on Bucksprings Road and Country Club Road at the entrance to Starwood Estates.

2. Purpose – This manual was put together to aide in the understanding and operation of the gates. The intent is to provide a clear and concise manual with all the information necessary to operate the gates by both the homeowner and any guests.

3. Technical terms- Technical terms will be limited in their use, but will be described to the best of the authors ability, when it is necessary to convey the purpose.

4. Forms – At the end of this document you will find forms that will be helpful in obtaining codes in the future.

CODES

The gate system operates by use of a series of codes. All codes are based on numeric (no letters) entries only. There are several categories of codes used by the system. These categories include, but are not limited to the following list:

1.   Resident codes
2.   Utility codes
3.   RF Codes – Not Used
4.   Zone Codes – Not Used
5.   Temporary Codes – Not Used at this time

Resident Codes

A Resident Code consists of a six (6) digit code. The code is established by taking the homeowners three (3) digit lot number, and adding a three (3) digit security code.

> Example: Lot number 72 = 072
> Security code = 123
> Resident code = 072123

A resident code is automatically given a 24 hour / 7 day per week access. It is designed for use by the resident **ONLY**. It is up to the resident, however, as to the parties this code is provided. Because it is a 24/7 access code, this code should only be given out to those parties you explicitly trust with your access number.

Operation
There are a few methods of operating the gate now that a resident code has been established. The following are the ways in which access is granted, provided a valid code is provided:

Resident Access
You use your six (6) digit resident code for access by pressing the (KEY) symbol, followed by your six (6) digit resident code. If entered correctly, the system will reply with "ACCESS GRANTED", and the gate will open.

Invited Guest Access
If you have supplied the HOA Board with a local (928) telephone number, your name, resident code and phone number have been entered into the gate systems. You have an additional feature available to you based on this addition. You have the ability to operate the gate from the location of the local telephone line. Here is how that works:

Example: You order a pizza from your favorite pizzeria. You have scheduled delivery to your residence. Advise the delivery person to enter your three (3) digit lot number when they arrive at the gate. When the driver arrives at the gate and enters your lot number, the gate system will call you and place you on a speakerphone call with the driver. Once you identify the delivery person, you may grant them access by dialing or pressing the number nine (9) on your telephone. If for whatever reason, you do not want to grant access to the caller, simply hang up the phone.

Unexpected Guest Access

       If you have supplied the HOA Board with a local (928) telephone number, your name and resident code have been entered into the gate systems. You have an additional feature available to you based on this addition. You have the ability to operate the gate from the location of the local telephone line. Here is how that works:

Example: A friend of the family happens to be in the area, and would like to drop in and see you. This was an unplanned visit. Upon their arrival at the gate, they are offered the opportunity to "scroll" through the list of residents. The guest uses the (UP)(DOWN) arrows to scroll though the list until they locate your name. Once located, they enter the three (3) digit lot number, the gate system will call you and place you on a speakerphone call with the person. Once you identify the person, you may grant them access by dialing or pressing the number nine (9) on your telephone. If for whatever reason, you do not want to grant access to the caller, simply hang up the phone.

Utility/Contractor Codes

Utility codes are provided to non-residents, contractors, utility companies and emergency services. Utility codes differ from Resident codes by having the ability to limit the hours and days that access will be granted.   Utility codes are assigned for the convenience of allowing a contractor access to the community without having to provide a single homeowners access code. This allows for tracking of an individual contractor as well as the ability to lock-out a contractor should the need arise.   Contractor codes are assigned for use by all residents. Therefore, if a code has already been assigned, it may be used by that contractor for the benefit of any one of the homeowners. If you have a service provider that is not listed below, please contact the HOA Board for the assignment of a code to that provider.

We maintain contact with and have provided Utility codes to the following services:

Arizona Republic Newspapers	Cable One Television
Federal Express	Frontier Telecommunications
It's Magic Landscaping Service	Larsen Waste
Navopache Electric	Pondersoa Water District
Unisource Gas	UPS
US Postal Service	Waste Management

We have also provided codes to the following emergency services:

Arizona Game and Fish	Pinetop Police Department
Sheriff's Office	Pinetop Fire Department

If you utilize the services of an outside service provider, please contact the Board for the assignment of a Utility/Contractor code. The Board will make the necessary contact with the contractor to provide them with a code.

Examples of service providers:
> Landscaper
> Housekeeping service
> House Sitter
> Plumber/Electrician/tradesman
> Alarm company that patrols your property

If you terminate the use of a contractor, please advise the Board immediately so the contractor code may be removed from the system. This will ensure that access is granted only to parties the community has specifically invited to enter.

Operation of the gate by a Utility/Contractor

        While at the gate control panel, the contractor would enter the following sequence:

                          (KEY) (KEY) x x x x

The x x x x is the four (4) digit code specifically assigned to that contractor. Failure to enter an acceptable number will result in NO ACCESS GRANTED.

If a contractor attempts to enter an access code outside the time limits established by the Board will also result in NO ACCESS GRANTED.

Each entry of a contractor code is logged within the system for future review. Should the Board feel that unnecessary access is being granted using a contractor code, the contractor code may be removed without prior notice.

REMOTE CONTROLS (Clickers)

When you purchased your property you may have been provided with remotes by the prior owner. In the event you were not provided with remotes, they are available for purchase from the Board at the rate of $25.00 (subject to change without prior notice) per remote. These remotes allow you access to the community without the use of codes. If you experience any difficulty with your remote, please contact the Board for further assistance.

SPECIAL REQUESTS

Real Estate Agents/Property Sale
In the event you will be selling your property, you will no doubt have the need for your property to be viewed by potential purchasers. This presents the community with a difficult situation, but one that does not have to prevent you from showing your house. It will be necessary to establish a Temporary code for use by those wishing to view your property. Please have your Real Estate agent contact the Board for assignment of a code for their use. This code will be given specific days of the week and hours of each day for access. The Board will do everything within its powers to provide you with the necessary access to help in the selling of your property.

PLEASE DO NOT USE YOUR RESIDENT CODE FOR SHOWING.
Remember, your Resident code is a 24/7 access code.
Use of a Resident Code for showing may result in the removal of that Resident Code.

Open House/Garage Sale
On occasion it may be requested by a homeowner that the gates to the community be opened for a specific period of time for the purpose of events. The system is capable of holding the gates in an open position for as short a time as one (1) hour and up to a maximum period of twelve (12) hours. During the time the gates are open, no access codes are required, and anyone may enter at will. The Board holds the right to approve or decline requests at their sole discretion.

Should you have the need to have the gates open for a period of time, please contact the Board in advance. Some examples for a request to open the gates for an extended period of time may include, but are not limited to the following:
Garage sale
Open House
Special event

Rental Properties
If you rent your property to others, it is required that you contact the Board for the establishment of a RENTERS code. This code will be similar in operation as your Resident code, but will allow for the tracking of Renters. It is a 24/7 access code, just like your Resident code. This code **MUST** be changed after each rental period. This will not only secure your property from previous renters, but will protect the community as a whole from your previous renters.

One Time Contractors
If you find the need for the services of a contractor on a "one-time" only project, such as the need for a plumber to repair a small leak, please contact the Board for instructions for access to the community by the contractor.

Your Responsibilities

As a resident and neighbor, it is your responsibility to help in the securing of our neighborhood. Not only does this require that you know who is coming and going with your approval, it requires that you prevent the unauthorized access to the community. We can all do our part by keeping our personal Resident Code as secure as we keep our banking PIN numbers, our bank account numbers and our personal information. After all, this community represents a substantial investment made by each and every one of us.

If you feel that your Resident Code has been compromised in any way, please don't hesitate to contact the Board and get the number changed. It can be as simple as a phone call to get it accomplished.

Don't give out your Resident Code for ANY reason. Again, treat it like your banking PIN number. Codes are established for your protection, as well as the protection of your neighbor and the community.

If you terminate the employment of a service, notify the Board of such termination. If you were to terminate an employee, you certainly would not leave them in possession of keys to the front door. It can be as simple as a phone call.

Control you remotes. DO NOT LOAN THEM OUT. It may seem like a quick and easy way to allow someone into the community. It is far too easy to duplicate a remote, and once that happens, we will be forced to change all the remotes. We would rather not have to get into that project.

KNOW THE PEOPLE YOU HIRE. Hopefully, this goes without saying, but, if you are going to use the services of a contractor, make sure they are someone you trust. Not only are you giving them access to your home, but you are giving them access to the entire community.

Do not allow others to "piggy-back" on your code. What this means is; after you have been granted access by use of your code or remote, do not allow the car behind you to enter on your opening. There are a few reasons "piggy-backing" is a practice that is not encouraged:
1. The gates are programmed to allow one vehicle through the gates at a time. It is possible that contact with your vehicle or the followers vehicle is possible when two vehicles pass on one opening. This can result in damage to your vehicle, the gate and or the gate operating mechanism.
2. If you do not know the occupant in the vehicle behind you, you could be allowing an unknown/unwanted person into the community.
3. The tracking of contractors/utilities is not maintained if they are riding in on your access code.

If you notice a vehicle behind you, all that is necessary to prevent "piggy-backing" is to simply pull your vehicle through the gate far enough as to allow the gate to close behind

you. Please be sure that you have cleared the path of travel for the gate. Stop and wait for the gate to close.

If you find yourself in the position of follower, do not become upset with the owner ahead of you should they use the above procedure to prevent you from "piggy-backing" on their code. This is **NOT** a personal assault on you. At some point in time, we will all be in the position of follower and we will all be in the position of leader. It is for the security of the community. It only takes a moment to secure the neighborhood, and only another moment for you to gain access. It is worth the time.

"In through the out gate". **DO NOT ALLOW IT TO HAPPEN**. Not only is this a dangerous situation, but it has a very high potential for damage to the gate, the mechanism, a vehicle, posts and pillars. Many times it has been observed that outsiders will wait at the gates for a resident to exit. Once the exit gate is open and the resident has exited, the outsider will simply drive "in through the out gate". To discourage this activity from taking place, drive your vehicle through the gate far enough to allow the gate to close, stop and wait for the gate to close behind you. Please be sure that you have cleared the path of travel for the gate.

And most important of all, keep your eyes open. If you notice ANYTHING that doesn't seem to be right, notify the Board immediately. Don't be afraid to question someone that is in the community. But, **DON'T EVER PUT YOURSELF IN A DANGEROUS SITUATION**. It is always better to be safe.

IF YOU NOTICE ILLEGAL ACTIVITY CALL 911.

REQUEST FOR CHANGE TO RESIDENT CODE

<u>FOR RESIDENT USE ONLY</u>

Your Lot Number _____

Last Name, First Name _____

Phone Number   (928) _____-_____ _____

Old Key Code _____ _____ _____

New Key Code _____ _____ _____

Signature _____ Date _____/____/_____

BOARD USE ONLY

Code Assigned _____ _____ _____ _____ _____ _____

Code Entered into system _____/_____/_____

REQUEST FOR CONTRACTOR CODE

Homeowner making request _____

Lot Number _____

Contractor Company Name _____

Contractor Business Address _____

Contractor Contact Number _____

Contractor License Number _____

General Liability Insurance Carrier _____

Policy Number _____

Automobile Insurance Carrier _____

Policy Number _____

Start Date of Project _____

Estimated End Date of Project _____

Scope of Project _____

_____

_____

BOARD USE ONLY

Code Assigned _____ _____ _____ _____

Expiration Date _____/_____/_____

Access Days -   Monday _____   Hours _____to _____
                  Tuesday_____   Hours _____to _____
                  Wednesday___   Hours _____to _____
                  Thursday___   Hours _____to _____
                  Friday____   Hours _____to _____
                  Saturday___   Hours _____to _____
                  Sunday____   Hours _____to _____

REQUEST FOR RENTAL CODE

Homeowner making request _____

Lot Number _____

Renters Name _____

Renters Contact Number _____

Renters Vehicle

          Year _____

          Make _____

          Model _____

          Color _____

          License Plate _____

          License Plate (State) _____

Rental Period Start Date _____/_____/_____

                    End Date _____/_____/_____

BOARD USE ONLY

Code Assigned _____ _____ _____ _____ _____ _____

Code Entered into system _____/_____/_____

Code Removed from system _____/_____/_____

REQUEST FOR SPECIAL EVENT

Homeowner making request _____

Contact Number _____

Lot Number _____

Purpose of Event _____

_____

_____

Date of Event _____

Start time to open gates _____

End time to close gates _____

Which gates are to be opened:

                    Country Club _____

                    Bucksprings _____

Special Requests _____

_____

_____

_____

BOARD USE ONLY

Approved _____

Declined _____

Gates programmed _____/_____/_____