

Vehicle Security Gates

The CRE Metro District Rules & Regulations is the governing document

Gate Access:

The entry gate may be opened via a visor remote, entering a pin number, 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*). For security reasons, new homeowners will need to reverify these remotes with the community manager. 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:

While most homeowners use the convenient remotes, or their vehicles HomeLink system to enter the community, the entry gate may also be opened using a 4-digit PIN code. Traditionally each homeowner may request up to 4 gate PIN codes:

- A single code for each of the possible two 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 and are not used for 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 trusted family and friends if you ever need to deactivate and request a new vendor code (e.g., issues with a vendor). Although CRE has provided most delivery services with a gate code, it is also recommended to include instructions and your vendor gate PIN code in the delivery comments section of orders you place.

How to include your CRE vendor gate code for all 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**

How do I give UPS my gate code?

- Go to ups.com/mychoice or call (800) 742-5877 to give a gate code, specific location (back door, patio, etc.) or other instructions. *Note: your instructions will be stored for future deliveries with UPS.*

Need to provide FedEx a gate code or other delivery instructions?

- Call FedEx at (800) 463-3339 to give a gate code, or instructions such as "leave package behind potted plant." *Note: your instructions will be stored for future deliveries with FedEx.*

Gate Keypad Resident Directory:

The last option available to open the front gate is for a visitor to use the keypad residential directory and look up the person they are visiting. The resident will receive a phone call and may talk with the visitor and then enter "9" on their phone to cause the gate to open. The moment "9" is entered, the call is automatically terminated. 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.*

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.

Gate Malfunctions

Please report gate malfunctions or maintenance issues to the community manager. During power failures both gates will automatically open. Never attempt to push a gate open or disassemble the gate arms. During periods of forecast heavy snowfalls, or extremely high wind events the gates may be preemptively locked open to prevent damage.

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 agencies or as is directed by a subpoena.

Contact the Community Manager for the Following:

- To change keypad pin numbers, or request a temporary pin number for contractors or vendors
- 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

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

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