

LOP Gate Security Update

3/15/2021

Dear LOP Homeowners and Residents,

There has been a fair amount of discussion lately about non-resident use of the lake and beach, and the larger issue of public access to LOP in general.

We have had a number of non-resident groups that have accessed LOP without the resident's knowledge through the use of several of our resident's direct access codes. In one case, the resident's code that was used was that of a homeowner that no longer even lives in LOP.

For security reasons, Jeff Turner and I have access to the listings of the gate codes used for each entry and it is very obvious that a number of resident's direct access codes are being used multiple times a day by a lot of visitors. Through conversations with several residents and through direct observation we know that over the last year and a half many of us have given our direct access codes to contractors like Native Edge, LID, construction contractors, etc., and to service companies and delivery drivers. We need to do a better job of managing direct access.

As an unmanned gated community, the only option we have to control access to our community is through the diligent management of our gate control system. To that end, I wanted to take this opportunity to refresh everyone's understanding of how to use the various gate access options:

Resident Directory

Each homeowner has chosen the names they want displayed in the directory and the individual phone numbers associated with each name. When a **visitor** at the gate **scrolls through the directory and chooses a name** the system automatically dials the phone associated with that directory listing. When the **resident answers the phone**, if they chose to allow the caller access, the **resident pushes the number 9** on their phone. The resident **will hear a long beep** as the system acknowledges the request and **opens the gate**.

There has been some confusion regarding the use of mobile phones that do not have local phone numbers. To be clear, our system uses ten digit dialing just like your mobile phone so that's not a problem. Additionally, it should be noted that a resident can be sitting in their office in Denver or even on the beach in Hawaii and if you are called from the gate system, you can still push **"9"** and let them in.

It should be noted that a visitor calling that same phone from anything other than the keypad at the gate does not allow you to open the gate. (We have all experienced this with people at the gate calling us and asking us to open the gate. If this happens, either ask the visitor scroll through the directory to find your directory listing and have it dialed directly or give the visitor your house number and have them enter # then the house number on the keypad, (see Auto-dial below).

Auto-dial from the gate keypad

Each home has a personal four-digit code that matches your numeric home address. This number, followed by DIAL, can be entered directly on the keypad to bypass scrolling through the listings. A visitor looking to visit 2988 S. Lakeridge, for example, can just enter **2988** (and push) **DIAL** to have the system dial the homeowner. (If you work outside the home or

travel a lot, you might want to have a mobile phone associated with your auto-dial address code.)

This should be the primary method for access by service providers, delivery drivers, or other non-family guests. For the visitor using this code it is identical to using your direct access code but you, the resident, controls the access.

(Although our system allows for multiple directory listings (or names) per household, there can only be a single phone number associated with the house number for the **Auto-dial** feature. While there may be three occupants at 2988 S. Lakeridge with three corresponding directory entries, only one phone number can be associated with the house number, i.e., 2988 DIAL.)

Direct Access code

Each homeowner has one personal access code that can be given to trusted visitors so that they can open the gate directly from the keypad without the homeowner's intervention. This code will be unique for each household and is intended for use by family members and frequent visitors.

Direct Access codes are unique and homeowners are being asked to limit their use to only "need to know" personnel.

Temporary Direct Access codes

For contractor access for construction projects, the system can accommodate the use of temporary Direct Access codes that a homeowner can issue to their contractor for use during the project and which will be turned off when the project is complete. Please contact Jeff Turner (caretaker@lophoa.com) to request a temporary Direct Access code.

I will be reviewing the access codes in the coming weeks and may reach out to some of you to issue new direct access codes as we attempt to tighten our security. To assist in limiting unintended entry if you would like to have your direct access code changed or if you have any questions, please reach out to either Jeff Turner or me.

Best regards
Ron

Ronald M. Barber
Vice President, LOP HOA BOD
(303) 489-4993