Siena Homeowners Association

To: All Siena Residents

Subject: Access Control System - Operation and Order Form

Here's an overview of our systems for the main entrance and pool.

<u>Vehicles</u>
Residents - There are three ways; **RFID** vehicle tag, **Key Fob** or the **Gate Phone**.
Guests - There is a **Gate Phone Directory** in the Guest entrance lane.

<u>Pedestrians</u>
Main Entrance - There is a **Key Fob** system for Resident access.
Pool - There is a **Key Fob** system for the pool gate, pool restrooms and operation of the spa.

<u>Video Surveillance</u>
Cameras - These are motion activated at the main entrance and the pool.
Recorder - All activity is recorded for playback when required.
Guardhouse Monitor - Provides a visual deterrent to unauthorized entry.

<u>Power Outages</u>
Backup Power - Keeps all systems operating normally for 24 hours.

For more detailed information, review and become familiar with the <u>attachments</u>. Submit your order (Attachment C) for the **Gate Phone Directory**, **RFIDs** and **Key Fobs.**

Regards,

Board of Directors

<u>Attachments</u>
A - Frequently Asked Questions
B - Usage Tips
C - Order Form   Revised 10/21/19

Siena Homeowners Association
Access Control System
Frequently Asked Questions

1. Question - What is the proper traffic flow at the entrance gate?
   Answer - All Resident traffic will enter using the left (covered) lane. All Guest traffic will enter using the right (uncovered) lane.
2. Question - How is entry access controlled in each of these two lanes?
   Answer - Traffic entering the Resident lane is controlled by a RFID Vehicle Tag system. This lane also has a Reader that can be used with your Key Fob. Guest traffic is controlled by a Gate Phone System that can be used to contact Residents to gain entry.
3. Question - How many RFID tags and Key Fobs should I purchase?
   Answer - A typical Resident should purchase one RFID tag for each vehicle owned. You may also want to purchase a Key Fob for each Resident family member. Additional Key Fobs can also by purchased for trusted frequent Guests and family guests. Key Fobs are not returnable.
4. Question - Where should the RFID tag be located on a Resident's vehicle?
   Answer - It should be affixed to the driver's side windshield, inside upper left corner.
5. Question. What is the main mode of entry for a Siena Resident (Owner or Renter)?
   Answer - The RFID tag will provide automated entry from the Resident lane.
6. Question - What happens if my RFID tag does not open the gate or malfunctions?
   Answer - You can also use your Key Fob and swipe the Reader in the Resident lane.
7. Question - How do Guests gain access to Siena?
   Answer - Guests can gain access in two ways. They can call Residents using the Gate Phone system in the Guest lane or Residents can buy additional Key Fobs and they can be given to trusted Guests. They use the Reader on the Guest lane Gate Phone system for access.
8. Question - Can I use my cell phone to provide entry access for Guests?
   Answer - The system allows Residents to have multiple phone numbers. Residents can put either a <u>Home</u> landline or <u>Cell</u> phone numbers into the system. The system will accommodate long distance cell calls to Residents.
9. Question - Will there be a gate code given out to Guests for entry?
   Answer - There is no "Universal Gate Code" given out to Guests. Only major contractors working for the HOA, Utilities and common delivery services are given a code.
10. Question - What should residents do for daily Guests or Family who come for regular visits?
    Answer - Residents should purchase additional Key Fobs and give them to trusted Guests or Family so they can gain access without calling from the Gate Phone system.
11. Question - How do Residents enter the main entrance Pedestrian Gates?
    Answer - A Key Fob is used for access at these locations.
12. Question - How do Residents and Guests gain access to the pool area and spa?
    Answer - Your Key Fob will open the pool gate, restrooms and will control the spa.
13. Question - What is the function of the video cameras at the main entrance and pool area?
    Answer - These cameras are motion activated and will record activities for possible future play back. They provide an additional level of access control monitoring when needed.
14. Question - What happens to the system if there is a power failure?
    Answer - We have back-up power units for both the main entrance and pool that will provide power to keep the system running for up to 24 hours after a failure.

Siena Homeowners Association
Access Control System
Usage Tips

VEHICLE ENTRANCE GATE

Resident Access
In order of preference;
1. **RFID Vehicle Tag** - In the left entrance lane, there is a RFID reader in the upper left corner with vertical red lights on both sides, when the system recognizes your vehicle, the lights will flash red and blue, access has been granted and the gates will open.
2. **Key Fob** - As a backup, in the left entrance lane, put the Key Fob **on** the Reader located on the black post to open the gate.
1. **Gate Phone** (Cell Phone Only) - In the right entrance lane, look up your name alphabetically by last name. All numbers are cell phones unless they have (Home) or (H) behind the name. On a cell number, push the "Call" button on the entry system, when your phone rings, **you must answer.** Then **hit 9** on your phone to open the gate. Quick Dial Option - Save time by using the 3 digit number behind your name, entering it into the keypad to call yourself. Save time by always just entering this number.

3.

Guest Access
In order of preference;
2. **Gate Phone** - In the right entrance lane, look up a Resident alphabetically by last name. To contact you they push the "Call" button on the entry system, when your phone rings, **you must answer.** Talk to your potential Guest, confirm identity and then **hit 9** on your phone to open the gate. Quick Dial Option - Save time by having them use the 3 digit number behind your name, entering it into the keypad to call you.
3. **Key Fob** - In the right entrance lane, at the Gate Phone system, put the Key Fob **on** the Reader to open the gate. Note: Only give a Key Fob to trusted Guests, you have the option of designating Vehicle Gate Access Only with usage blocked late at night. Keep track of the Key Fob number you give out, if it's lost or not returned to you, notify us to delete it from the system in order to deny unauthorized access.
4. **Trusted Guests** - This is for those who you have submitted a name and cell phone number for the phone directory. In the right entrance lane, they can look themselves up alphabetically by last name. Then they push the "Call" button on the entry system, when their phone rings, **they must answer.** They **hit 9** on their phone to open the gate. Quick Dial Option - Save time by having them use the 3 digit number behind their name, entering it into the keypad to call themselves. Tell them to save time by always just entering this number.

Gate Phone Number
The phone number is **949-363-1631**. Add this as a contact in your phone named "**Siena Gate",** then you'll know when the gate is calling.

Main Entrance Vehicle Gate Operation

After the gate opens, if for some reason you are delayed driving through and the gate starts closing before you get there, **as long as it's not completely closed**, keep going slowly, there's a sensor that will open it back up. Note: When you see the vehicle entrance gate stay open, usually it's because **Emergency Services** have entered. They open the gate and their policy is to leave it open while in Siena. When they leave, they will close the gate.

RFID Vehicle Tag Installation

This should be located on the <u>inside</u> of the windshield, driver's side, upper left. Some vehicles have metal oxide in the windshield that blocks reception. To test, hold the silver RFID inside the windshield and drive through the <u>left Resident entrance lane</u>. If the red and blue lights flash on the reader and open the gate, this means your RFID works through the windshield.

If it works - Peel the white paper off the back of the **RFID** and install on the inside of the windshield, driver's side, upper left. Then peel the yellow paper off the back of the **Clear Protective Cover** and install it over the RFID Tag. The black vertical bar is only there to disguise the RFID ID number.

If it does not <u>work</u> - Find a location on the driver's side headlight where the headlight beam does not hit it directly. Install the RFID Tag and Clear Protective Cover (same as above).

Note: When the **RFID Tag is removed**, it becomes <u>disabled</u> and you must order a new one.

Gate Codes for Community Service Providers

Common service providers (HOA Landscaper, UPS, FedEx, etc.) for the <u>entire community</u> have been issued a unique gate code. Usage is monitored, with a time lock to deny access at night.

MAIN ENTRANCE PEDESTRIAN GATES AND POOL ACCESS

Key Fob - Use for the main entrance pedestrian gates, pool gate, pool restrooms and spa jets.
Pool Access Hours - Open 5:00 am to 11:00 pm and access is blocked when the pool is closed.
Spa Jets - Put the Key Fob **on** the reader to turn on. It will automatically turn off in 15 minutes, swipe again for extra time. Note: <u>Never</u> turn the Spa off with the **EMERGENCY OFF switch** unless it's a true emergency.

QUESTIONS / ISSUES / UPDATES / ORDERS

Contact - Jack Tiano, 55 Siena, Laguna Niguel, CA 92677, (760) 902-3268, jtiano123@gmail.com.
Lost or Stolen - Report immediately so the RFID/Key Fob will be deactivated to deny entry.
Returns - Not allowed.
Gate Phone Directory - Advise of any updates, additions or deletions.
Temporary Gate Codes - These are allowed for 3 reasons; 1) *Realtors* - For an Open House, they are not allowed to post the code on the Gate Phone System, the Open House sign at the main entrance must state, "Call for Gate Code". On the MLS listing, they may not publish the gate code, it must state "Call for Gate Code", 2) *Large Home Event* - Only if hosting a large number of guests for a special event, 3) *Major Home Renovations* - For major renovation projects only.

Siena Homeowners Association
Access Control System
Order Form

Please PRINT all information

Resident Information

Name _____ Siena Address _____ Date _____

Email _____ Phone (___ ___ ___) ___ ___ ___- ___ ___ ___ ___

Gate Phone Directory

		Home or Cell

Name _____ Phone (___ ___ ___) ___ ___ ___- ___ ___ ___ ___   **H   C**

Name _____ Phone (___ ___ ___) ___ ___ ___- ___ ___ ___ ___   **H   C**

Name _____ Phone (___ ___ ___) ___ ___ ___- ___ ___ ___ ___   **H   C**

Name _____ Phone (___ ___ ___) ___ ___ ___- ___ ___ ___ ___   **H   C**

Name _____ Phone (___ ___ ___) ___ ___ ___- ___ ___ ___ ___   **H   C**

Name _____ Phone (___ ___ ___) ___ ___ ___- ___ ___ ___ ___   **H   C**

Access Devices

RFID Vehicle Tag (not reusable)   _____   ($10 each) $ _____

Key Fob (no returns)   _____   ($20 each) $_____

Total $_____

Payment by check only to: Siena HOA

Return To

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