



Laird Bayou General Policy # 13

Subject: Security Gate Codes

Background:

Laird Bayou is a privately owned, gated community. The entry gate is designed to allow unrestricted vehicular access by owners, while limiting unauthorized access to enhance the privacy, seclusion, and security of the residents.

Owners are responsible for the security of their gate code and the use of that code.

Policy:

General

Each property owner is assigned a four-digit vehicle gate code, unique to their property. This code can be entered on the entrance keypad to open the gate. Additionally, you may program your vehicle's garage door opener to open if your car is so equipped, and, you may purchase a separate remote opener if desired (see below).

Personal Gate Code

Owners must treat their Personal Gate Code as private and confidential. Owners are not to share their personal code with any non-household member or non-resident. One permissible exception is for a remote family member or trusted friend you may determine has a legitimate need for periodic access to your property when you are away.

It is strictly prohibited for owners to share their Personal Gate Code with periodic delivery or service providers such as shipping companies, restaurants, Door Dash, Grub-Hub, taxies, Uber, or Lyft etc..

If it is determined a Personal Gate Code has been compromised or is being abused, it may be canceled by the Gate Manager, requiring replacement with a new code.

Call Box Directory

Any deliveries or guests needing entry to access to your property can call you from the Entrance Keypad Directory, listed by name. It can be set up to call you on your mobile device and/or a landline phone.

The initial set up of the new system is programmed for mobile phone access.



Mobile App

The entry gate directory uses a system named CellGate. For complete operability you should download and install an app to your smartphone. The app is called ***CellGate Mobile Connect***. It's available for Apple and Android phones.

1. Download ***CellGate Mobile Connect*** to your phone from the Apple or Google Store.
2. Install the app and launch.
3. Your login name will be your email on file with the Association.
4. Your first-time opening the phone app, **do not "register new account"**. You already have an account (based on your email), but you'll need to set a password.
5. Enter your email as the login ID.
6. Instead of entering a password - **select "forgot password"**. You'll be emailed a password reset link to get you set up.
7. Set up a password From Your CellGate Phone App (*It won't work from a computer*).

APP Setup Tips: When you first set up the App from your phone:

- permit the app to access "Notifications", "Microphone", and "Camera".
- Agree to their Privacy Policy, and
- select "Remember Me".

After this, in your phone's main "Notifications" settings, ensure *CellGate App* notifications are allowed. If you have the option, make notifications "Persistent".

If you have any trouble, call CellGate customer support at (972) 231-1999.

The app works really well. Once you've installed and logged in, anyone at the gate can select your name from the directory and you will receive a call on your mobile phone.

If using a smart phone, you will see a one-way video feed of the caller at the gate. (They can't see you.) You can speak with them, and then open the gate from your phone if desired. (Or just hang up to deny entry.)

Once the *CellGate Mobile Connect* is installed and you have successfully logged in, the app does Not have to be open to receive a call. You won't have to re-open the app every time you restart your phone. The app will seamlessly auto-launch if it's turned off when you receive a call.

With the phone app, you can also open the gate directly from your phone without a call from the gate keypad directory. If you have friends coming over or an expected delivery, they can simply call you from their own cell phone upon arrival. You can then open the gate from the CellGate app (You will obviously need the app open for this use).



Landline Use

If you prefer to use your landline instead of (or in addition to) the mobile app, contact the Gate Manager and request your home phone number be added to the database as an additional number.

When someone at the gate uses the directory to call you, you'll receive a call to your land line (if you don't answer on your cell phone).

Answer your home phone. It will say "someone's calling from the gate" (or similar):

- Key the number "1" to accept the call and speak with them.
- If you then wish to open the gate, key in either "*" or "9" from your house phone and the gate will open.

Vendor Gate Code(s)

If you have routine professional service providers such as lawn care, pest control etc., that require routine access to your property, a Vendor Gate Code can be assigned for you by the Gate Manager. Contact the Gate Manager to see if the company already has a code for that vendor, or if a new code is needed. Vendors with multiple community customers should only be given one code. ***Do not give vendors your Personal Gate Code.***

Note, every active code costs the Association a monthly fee. If the Association receives too many requests for unique Vendor Codes, the Association *may* request the Member to pay the Association's cost for additional codes. This expense is currently \$12 per year per code.

Construction Code

If you are building a new home or using a contractor for construction, repairs, or renovations, contact the Gate Manager to obtain a temporary Construction Code in accordance with Laird Bayou General Policy # 12, *Temporary Supplier/Vendor Gate Codes During Construction*. ***Do not give them your Personal Gate Code.***

Realtor Code

If your home or lot is for sale, contact the Gate Manager to obtain a temporary Realtor Code to share with your realty company. ***Do not give them your Personal Gate Code.***

Changing and Cancelling Gate Codes

Owners should request to change their Personal Gate Code if they have previously given them to anyone not permitted by this policy, or they believe their Personal Code has been compromised for any reason.

Owners must notify the Gate Manager when any Vendor Code or temporary Construction or Realtor code is no longer needed. (If a Vendor Code is no longer needed by you, it will be canceled if no other residents are using that vendor.)

The POA, at its sole discretion, may change any Personal Gate Code after giving the owner prior notification of their new code number. It may also cancel or change any Vendor, Construction, or Realtor gate codes as needed.



Contacting the Gate Operations Manager

Gate code assignment may be requested by emailing Ashely Davis at davisad0806@gmail.com.

Please allow 48 to 72 hours for a response.

Alternate contacts include lairdbayou@gmail.com or any BOD member.

Remote Gate Controllers

Remote gate controllers are available for purchase. Also, we can assist you in programming your vehicle's built in gate remote control feature.

Email: davisad0806@gmail.com or lairdbayou@gmail.com for more information.

Signature on file

Glenn Cox
President
Laird Bayou Property Owners Association, Inc.

Adopted: November 08, 2014

Revised and Approved: June 22, 2017

Revised and Approved: June 15, 2023

Revised and Approved: March 12, 2024