



July 11, 2017

Dear Lake Arrowhead Property Owner,

Despite the rain on July 1st, I hope that many of you were able to take advantage of the 4th of July festivities at Lake Arrowhead and that many of you were able to join us at the Clubhouse for fireworks! The following letter provides an updated overview of the Security gate implementation plan and answers to the frequently asked questions that have been posed, as well as additional information in response to questions posed by residents at the June community informational meeting relative to the security gates at the North entrance. Additionally, enclosed are complimentary remote access cards that will operate the security gates at the North entrance (lots with no homes will receive 1 complimentary card, lots with homes will receive 2 complimentary cards).

Enclosed with this letter is also a form to request additional remote access cards and/or remote entry devices that will allow access to the gates without having to use the enclosed remote access cards, which require the card be held in close proximity to a card reader. Two additional devices are available, a “clicker” which will open the security gates with the push of a button, and a Proxmitter, which functions like a combined clicker and remote access card which allows access to the gates with the push of a button and will also operate card readers just as a remote access card would. Detailed information about these devices is available on the Lake Arrowhead website, www.lakearrowheadclub.net. (Navigate to “Membership” and then “FAQ” under Additional Info on the right side of the page)

Lake Arrowhead is aware that a large portion of the community is very excited about these gates, but is also cognizant of the fact that a portion of the community is concerned over the changes and possible challenges that may result from the usage of automated security gates. This letter is intended to address some of the questions that are anticipated, outline the implementation process, and provide information about the security gates.

Automated gates at the North entrance of Lake Arrowhead will provide a myriad of benefits, but the primary purpose for the installation of the barrier arms and gates is to provide a more safe, secure and controlled community. In their current configuration, the entrances do not allow for efficient “control” of vehicle access, despite the significant financial investment in 24/7 Security staff at both entrances. The new North entrance gates will provide our Security staff with a much higher degree of access control to our community. These North entrance gates will also allow for a reduction in the number of security staff hours, as this entrance will eventually be unstaffed during low traffic times. This reduction in security staff hours will provide a significant ongoing cost savings to the community, which can be invested in other aspects of Security or other community needs. In addition to the automated gates, security cameras and lighting have been added to the North entrance. These cameras and lighting will cover traffic both entering and exiting the North entrance, which are valuable tools as we work to provide a safe and secure community for all home and property owners!

As part of the gate installation process, one of the senior members of the firm installing the gates commented that “good Security is not always convenient.” We felt that this was a very insightful and valuable comment. Lake Arrowhead is working diligently to ensure that all concerns are addressed, that

any potential issues have an established response plan, and that our best efforts are made to make the gates operate as efficiently as possible; however, there will be instances when the gates will malfunction or other inconveniences may arise. Lake Arrowhead believes that safety, security and control over access to our community are worth occasional minor inconveniences, and hopes that each resident will feel the same. With this in mind, Lake Arrowhead will work diligently to minimize any future negative impact on our property owners as a result of malfunctions or other issues.

Please see the attached Frequently Asked Questions document, which addresses many of the questions that are anticipated relative to the security gates.

The gate implementation may change based on community feedback or other issues, but, as of today, the following schedule outlines the anticipated timeframe:

June 13: Community informational meeting

June 13 – July 30: DoorKing system active at North Gate; gates and barrier arms remain open.

Access cards and remote “clickers” distributed to property owners and Resident Guests.

Property owners to confirm correct phone number provided in the system for future guest access. Phone list will be available at the Clubhouse, and both North and South gates for review.

Signage and striping added to North gate entrance roadway

July 31 – August 20: North entrance security gates activated; security guards staffed 24/7

August 21: Guarded from 6:30AM – 7:30 PM; automated access only 7:30 PM – 6:30 AM

Lake Arrowhead fully anticipates that some adjustments to the above schedule maybe required in order to ensure a smooth and efficient implementation of the automated gates. The July 31st – August 20th period is intended to provide a “test run” of the system, with 24/7 staff onsite to address any issues. Should there be any lingering problems or concerns, the date for full implementation will be delayed to be sure that everything is fully operational, and all identified problems have been appropriately addressed.

If you have any specific questions, concerns or requests for additional information, please contact Lake Arrowhead directly (gcantrell@lakearrowheadga.com) so that any questions can be answered and information can be provided at the community meeting. In addition, any information and questions addressed at the community meeting will be distributed by mail to all property owners. Lake Arrowhead greatly appreciates the feedback that each of you will provide and will continue to work diligently to insure that Lake Arrowhead remains a terrific community to call home!

Best Regards,



James Haslam
james.haslam@hmsgolf.com

Frequently Asked Questions

1. Will Security personnel be eliminated as a result of the new gates?

- a. No, although there will be a reduction in the number of hours required weekly once the North entrance gates are fully implemented, the plan is to reduce part-time staffing and utilize the current full-time staff to fill the required schedule.

2. What happens when there is a power outage?

- a. The security gates are designed to open automatically during periods of power outages. Security staff will be on call for power outages that are anticipated to last for extended periods. Additionally, the “roving” security hours have been increased to allow for additional onsite security staff who will be available to staff the gate during power outages. Security cameras will operate on a battery backup and will continue to monitor gates during power outages.

3. How will the gates function once fully implemented?

- a. Security staff will be onsite at the North entrance during the “busy” period, which is subject to change based on need. It is currently anticipated that this period will be 6:30 AM – 7:30 PM. The gate will be staffed 24/7 for Holiday weekends and other “busy” periods as required.
- b. During staffed hours, barrier arms only will be used/closed.
- c. During non-staffed hours, both barrier arms and gates will be used/closed.
- d. During non-staffed hours, property owners will access the community through the outside lane owner entrance, using either their remote “clicker” or access card.
- e. During non-staffed hours, guests will access the community through the use of the interior lane, and entry will require a property owner to allow access through the call box installed at the North gate.
- f. During non-staffed hours, the North Gate call box will allow guests to communicate with staff at the South gate and the South gate will be able to remotely operate the North gate.
- g. In extreme circumstances, guests or others could be required to utilize the South gate, where staff will be in place 24/7.

4. How will I access the community?

- a. Homeowners will be provided with 2 remote access cards at no charge, which will operate the gate. Property owners with no house will be provided with 1 remote access card at no charge. All property owners will also have the option to pay a deposit for “clickers” (\$21.50) that function like garage door openers, or PROXmtrs that function as a combined card and remote (\$29.50) and will allow access to the community. This deposit is refundable to the homeowner when and if the device is returned, although it is anticipated that these devices will be passed from one owner to the next when homes or property are sold.
- b. Property owners with a past due balance will not be entitled to “active” remote access cards or “clickers.” These property owners will be able to access the North gate when staffed, but will be required to enter the property through the South gate during unstaffed hours.

5. What if I need additional cards or access devices?

- a. Additional remote access cards or access devices are available for “qualified” residents, family members living at home at least 3 months per year, and or others on a case by case basis. To request additional devices, please complete and submit the Remote Access Device Request form to Lake Arrowhead Yacht & Country Club (form is enclosed and available on the Lake Arrowhead website)
- b. Every effort will be made to accommodate any reasonable need and/or request

6. How will emergency services access the community?

- a. The exterior lane is fourteen feet (14') wide, which is the Cherokee County requirement to allow fire truck access
- b. After speaking with the Fire Department and Sherriff's Department, the following was requested and will be provided:
 - i. Fire Department – Knox Box access
 - ii. Sherriff's Department – unique code to access the gate via the DoorKing system

7. How will guests access the community?

- a. Property owners will be asked to confirm their contact number for use in the DoorKing call box. Property owners will be asked to confirm this between June 13th and July 13th, with phone numbers being accessible at the Clubhouse, either Security gate, or the North entrance call box
- b. During staffed hours, homeowners may still leave an approved guest list with the security gate staff
- c. During unstaffed hours, guests will be required to call homeowners through the North Gate call box and homeowners will be required to answer the call and press #9 to allow visitor lane entry
- d. During unstaffed hours, if the homeowner is not available, guests will be able to communicate with the South gate staff who may allow entry through the North gate if appropriate. If not, guests will be required to enter through the South gate.

8. How will "routine" vendors access the community?

- a. Verified and routine vendors such as the USPS, Federal Express, UPS, trash service, etc.. will complete a registration form and will be provided a remote access device at no charge. These vendors will have access during designated business hours, but will not have after-hours access. These vendors may receive a unique call box code if preferred.

9. Who will be responsible for damage to the gates?

- a. Homeowners, guests, vendors, or others that damage gates will be held financially responsible for any required repairs.
- b. Security cameras and lighting have been installed to monitor the gate operation and vehicle entry and exit.

10. What will happen if a gate malfunctions?

- a. Onsite Lake Arrowhead staff will be trained in routine repair and maintenance, and an inventory of gate replacement parts will be maintained onsite.
- b. Significant repairs will be made through a service relationship with Controlled Access, an Atlanta based firm
- c. Significant repairs will result in gates being opened and the gate staffed 24/7 until repairs are completed.

11. Will the gate close on my car or a pedestrian?

- a. NO. Safety standards require automatic gate systems to have at least two mechanisms to prevent entrapment. These provisions are similar to the standards for automatic garage doors. The provisions governing automatic gate systems, adopted by UL in March 2000, require a sensing device that will reverse the gate if it encounters an obstruction when opening or closing; a secondary sensing mechanism, such as an electric eye or an edge sensor that will reverse the gate if an obstruction is detected.

12. What is the range of the PROXmtr?

- a. 50-75 feet

13. When will pools or other amenities require remote access devices for entry?

- a. There is no definite time frame or plan to install remote access control at any current amenities

14. If my phone number changes how long will it take to update the system?

- a. Phone number changes may be made the same day as LAYCC is notified of a change in number

15. Will roving Security still be utilized once the gates are operational?

- a. Yes, the roving Security hours are actually increased significantly once the North security gates are fully implemented. Roving security will perform property inspections, but also be available to address any gate issues at the North entrance.

16. Will HomeLink work to access the gates?

- a. LAYCC is working with Controlled Access relative to possible modifications to the current system configuration to allow for HomeLink use. At this time, HomeLink will not work with the gates, but if the system can be modified in a cost effective manner LAYCC intends to pursue the change to allow for HomeLink use.

17. If I have a party or other non-routine event, how will guests access the community?

- a. A specific code can be generated that can be distributed to guests to gain access to the community for a specific period of time. These requests will be handled through the LAYCC administrative office on a specific request basis.

18. Will car stickers still be required once the gates are implemented?

- a. Yes, the current car registration process will continue as-is for the foreseeable future.



REMOTE ACCESS DEVICE ORDER FORM

Remote Access devices are being made available to all Lake Arrowhead homeowners to facilitate entry through the North Security gate, and any future location requiring remote access devices. Should a property owner require additional devices, please use the form below to indicate that request. Property owners are responsible for the use of these devices, and allowing non-property owners to use a device may result in sanctions against the property owner. Should a device be lost or misplaced, please notify Lake Arrowhead Yacht and Country Club (membership@lakearrowheadga.com, 770.721.7912) so that the device may be deactivated. Additional cards and devices require an additional charge that will be applied to the property owner's account, and only accounts in good standing are entitled to order additional devices. Please return completed forms to the Lake Arrowhead administrative office at 486 Arrowridge, Waleska, GA 30183, membership@lakearrowheadga.com, or by fax 770.721.7909

Property Address: _____

Property Owner Name: _____

Account Number: _____

Number of Remote Access Cards Requested (\$14.00): _____

Number of Remote Access Clickers Requested (\$21.50): _____

Number of Remote Access Proximity Requested (\$29.00): _____

Names of individual(s) associated with device(s) requested and relationship to property owner:

I, _____ (name), certify that the individual(s) indicated above receiving devices reside with the property owner for 2 or more months per year, are close family members, or other relationship as noted above and requires a remote access device. I further agree to be responsible for the use of these devices and understand that violation of the Lake Arrowhead rules and regulations regarding device usage may result in sanctions as provided for in the Lake Arrowhead Yacht & Country Club rules and regulations.

(Property Owner Signature)

(Date)



MicroPLUS® RF CONTROL ACCESS CONTROL

- RESIDENTIAL • GATED COMMUNITIES • APARTMENT COMPLEXES
- PARKING • CONDOMINIUM/RESIDENT HALL • MIXED USE
- COMMERCIAL • SELF STORAGE • MAXIMUM SECURITY



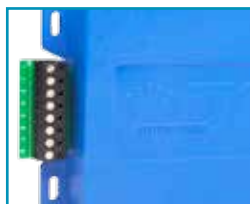
- Provides remote operation of vehicular access gates from the safety and convenience of a vehicle
- MicroPLUS transmitter codes cannot be copied assuring that only the original intended transmitters will activate the access control system
- Over 286,000,000 transmitter codes available plus an encrypted “sync” code that changes every time the transmitter is used
- PROXmtr™ includes a built in proximity card with the MicroPLUS transmitter combining both RF and card access control into a single compact unit
- 2 year limited factory warranty



visor clip
use to mount transmitter in vehicle



safety/convenience
from inside your vehicle

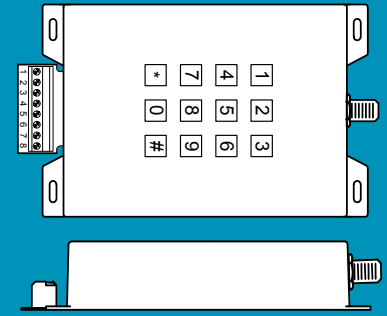


receiver options
available to fit specific applications,



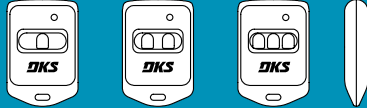
codes
cannot be copied

MicroPLUS® ACCESS CONTROL RF CONTROL



Transmitters

1.44" W x 2.5" H x .5" D
(36.6mm W x 63.5mm H x 12.7mm D)



Receivers

3.75" W x 5.75" H x 1.13" D
(95.3mm W x 146mm H x 28.7mm D)

MicroPLUS	TYPE	MAX CODES	PROG FAC CODES*	TIME ZONES	HOLD OPEN CAPABILITY	OUTPUT	MAX ACCESS PTS	POWER	RANGE
Wiegand	Secure Wireless RF	5300	Dependent on Model	-	-	26, 30 or 31-bit Wiegand	-	12-24 VAC/DC	50-75 Ft
RS-485	Secure Wireless RF	5300	Dependent on Model	-	-	RS-485	-	12-24 VAC/DC	50-75 Ft
Stand Alone	Secure Wireless RF	1250	4095	10	No	1 Relay	1	12-24 VAC/DC	50-75

* Programmable Facility Codes

Technical Features

Receivers

Model 8054: Stand-alone receiver can support up to 1250 transmitters and stores the last 2300 transactions. Serial printer can be connected to print transactions as they occur, -or can print transactions stored in the history buffer. Receiver features 10 programmable time zones, built in clock/calendar and a built in keypad for easy programming.

Model 8055: Stand-alone receiver can support up to 40 transmitters. Programming is by means of the receiver "learn" method. Individual transmitter codes cannot be deleted from this receiver.

Model 8040: Designed for interface with with access controllers such as the DKS 1833, 1835, 1837, or 1838. Sends the received transmitter data to an access controller in 26, 30 or 31-bit wiegand formats. Supports up to 5300 transmitters. This receiver can also be used in a stand alone configuration that can store up to 5300 transmitter codes.

The 8040 Receiver is also a low power draw unit designed specifically for the solar application. It remains in a "sleep" mode until it receives a signal from a transmitter. When in sleep mode, it draws about 1 milli-amp of power.

Model 8053: Designed for interface with with DKS Access Plus systems. Sends the received transmitter data to an Access Plus system in RS-485 format. Supports up to 5300 transmitters.

Transmitters

268,000,000 codes available

Encrypted "sync" code changes each time the transmitter is used

Transmitter button combinations allow a single transmitter to control multiple locations

Available with 1-2 or 3 buttons

Key ring included with transmitters

PROXmitters combine the MicroPLUS transmitter with a built in proximity tag

PROXmitters are available with DKS, AWID, or HID tags

Powered by a 12-volt type 23A battery

Visor clips available

Electrical

Receivers - 12-24 volt AC or DC power

Transmitters - 12 Volt type 23A battery
Output

Model 8054 receiver -
Dry contact form C relay (30V, 1A max)

Model 8055 receiver -
Dry contact form C relay (30V, 1 A max)

Model 8040 receiver -
26, 30 or 31-bit wiegand
Dry contact form C relay (30V, 1A max)

Model 8053 receiver -
RS-485

FCC (US): LSD8059RX

FCC (US): LSD69T

DOC (CAN): 1736 102 138



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