

## **High River Ranch POA** **Gate Policy/Procedures**

### **Privacy Policy**

The purpose of the High River Ranch front gate security system is to protect the homeowners and their property and to increase safety within our community. The information gathered by the entry code system is considered confidential and owned by the HRRPOA. It will be released to the Williamson County Sheriff's Department only when there is a police report filed and the entry code log is considered evidence or by legitimate court order or subpoena. The Gate Committee Chair/Manager and the POA Board President must approve any information released.

### **Gate Operation**

The steel gates will remain closed at all times.

Each lot owner is entitled to two (2) control devices and one unique 4-digit code. Additional control devices can be purchased for \$15 per device and can be requested by an email to [Gary McMillan](#). A replacement for lost control devices can be purchased for \$15 each. Each lot owner will need to provide a phone number for the gate controller panel to call to allow guests to request entry. This phone number can be a home phone or mobile phone number. **Gary's phone number is available to lot owners and residents via the Member Directory located in the Secure Documents area of our website.**

When you are contacted by phone via the gate controller directory located on the key pad, you will be able to talk directly to the person awaiting access at the gate. To allow the person through the gate, you will simply press the number 9 on your phone and the tone will tell the gate controller to open the gate for your guest. Press 5 to reject the call.

Gate Control Devices includes:

- Key chain remote fob
- Resident or Lot Owner individually assigned 4-digit code.

### **Codes**

The Gate Manager will issue all control devices and codes upon receiving an email request to [Gary](#). Each Lot Owner or Resident will have a unique 4-digit code, which shall remain confidential for owner use only. If a lot owner's 4-digit code is compromised, the owner may request a new gate code. If a crime has been committed and information released to Williamson County Sheriff's Department indicates lot owners' gate codes have been compromised, a gate code will be deactivated only with prior notification and a new code provided to owner. **For security purposes, gate codes will now be disabled when there is a change of lot owners. New lot owners will be advised to contact Gary for their own unique code and key fobs.**

### **Lost or Stolen Control Devices**

Please report any lost or stolen Control Device to [Gary](#) within 24 hours. These devices will be disabled promptly to ensure our community's safety and protection.

### **Outside Services**

All outside services requiring regular permanent or temporary entry access should request gate codes by contacting [Gary](#).

- If requested by lot owner, a 4-digit temporary construction code can be issued for contractors on major construction projects after construction plans are approved. **This is a temporary code that will be disabled after construction is completed.**
- Service organizations (lawn care services, house-cleaning service, etc.) can request a permanent 4-digit code for access to the community. The Gate Manager must approve this request.
- HRRPOA will provide devices to LHISD for school buses. FedEx and USP have also been given a code.

### **Gate Damage**

We will pursue prosecution for all damage to entry gate and gate system.

Accidental damage to the gate system must be reported to [Gary McMillan](#) within 24 hours.