

GATE INFORMATION

Updated 4/1/2021

- **New Resident:** Contact the Silverlakes HOA property manager at Compass Rose Management (“CRM”) and confirm that all of the information provided on your transfer or lease application is correctly recorded in their system. Providing information such as your name, property address, closing date, telephone number, email address, and the prior owner’s name will speed the process along. By providing the seller’s information, their information can be deleted from the system after they have left the community. CRM will coordinate providing the information to our gate and clubhouse entry system contractor. Also, confirm your telephone numbers. The phone numbers can be land-line and/or cell phone. Our gate access system uses the phone number you provide to give access to family, friends, and contractors (see below). If all information is provided, your gate and clubhouse access materials will be available shortly before closing or your move in date.
- **Resident Gate Access:**
Silverlakes uses a Radio Frequency Identification (“RFID”) gate entry system. Each resident is provided two stickers, one of which to be placed on the inside of the front windshield on the right (passenger) side of each of their vehicles. The RFID scanner will automatically read and verify the sticker and the gates will open with no action needed by the resident. If a resident has more than two vehicles, additional stickers may be purchased from CRM (proof of multiple vehicles registered or insured to the Silverlakes address will be required to purchase additional stickers).

In addition, the gates can be opened by using the serial number found on each owner’s proxy card that is used to enter the clubhouse. The resident enters the first 5 digits from the proxy card and then adds a zero to make a six digit code. If you do not have a proxy card, one or two can be purchased from CRM (new residents are provided two cards). To use this method, touch the “Entry” icon on the screen of the call box, and enter the 6 digit code. The “Open Gates” button on the bottom will change from gray to green. Press the green button. The code will be verified and, if active, the gates will open. A resident could use this option if they are a passenger in a vehicle that does not belong to a Silverlakes resident and so does not have an RFID sticker.

- **Visitor Gate Access:** Each resident is listed in the access directory by last name. Your guest will need to scroll down and find your name. A help button is provided should they need assistance. Your guest then touches your name and a phone call will be made to the number you have provided. You may want to create a contact name for this number (239-309-0669) such as “Silverlakes Gate” so you can identify the call. When you answer your phone, you can speak with the visitor. If you want to open the gate, all you do is enter 99* on your phone and the gate will open.

Each owner also has a three digit code that serves as a shortcut to scrolling through the directory. This three digit code is the same as in the previous system. You may give this code to your guests. Your guest would need to touch the “Call” icon on the home screen and enter the three digit number. The call button on the bottom will change from gray to green. Touch the green button and the call will be initiated. The name of the resident being called will appear on the top of the screen.

- **Vendor Gate Access:** If you have a routine contractor servicing your home (lawn care, cleaning services, etc.) and you want them to have access without calling you, please have them contact the property manager for a special access code they can use to enter Silverlakes from 7:00 AM to 5:00 PM, Monday through Friday, 4:00 PM on Saturdays. The vendor code will not operate on Sundays. Otherwise, they can gain access by calling your phone from the call box, identifying themselves, and you can then grant them access by entering 99* on your phone.

Please note:

The RFID stickers and the proxy card gate codes are unique to each resident, and they are recorded with each use. Please do not give out your personal gate code or any extra stickers to vendors or non- residents of Silverlakes.