

GATE INFORMATION

Updated 4/7/2023

- * **New Resident:** Contact the Silverlakes HOA property manager at Compass Rose Management (CRM) and confirm that all 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 address 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 landline 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, each of which is 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 (now called key fobs) that they use to enter the pool or fitness room. The resident enters the first five digits on the reverse side of the proxy card/key fob. Note: The previous system required users to add a zero to the serial number. The zero is no longer required to gain entrance, but the system will ignore the additional zero if you enter it by mistake.) We have several residents who have a four-digit card/fob number. In those cases, the system will recognize the four-digit number, and no additional digits need to be entered. If you do not have a proxy card, you can purchase one or two from CRM (new residents are provided with two cards.) A resident could use this option if they are a passenger in a vehicle that does not belong to a Silverlakes resident and does not have an RFID sticker. Since we are a gated community and wish to control entry, we strongly suggest you not share your card/fob code with others. The system creates a record each time a card/fob code is used. As before, only one card/fob code per address will work in the call box.

- **Visitor Gate Access:** Each resident is listed in the access directory on the call box by last name. Your guest will need to scroll down and find and enter your name. The resident will then verify the visitor and enter 9 on their phone to open the gates and allow entry for the guest.

- **Vendor Gate Access:** Contractors will continue to use the same vendor code. If you have a routine contractor servicing your home (lawn care, cleaning service, 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 a.m to 5 p.m. Monday through Friday and until 4 p.m. on Saturdays. The vendor code will not operate on Sundays. Otherwise, they can gain access by calling you through the call box and identifying themselves. You can then grant them access by entering 9 on your phone.
- **Clubhouse Access:** Cards/fob are used to gain entry into the exercise and pool area by placing the fob on the reader to obtain a green light. Cards are used to leave the pool area as well. All cards assigned to a household which have been provided to the contractor will work for entrance to the exercise room and pool. A gentle reminder to new residents: All children under age 15 need to be accompanied by an adult when using the exercise room and/or pool area.
- **Need assistance?** If you encounter an issue with the gate and/or clubhouse entry system, call Compass Rose Management at (239) 309-0622. If you need a new card/fob or transponder, our community manager is at the clubhouse every Wednesday afternoon from 1 to 3 p.m. except on the third Wednesday of the month, when she's there from 3 to 5 p.m. The cost per card/fob is \$5.95 and the RFID transponder stickers cost \$14.95 each. When purchasing a new transponder, you must provide the vehicle's registration or Florida insurance card. Checks should be made payable to Silverlakes-Gateway HOA.