

December 19, 2018

## The Cliffs Keowee Springs Security Update 2019 **Frequently Asked Questions (FAQS)**

The purpose of the following Frequently Asked Questions document is to provide property owners with answers to the majority of their questions relative to the Keowee Springs security upgrades scheduled for introduction **January 14, 2019**.

Realistically, while this document has been reviewed by a property owner team and POA members, there will still be some questions. Please direct these to Security at 864-868-3547. The POA will collect additional questions, address any issues, and send a revised FAQ document in early February, or sooner, as needed.

### **Frequently Asked Questions**

- 1. Why is the security system being upgraded?**
  - a) Cost benefits will be realized from reductions or avoidances (of increases) in security labor & equipment leases. Future security labor will also be reviewed for further actions.
  - b) Secure access 24/7 and policy management.
    - Gaps in security exist with today's system e.g. gate code sharing
    - Vendors working unauthorized hours
    - Eliminates transmitter cloning
- 2. What benefits, beyond cost reduction, does the upgrade deliver?**
  - a) The new devices (transmitters & proximity cards) will allow access to all three Cliffs lake communities.
  - b) Keowee Springs property owners who have previously purchased devices for the Vineyards and/or Falls North will not need to purchase new devices since these devices will work for Keowee Springs.
  - c) Insures property owners are in control of who they want to access property (phone system)
  - d) Provides archival photos and data to assist in any security management issues

**3) What is being upgraded?**

- a. The current transmitter (clicker) will be replaced by a new transmitter which is incapable of being cloned or paired to either another transmitter or an in-vehicle system such as Home-link.
- b. Proximity cards will be available (same as Keowee Vineyards).
- c. Phone gate access control systems are installed at each gate. A proximity card scanner is located on each box next to the phone keypad. This system will be the primary means of controlling gate access for all unmanned gates for Visitors, Contractors, and Vendors requesting access.
- d. Camera systems including recording devices, controllers and monitors are being upgraded.
- e. Backup power equipment is now installed at each gate in the event of a power outage.

**4) How will Visitors, Vendors, and Contractors enter?**

- a) Visitors, Vendors, and Contractors can use the phone keypads at each gate to contact property owners for access. The last four digits of the property owner's designated phone number can be entered on the entry gate keypad, whereby property owner, upon receipt of call, can enter a single digit entry on their phone keypad opening the gate.
- b) Visitors can also be pre-registered online at [cpsgreenville.com/hoa-info](http://cpsgreenville.com/hoa-info), whereby upon arrival, guards will provide expedited access.
- c) Vendors and Contractors can register, with property owner's approval, for their own cards. This will be based on the frequency of on property visits and monitored by security for day/time on property.
  - For Vendors who are here frequently while the property owner is off property for extended periods of time, property owners can submit a list for their property access of their approved Vendors. Security will use this list manually to approve access

**5) Where do I obtain vehicle stickers, cards or transmitters?**

a) AFTER registering online at [cpsgreenville.com/hoa-info](http://cpsgreenville.com/hoa-info), vehicle stickers, transmitters, or cards can be paid for and picked up at the main gatehouse.

- Property owners can also complete the registration process at the main gatehouse
- Checks are payable to Keowee Springs POA

**6) Will gate codes be distributed to property owners?**

a) Gate codes will no longer be issued effective 1/14/19.

**7) How will emergency vehicles enter the property?**

a) Emergency vehicles will enter as before using the squawk/squelch feature on their sirens which activates the gates to open.

**8) When will installation be complete?**

a) The system will be ready for use on 1/14/19.