



December 7, 2021

ACTION REQUIRED: Cliffs at Mountain Park South Security Changes

Effective January 4, 2021 Mountain Park will be updating security and specifically gate access controls.

In order to provide you both secure and convenient access **your personal ACTION is required prior to January 4, 2021 as follows:**

1. **NEW Vehicle Stickers (Required)** are available now and will be required. If you do not have one already, please submit information either online at cpsgreenville.com/hoa-info to register your vehicles, or complete a form at the main gatehouse. Stickers will be available at the main gatehouse after you register. These stickers cannot be mailed and are available for pick up at your convenience when you return to the community.
2. **NEW Gate Access Devices (Optional)** now referred to as transmitters (\$40 each) and/or proximity cards (\$15 each), can be purchased from security via online requests at cpsgreenville.com/hoa-info or by completing the required form at the main gatehouse. These devices are available for your convenience and are not required for access by property owners. The current transmitters will no longer work effective 1/4/21.

Other key information points relative to the security changes

1. Each entry gate will have a phone system with keypad linked to the main gatehouse. Visitors, contractors, and vendors will use this system for gate access approval. The default phone number for security is on or near each keypad.
2. The “reader” for the proximity cards for scanning purposes is mounted near the keypad at each entry gate.
3. A summary of “Frequently Asked Questions” will be sent concurrently with this communication.
4. An “activation communication” will be mailed by **1/4/21** with instructions on the use of the new phone gate access system. This communication will

- provide instructions on the use of your phones and gate access for your visitors, contractors, vendors, etc.
5. All property owners can, and should, continue to provide security with regular vendor or visitor lists. These lists will be managed by security to comply with property owners' requests.
 - a. Note: Property owners can recommend to vendors their registering for gate access devices. Vendors can go to cpsgreenville.com/hoa-info to register and secure all gate access devices.
 6. Gate access devices per property owner will be linked to the vehicle sticker program, i.e. one vehicle sticker – one device. Additional devices can be requested online and paid for/picked up at the main gatehouse.
 7. Checks for the gate access devices should be made payable to: Mountain Park POA and presented at the main gatehouse when you pick your devices.
 8. The Architectural Review Board will communicate all changes to contractors regarding future gate access requirements and controls.
 9. The POA will communicate to vendors, governmental services and others all changes regarding future gate access requirements and controls.
 10. There will be no change to the process of allowing emergency vehicles property access.
 11. The new transmitters are designed to NOT “pair”/connect to your in-vehicle “Home-link” or similar systems.
 12. PLEASE direct all questions to the Mountain Park Security main gatehouse at [864-826-2260](tel:864-826-2260) or at park@sentryprotectiveservices.com.

Access options for property owners after 1/4/21

1. Access devices – transmitters or cards **OR**
2. Enter the last four digits of your preferred phone number used at registration (mobile phones only) on the gate keypad, and then when you receive the system call [enter 9 on your phone keypad](#). Gate will then open **OR**
3. Enter 0001 on keypad at unmanned gates, security will answer, confirm you as a property owner and open the gate **OR**
4. Enter at the main gatehouse, security will confirm you as a property owner and open the gate for you.

Visitors/Vendors

1. Notifying security via phone (864-836-2260) or by using the website (cpsgreenville.com/HOA-info) by completing either the visitor or contractor forms is the **responsibility of the property owners** so that visitors/vendors (includes contractors) can be admitted securely without delay. You have the option of notifying security at each visit or provide

- security with a list of regular visitor/vendors so that **you only must notify security one time.**
2. When receiving a gate access phone call, simply **enter 9 on your phone keypad** and the gate will open. For security purposes, it is strongly recommended that **you only confirm access for your own visitors/vendors.**

Thank you in advance for your patience and registration efforts as we roll out this improved process.

Scott Carlton