

## FREQUENTLY ASKED QUESTIONS

### **1. How do I obtain a clicker?**

All homeowners have been given one clicker either at closing or thereafter. Homeowners may purchase additional units for \$25.00 each from the POA management representative at the clubhouse office. Residents are encouraged to have sufficient clickers. Batteries will have to periodically be replaced to keep the unit operable.

### **2. How will my guests access my neighborhood?**

Guests can pass through the checkpoint by either calling you from the tele-system at the entrance or by driving up to the access checkpoint. If your visitor uses the tele-system, they will follow the prompts on the system. When you answer, **you will press the # key on your phone to open the gate.** If your visitor contacts the gate attendant, that person will call your home to verify the visit and will then allow entry. The visitor will be required to present valid ID.

### **3. How will maintenance and other visitors gain access if I am not at home?**

Each resident may provide a list of up to six names that are allowed access to Bramblewood Circle. Examples include lawn maintenance, maid service and very frequent guests. The visitor will have to present valid ID. The gate attendant will check the **list you have already provided** to verify your visitor and permit entry.

### **4. How will delivery services gain access?**

The gate attendant will allow delivery services such as UPS, Fed Ex and other similar services to enter after recording the name and address of the delivery service.

### **5. Can I give the gate attendant additional names for one-time events, like parties?**

This is encouraged. It will save time and frustration for you, your visitors and the gate attendant. Call the gate attendant, in advance, at 723-2555 and give a list of names. If you are planning a large party, provide the gate attendant with a written list of names well in advance. Be sure to include your name, address and date of the function. This will facilitate entry and eliminate a call to you for every visitor.

### **6. How do I gain access if I don't have my clicker or my batteries don't work?**

First, replace your batteries as needed. You can either call your home using the tele-system or you can show the gate attendant your ID to gain entry.

### **7. Why do we still need the tele-system?**

As you can see from the answers above, it provides a very useful service. In addition, it can be used when the gate attendant is making the rounds of the clubhouse and pool area. The POA is funding 30% of this service for the purpose of regularly patrolling the clubhouse grounds.

### **8. Who do I contact to report problems or concerns with the service or Access Checkpoint?**

During the initial phase, patience, cooperation and understanding are needed by all residents and visitors. If residents do their part by following the given instructions, this will go a long way toward a smooth start-up. The POA maintains the area and service contract. Questions or issues should be addressed to the POA representative in the clubhouse office or by calling that office at 984-2201.

### **9. Why isn't this called a security gate and security guard?**

The person at the access checkpoint is controlling access to your neighborhood and not providing specific residential security.

### **10. What about garage sales and open houses?**

The access checkpoint will be open for the city wide garage sales on dates determined by the City of Palm Bay. The tele-system and gate attendant can assist your visitors on other sales or open houses. It is highly recommended that you provide advance notice to the gate attendant of such event.

