

# CREEK'S EDGE at STONY POINT

APARTMENT HOMES



## GATE OPERATING INSTRUCTIONS

Please wait for the gate to open fully before passing through  
**DO NOT** follow anyone in otherwise the gate will hit your vehicle

The Exit and Guest gates open at **7:00am** and close at **7:00pm**.

The Resident gate stays closed at all times

Please see the Operation Instructions below:

### Resident Access

Drive up to the first or second gate. Place your access card against the panel.  
The gate will open once the panel has read your card.

### Guest Access

You **MUST** provide your current telephone number to the Leasing Office so that we may program the Guest Access. All guests must pull up to the second gate labeled **Guest Access**, scroll through the resident directory until they find your name, then press **CALL**. The gate will automatically call your phone once this process is done. Answer the call and **PRESS 9** on your telephone's keypad to open the gate for you guest.

(FYI- the gate will allow you to have a brief talk time with your guest.)

If your gate card is lost, misplaced or stolen there is a \$35 replacement charge for a new card. Please go to the Apartment's Leasing office and they will be able to assist you with this matter.

Please contact Creek's Edge Apartments Leasing office at 804-272-0098 if you have any other questions.

Creek's Edge Management

# Creek's Edge Townhomes

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## Memorandum

To: All Residents  
From: Board of Directors, Creek's Edge Homeowners Association

Below is the response we received from the NTS Apartments Office at our entrance regarding what to do if the gates malfunction: If anyone from the townhomes is ever locked out due to the gate malfunctioning, they need to call our office at **804-272-0098** and then **choose the option to page emergency maintenance when the voicemail picks up.**

- They will have the opportunity to leave a message at that time.
- They need to leave their name, the fact that they live at Creek's Edge, and a good call back number.
- Our on-call maintenance staff will then return their call very promptly (please advise them they must answer the phone when called back), then they can talk to our maintenance team directly over the phone to advise them of what is going on.
- Once it's determined that the gate is not operating correctly, they will come out to assist in getting them open.
- Our maintenance supervisor was on-call this weekend and once he was contacted by one of our residents that they were locked out, he came to the property and manually opened the gates so that this person could get in and then held the gates open so that no one else was locked out.
- We recommend that you add this number to your contacts and put the above information in the "notes" section. This way you don't have to try to get the number off the gate screen.