



Canyon Gate at Cinco Ranch

20422 Canyon Gate Blvd. Katy, TX 77450

Telephone – 281-492-6020 Fax – 281-492-3415

www.canyongateatcincoranch.com

June 17, 2019

Visitor Entry Procedures – After Normal Hours

Visitor Gate Procedures 10pm – 6am

- Greet guest and request ID.
- Compare ID picture to individual presenting ID.
- Scan ID into the ID Visor Smart ID system.
- Request and log in the address guest is visiting if nonresident.
- Locate resident phone number off call log and call resident to ensure guest is expected.

IF RESIDENT APPROVES THE ENTRY

- Locate and add the license plate to the Scan ID.
- Open gate and wish guest a good evening.

IF RESIDENT IS NOT REACHABLE

- **Inform guest that the resident is not answering, and they must pull out of the lane and contact the resident to come to the guard house with ID to allow them in. Phone calls will not be accepted!**

IF RESIDENT DENIES ENTRY

- **Inform the guest they are not expected at this time and they should remove themselves from the lane.**

CANYON GATE BOARD OF DIRECTORS

Chris Harrell – CGCR HOA President
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