LAKE WOODBERRY HOMEOWNERS ASSOCIATION, INC.

c/o Neighborly Community Management
PO Box 6910, Brandon, FL 33508 – 334-721-5735 - Office@NeighborlyMgt.com

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October 1, 2026

RE: Community-Wide Gate Code Update — New Entry Code Assignment

Dear Lake Woodberry Homeowner:

The Board of Directors of Lake Woodberry Homeowners Association, Inc. has authorized a complete update of the community's DoorKing gate entry system. Over time, entry codes have accumulated in the system from former owners, former tenants, past vendors, and other parties who no longer have any connection to the community. To restore control over who can enter Lake Woodberry, every entry code currently stored in the gate will be deleted and a new code will be issued to each lot.

Each lot's newly assigned entry code has been mailed to the owner of record and, for security, is not included in this posted copy. The date the change takes effect is shown below.

EFFECTIVE DATE

NOVEMBER 4, 2026

All prior gate codes are deleted as of this date.

What this means for you

- On and after the effective date shown above, any gate code you have used previously will no longer work — including codes you may have shared with family, guests, tenants, or service providers.
- Your new code, provided in the letter mailed to you, will be programmed into the system by management. You do not need to do anything at the gate to activate it.
- To use your code at the keypad, press the # key first, then enter your four-digit code. The gate will open when a valid code is accepted.
- Please treat this code as confidential. Do not post it, text it in group chats, write it on a work order, or give it to anyone you would not personally admit to the community. You are responsible for anyone who enters using the code assigned to your lot.

Gate programming form

A Gate Programming Form was included with the letter mailed to you. This form controls the information stored in the gate for your household — the name displayed in the call-box directory, the telephone number the gate dials when a visitor calls you, and the other household information used by the system. Please complete the form and return it to management so your listing is accurate when the updated system goes live.

If we do not receive a completed form, your entry code will still be programmed, but your directory listing and call-forwarding number may be missing or out of date, and visitors may not be able to reach you from the call box.

Please return the completed form by one of the following:

- Email: Office@NeighborlyMgt.com
- Mail: Neighborly Community Management, PO Box 6910, Brandon, FL 33508
- Owner portal: upload to your account in the owner portal

Transmitters (remotes)

Gate transmitters are purchased directly by the homeowner through Amazon and are programmed by the homeowner. If you need the specifications for a compatible transmitter or the programming instructions, contact our office and we will provide that information upon request.

Questions

A Gate System FAQ was also included with the letter mailed to you and answers the most common questions about entry codes, the call-box directory, visitor and vendor access, and gate safety. If you have a question the FAQ does not cover, if you did not receive your mailed letter, or if you believe your code was issued in error, please contact our office at 334-721-5735 or Office@NeighborlyMgt.com.

Thank you for your cooperation as we complete this update. Restricting entry to current residents and their invited guests protects every household in Lake Woodberry.

Sincerely,

Andrea Mazuchowski, LCAM
Community Association Manager
Neighborly Community Management, as agent for
Lake Woodberry Homeowners Association, Inc.

Referenced Documents: (1) Gate Programming Form (2) Gate System FAQ (included with mailed letter; copies available from our office upon request)

LAKE WOODBERRY GATE ACCESS REQUEST/CHANGE FORM

Please complete the following form to make changes to the access control system for your community. Check the corresponding box and fill out all information so that we can best serve you while keeping access to the community controlled. Please remit competed form to:

Lake Woodberry HOA
c/o Neighborly Community Management
Po Box 6910
Brandon, FL 33508
Phone/Text: 334-721-5735
Or EMAIL to: office@neighborlymgt.com

Owner's First Name _____ Last Name _____

Property Address _____

Mailing Address (if different) _____

Home Telephone _____ E-Mail Address _____

Guest Directory

Include me in the guest directory (please circle one): YES NO

Local Telephone number: _____
(long distance number are NOT accepted)

The directory is an optional feature that uses your existing telephone to let you talk with visitors and allow them access to the neighborhood if you so desire. The system will keep your number confidential.

Remote Opener Request

Residents may purchase universal dip-switch remotes online. 8-switch remotes for Lake Woodberry can be purchased from Amazon or another retailer that carries the same type of clicker. It is suggested you search for: "Linear Delta 3 Garage Door Remote 8 DIP Switch". Programming instructions are available in the "Gate Access" folder via your online portal or by request.

Update spring 2025

LAKE WOODBERRY HOMEOWNERS ASSOCIATION, INC.
GATE SYSTEM — FREQUENTLY ASKED QUESTIONS

DoorKing Telephone Entry System

Managed by Neighborly Community Management | Office@NeighborlyMgt.com | (813)702-9559

THE BASICS

What kind of gate system does Lake Woodberry have?

The community uses a DoorKing telephone entry system. It performs two functions: it lets residents in using a four-digit entry code (or a transmitter), and it lets visitors at the call box telephone a resident inside the community to request entry.

Who operates and maintains the gate?

The gate is common-area equipment owned by the Association. Programming and service are coordinated through Neighborly Community Management (NCM) and the Association's gate vendor. Residents should not attempt to open, adjust, or program the gate equipment.

ENTRY CODES (RESIDENTS)

How do I use my entry code at the keypad?

1. Press the # key.
2. Enter your four-digit entry code.
3. When the code is accepted, and the gate opens.

If nothing happens, press # and try again — the most common cause of a failed entry is entering the code without pressing # first.

My code does not work. What should I do?

First confirm you pressed # before the code, and that you are using the code issued in your most recent letter from management (any code issued before the effective date of the community-wide update has been deleted). If the code still does not work, contact NCM at (813)702-9559 or Office@NeighborlyMgt.com. Please do not tailgate behind another vehicle while you wait for a fix.

How many codes does my household get?

One entry code is assigned per lot. Requests for additional codes — for example, for a tenant or a caregiver — should be submitted in writing to management so the Association keeps an accurate record of who has access.

Can I choose or change my own code?

Codes are assigned and programmed by management so that no two households share a code and so the system record stays accurate. If you have a specific concern about your assigned code, contact the office.

Can I give my code to my house cleaner, dog walker, or contractor?

The Association strongly discourages it. A code you hand out cannot be tracked, cannot be recalled once it circulates, and remains usable long after the vendor stops working for you. You are responsible for anyone who enters using the code assigned to your lot. The better practice is to have vendors call you from the call box so you can admit them while you are aware they are there.

Is my gate code a public record other owners can request?

The Association treats individual entry codes as confidential access-control information and does not distribute them. If you receive a request for another household's code from anyone — including someone claiming to be from the Association — do not provide it; refer the request to management.

VISITORS AND THE CALL-BOX DIRECTORY

How does a visitor reach me from the gate?

At the call box the visitor either scrolls the electronic directory using the "A" and "Z" buttons until your listing appears and presses CALL, or — if they know it — enters your directory code directly. The system then dials the telephone number programmed for your household.

How do I let my visitor in once the gate calls me?

- To open the gate, press 9 on your telephone keypad.
- To refuse entry, press #. Do not simply hang up — hanging up leaves the call connected until the system's programmed talk time expires, which ties up the call box for the next visitor.

The call will also end on its own when the programmed talk time runs out, so admit or refuse the visitor promptly.

Can the gate call my cell phone?

Yes. The system dials whatever number is programmed for your household — a mobile number works. Two practical notes: the call arrives from the gate's telephone line, not from your visitor's phone, so save that number in your contacts; and if your carrier or phone silences calls from unknown numbers, the gate's call may be blocked or sent to voicemail and you will never know your guest is waiting.

How do I change the name or phone number shown in the directory?

Complete a Gate Programming Form and return it to NCM. Directory listings and dial-out numbers are changed only from a written request by the owner of record — this protects your household from someone else redirecting your gate calls. Please also submit a form whenever you change your phone number or a tenant moves in or out.

Can I have my visitor's call go to more than one phone?

The system dials one number per directory listing. Many residents program a mobile number they always carry, or a number that is set to forward. Contact the office to discuss what your household needs.

TRANSMITTERS (REMOTES)

How do I get a gate remote?

Transmitters are purchased directly by the homeowner through Amazon and are programmed by the homeowner. The Association does not sell, stock, or program transmitters.

Which transmitter do I buy, and how do I program it?

Instructions for purchase of a transmitter are available in the shared document setion of your online portal. Purchasing a remote before confirming the specification is the most common reason a new transmitter will not work with our system.

My transmitter stopped working.

Try a fresh battery first — a weak battery shortens range long before the remote stops entirely, so a remote that only works when you are a few feet from the gate is usually a battery. If a new battery does not fix it, contact the office.

What if my transmitter is lost or stolen?

Since transmitters are not programmed into the gate anyone with a working transmitter can obtain access through the gate. Nothing can be done about lost/stolen transmitters.

VENDORS, DELIVERIES, AND EMERGENCY ACCESS

How do my landscaper, pest control, or repair vendors get in?

Have them call you from the call box. If you have a recurring service that arrives when you are not home, you should provide them with your code.

What about UPS, FedEx, and Amazon deliveries?

Package carriers use the access you provide for them. They can access the community by calling from the box or if you provide them with your code.

How does the U.S. Postal Service get in?

USPS access is arranged through the Association. If mail delivery is being missed, report it to the office rather than issuing a code.

How do fire, EMS, and law enforcement get through the gate?

Emergency access is provided through the access method the Association has established with local responders. Residents do not need to do anything to admit emergency vehicles and should never block the gate area to hold it open for them.

Can I leave the gate open for a party, move-in, or estate sale?

No. Residents may not prop, block, or disable the gate. If you are expecting many vehicles, contact NCM in advance and we will tell you what the Association can accommodate.

SAFETY AND SHARED RESPONSIBILITY

Why should I not tailgate through behind another car?

Two reasons. First, safety: the gate begins closing on a timer or loop once the vehicle ahead clears, and a vehicle following too closely can be struck. Damage caused this way is the responsibility of the driver, not the Association. Second, access control: tailgating is exactly how vehicles that were never admitted get inside, which defeats the purpose of the system every resident pays for.

How closely can I follow the car in front of me?

Wait until the vehicle ahead of you has fully cleared the gate, then present your own code or transmitter. Treat the gate the way you would a railroad crossing — one vehicle at a time.

What about pedestrians, bicycles, children, and pets?

Pedestrians should use the pedestrian gate where one is provided and never walk through the vehicle gate while it is in motion. Children should not play on or near the gate or the call box, and pets should be leashed and kept clear of the gate path.

Does the gate mean the community is secure?

No. The gate is an access-control convenience that limits casual through-traffic; it is not a security guarantee, and no one is monitoring it. Residents should continue to lock vehicles and homes, use exterior lighting, and report suspicious activity to law enforcement by calling 911 — not to management.

The gate is damaged, stuck open, or stuck closed. Who do I call?

Report it to NCM by submitting a workorder or by text at 334-721-5735 with the date, time, and what you observed. If you witness a vehicle strike the gate, please note the vehicle description and tag number if

you can do so safely. If the gate is standing open, it is usually because it has been placed in that condition intentionally for safety during a power or equipment failure — it will be restored once service is completed.

Who pays when the gate is damaged?

Repair of ordinary wear is a common expense of the Association. Where the damage is caused by a specific person — a resident, a guest, or a vendor who tailgated or struck the gate — the Association will pursue recovery of the repair cost from the responsible party to the extent permitted by the governing documents and Florida law.

WHO TO CONTACT

Neighborly Community Management — managing agent for Lake Woodberry Homeowners Association, Inc.

- Email: Office@NeighborlyMgt.com
- Phone: (813)702-9559
- Text: 334-721-5735

For gate code changes, directory updates, and programming questions, please submit a Gate Programming Form. For any emergency, call 911.