

# Security Transition FAQs

8.13.2023

## General

1. What is the difference between the old ABDI application and the two new apps (Zuul and PDK)?

*The Zuul app has taken the place of the old ABDI app. Zuul is for gate access. Zuul is where you can issue guest passes and add visitors to your pre-approved list so they can gain access to the community.*

*The PDK app is taking the place of the fobs for amenity access. The PDK app on your phone uses Bluetooth technology so that your phone becomes your access card. This app will open the Outrigger, the Island Club, the Fitness Center, the pool area, and the pedestrian gate at the front entrance by the guardhouse.*

2. I just got married and I want to know how to add my spouse to my household.

*If they are added to the deed of your home, they will be issued owner amenity credentials. If they have not been added to the deed, an affidavit/registration form will need to be completed and submitted by the homeowner along with a copy of their spouse's photo ID and proof of residency. Upon completion of this process, the new spouse will receive amenity credentials.*

3. I have renters staying at my house while I'm away, how can they access the community and resident amenities?

*Authorized tenants who are listed on the lease agreement and approved rental application will be provided with amenity credential access and also must purchase RFID stickers for their vehicles for gate access. They will also be provided access to the Zuul app so they may grant gate access to their visitors and guests.*

## Amenity Access

4. If PDK uses Bluetooth technology, does that mean I have to pair it every time I use it?

*No, you do not need to pair the app to use it. As long as the app is running, it will work. You can either wave your phone by the scanner or if close enough, you can keep the phone in your pocket and simply wave your hand past the scanner to motion activate access.*

5. I am having trouble with my FOB; how can I obtain a replacement?

*In September of 2023, fobs will no longer be used within Naples Reserve. Unique amenity access credentials will be installed on your phone via the PDK app.*

6. My family visits me often. How can I obtain a permanent pass for them to access the resident pool?

*Per the Naples Reserve Rules and Regulations, "Owners and approved tenants are responsible for their guests. An Owner or approved tenant must accompany any guest to the amenity and remain with them while using the facilities. Owners and approved tenants are not to loan out their access key cards to guests." Amenity access credentials will only be issued to owners, authorized tenants, and (properly registered and documented) "resident guests" e.g., a significant other, caretaker, adult child, or spouse that is not on the deed but resides within Naples Reserve.*

7. I have friends and family that live nearby and like to come over and use the pool. Will they be eligible for a resident pool pass?

*No. They are guests and may only use the pool while with the homeowner they are visiting.*

8. Is there a special amenities access pass for guests on entertainment nights or is the access open to all?

*The same rules are still in place. Homeowners and authorized tenants have access to the amenities on entertainment nights. Guests may attend if they are accompanied by the homeowner or authorized tenant they are visiting.*

9. For community events, are guests able to sign up or do I need to sign up for them?

*The homeowner will need to sign up their guest.*

10. How do my children access amenities such as the resident fitness center and pool?

*To ensure the safety of children under the age of 18, they must be accompanied by a parent or legal guardian while using the amenities. They can access those amenities via the homeowner or authorized tenant's credentials who is accompanying them. At 16 years old, parents have the option of signing a liability waiver so their teen can use the pool and fitness center alone and then they would be provided their own amenity access credentials if they reside within Naples Reserve.*

11. My partner is not listed on the deed, so how can they gain access to community and amenities?

*The homeowner will need to register their resident significant other, sign an affidavit of responsibility, provide a copy of their partner's photo ID and proof of residency. Once the submission is complete, the resident guest (partner) will be eligible to receive the gate access app (Zuul) and the amenity access app (PDK).*

12. My adult son who is 19 years old lives with me. How does he get amenity access?

*If your adult child resides with you, a registration and affidavit must be completed by the homeowner and submitted with a copy of the child's photo idea and proof of residency. Once the submission is complete, the resident guest (adult child) will be eligible to receive the gate access app (Zuul) and the amenity access app (PDK)*

13. My son is coming to visit us, how can he gain access to the community amenities since he is family member?

*Because he is a guest, he would need to be accompanied to the amenities by the homeowner or authorized tenant.*

14. In case my PDK smartphone amenity application does not work, what should I do?

*Please reach out to the Naples Reserve management office at [NaplesReserveAdmin@KWPMC.com](mailto:NaplesReserveAdmin@KWPMC.com)*

15. My sister is a snowbird and stays with me for several weeks during the winter. How can she access the resident fitness center and pool?

*The homeowner will accompany their guests to the pool, fitness center, and all other Naples Reserve amenities.*

16. Can I purchase a resident amenity pass for my guests so I don't need to accompany them?

*No. Credentials or amenity passes are not available for purchase and guests must be accompanied at amenities.*

17. I am renting my house. Can I still use the resident amenities?

*No. When you rent your home you transfer your amenity use rights to your tenant. Your amenity access credentials will be disabled for the duration of the time your home is rented.*

18. My family will be staying at my house while I'm gone, how can they use the resident amenities without me being there?

*Guests are not issued amenity credentials and must be accompanied to the amenities by the homeowner or you may pursue the leasing procedures for these guests and have them become authorized tenants.*

19. Can you explain the reason for creating this new amenities access policy?

*The Rules and Regulations state, "Owners and approved tenants are responsible for their guests. An Owner or approved tenant must accompany any guest to the amenity and remain with them while using the facilities. Owners and approved tenants are not to loan out their access key cards to guests."*

*While we have never issued or sold fobs to guests, family members who not deeded homeowners, or unauthorized tenants, the new Amenity Access Policy does now provide that option to "resident guests" (significant other of homeowner, caretaker, or adult child who resides with the homeowner full-time).*

*Previously, RFID stickers and fobs were being purchased and passed around to non-residents or from vehicle to vehicle. This new policy prevents misuse by unauthorized individuals.*

20. Can I share my phone access with a family member by sending them an email?

*No. The amenity access credentials are unique to you and your phone. There is no login or code that can be shared.*

21. Is it possible to set up access on multiple devices?

*No. Amenity access credentials are provided for one device only.*

22. Do I have to accompany my guests to the resident fitness center?

*Yes. The Rules and Regulations state, "Owners and approved tenants are responsible for their guests. An Owner or approved tenant must accompany any guest to the amenity and remain with them while using the facilities. Owners and approved tenants are not to loan out their access key cards to guests."*

23. Will Naples Reserve buy a phone for me if I don't have one?

*No. Naples Reserve Homeowners Association will not purchase cell phones for residents.*

24. Does the system monitor my entry and exit from the community and use of amenities?

*Yes. The system does allow for tracking of access to amenities. The fob system did as well so there is no change here.*

25. For which areas will I need the PDK app on my smartphone for access? Pool, fitness center, pickleball court, or dog park?

*The smartphone credentials will provide access to the Island Club, Outrigger, pool area, and fitness center. Match Point credentials will be installed at a later date and the dog parks are open without credentials.*

26. Is the PDK app on my smartphone required for guests to use the watercrafts?

*Nothing is changing regarding watercraft use. Guests still need to be accompanied by the homeowner and register with the Amenities Attendant on duty.*

27. Can a guest eat in the Café or at the Tiki Bar?

*Yes, only when accompanied by the homeowner or authorized tenant they are visiting.*

## **Gate Access**

28. What is an RFID sticker?

*This is a sticker that goes on the windshield or driver's side headlight of your vehicle and uses radio-frequency to open the gate as you drive through.*

29. Do I need to buy new RFID stickers?

*The RFID stickers you already have will continue to work. You only need to purchase an RFID sticker if your vehicle(s) does not have one currently.*

30. Do I need to attach the RFID sticker to my car?

*An RFID sticker must be affixed to your vehicle by a member of the management team.*

31. Who is eligible to receive an RFID sticker?

*Homeowners and authorized tenants.*

32. My family comes to visit me every weekend, how do I obtain an RFID sticker for them?

*Guests are not eligible to purchase an RFID sticker. Homeowners may issue their guests a QR code through the Zuul app or add their guest's names to their pre-approved list in the Zuul app so they may gain access to the community via the guest lane.*

33. If I'm arriving in an Uber/Taxi or my Uber/Taxi driver needs access to pick me up, how can I grant them entry?

*If your Uber/taxi driver is coming to pick you up, they need to show their driver's license to the guard for identification purposes and also the app screen which displays the address he or she is going to. You may also send them a QR code/pass. If you are arriving home in an Uber/taxi, you can either send yourself a QR code/pass to scan at the callbox or present to the guard, or you can simply identify yourself to the guard by showing your driver's license and stating your address.*

34. What should I do if my gate access is not functional after hours?

*In September 2023, a new callbox will be installed in the guest lane. There will be a call button which allows you to connect via two-way video with an offsite, remote guard. That guard will be able to assist with any after-hours issues. Naples Reserve will have 24/7 on-site guards until the new callbox is installed and tested.*

35. In the case of a loaner or rental car, do I need to purchase an RFID sticker everytime?

*RFID stickers are not allowed for rental cars. Please use the guest lane for access if you are arriving to the property in a rental/loaner vehicle.*

36. Will delivery drivers like DoorDash and UPS require a pass?

*UPS, as long as they are in a properly marked truck, will be granted access to the community without being noted on a guest list. To ensure safety and security, DoorDash and other food delivery services will need to present a driver's license for identification purposes and show the app reflecting the address they are delivering to, to the guard.*

37. Why did we switch from our old guest list app – ABDI?

*The previous guard company, Ramco, held the licensing agreement for that application. When Ramco was terminated, they took their software and app with them, and it needed to be replaced.*

38. If I encounter issues with setting up community access software application (ZUUL), who should I contact for assistance?

*You can contact Zuul customer support directly at #561-501-3539 or by email [support@zuulsystems.com](mailto:support@zuulsystems.com) or you can email the Naples Reserve Management Office at [NaplesReserveAdmin@KWPMC.com](mailto:NaplesReserveAdmin@KWPMC.com) or stop by in person. We'd be happy to assist you!*

