

August 14, 2023

Re: Security Transition and New Procedures (Zuul and PDK)

Dear Naples Reserve Residents,

I hope this message finds you well. I am writing to provide you with some important updates regarding the community's security transition, which will bring about enhancements for the benefit of all residents.

**Transition to Enhanced Security:** We are pleased to announce an upcoming transition from traditional fobs to a more advanced security solution. Starting this September, we will be introducing Bluetooth smartphone credentials through the "Pro Data Key" or "PDK" App.

**Addressing Concerns:** We understand that the issue of unauthorized access to community amenities has been a concern for some time. This upgrade is designed to tackle this concern head-on by providing each resident and authorized tenant with unique access credentials tied to their individual smartphones. This new approach eliminates the risks associated with fob duplication and pass-offs and ensures that access remains secure and exclusive.

**Two Apps:**

1. Zuul App: This is the app that replaces the old ABDI app. Please use this app to send QR code passes and add visitors to your "pre-approved" list for **gate access**. You should already have access to this app. Please contact the management office for assistance if you still need access.
2. PDK App: This is the app that will replace fobs for Amenity Access. If you are a homeowner or authorized tenant, you will receive an email early next week to set yourself up. Simply download the app and then return to the email to click "activate" for **amenity access**.

**\*\*Please note the fobs must be used for amenity access until the new hardware for the PDK app is installed. The installation is tentatively scheduled for September 11<sup>th</sup>. We recommend you set up your app at your earliest convenience for a smooth transition.\*\***

**Guidance and Support:** We understand that any change may raise questions. To provide clarity and support, we have organized a Town Hall Meeting on August 15th at 6:00 P.M. This meeting will be an opportunity to address any questions you may have. Additionally, our team will be available at our office and can be reached via email at [naplesreserveadmin@kwpmc.com](mailto:naplesreserveadmin@kwpmc.com). We are also planning workshops in early September for those seeking further assistance.

**Implementation Timeline:** The installation of the hardware required for this upgraded system is expected to be completed around September 11, 2023. Until then, your existing fobs will continue to function as usual for amenity access.

We are excited about the improvements that this transition will bring to our community, and we are confident that these changes will contribute to a more secure and pleasant living environment for all residents.

Thank you for your attention to this matter. The Naples Reserve Management Team is here to provide assistance and ensure a seamless transition.

Warm regards,

Julie Concannon, LCAM

General Manager

Naples Reserve Homeowners Association