



Julie Concannon

General Manager

Naples Reserve HOA

July 24, 2023

Re: Gate and Amenity Access Changes and Enhancements

Dear Naples Reserve Residents,

I hope this letter finds you well. I am writing to inform you of some exciting changes that we will be implementing to enhance the security and convenience of the gate and amenity access systems.

Over the past few months, the Board of Directors and management have been diligently working on an extensive overhaul of the gate access, amenity access, and guard services. One of the key objectives of this project is to assure only residents and authorized guests, tenants, and vendors gain access to the community and its amenities.

First and foremost, we are pleased to announce that beginning on August 1<sup>st</sup>, we will be transitioning from Ramco Protective to St. Moritz Security Services for the gate guard services. St. Moritz brings a wealth of expertise and experience to the table, with the direct supervisor being a retired 30-year veteran of the Collier County Sheriff's Office. With their emphasis on rigorous training and commitment to excellence, we anticipate a significant improvement in overall security and consistently excellent service.

To bolster our efforts in controlling access to the community, we will be replacing our current callbox with a new model equipped with a two-way video interface and the ability to scan QR codes on guest passes. While the installation of this hardware is expected to be completed in September, we will have a guard stationed at the gate 24/7 in the interim. Once the new callbox is operational, we will have enhanced capabilities for afterhours visitors when a guard is not present at the gate house. After hours, visitors will be able to connect with a remote guard through video and audio communication. The remote guard will verify credentials and provide

gate access, eliminating challenges we have faced with access afterhours when arriving without RFID stickers or fobs, The RFIDs currently on registered cars will continue to function in the resident lane, maintaining seamless entry for authorized residents.

Additionally, we are excited to introduce an upgraded amenity access system. Fobs will be phased out and replaced with Bluetooth technology controlled by each resident's smartphone. This new system will offer unique identification for each resident, ensuring that credentials cannot be shared, duplicated, or compromised. Implementation of the new amenity access system is scheduled for September, and in the meantime, your existing fobs will continue to grant access. We will be hosting a Town Hall on August 15<sup>th</sup> at 6:00 P.M. and providing further communication to explain the process of setting up these credentials on your smartphone, targeting the middle of August for the initial setup phase.

We believe that these enhancements to the gate and amenity access systems will ensure only residents, authorized guests, tenants, and vendors have access to the community and its amenities.

There will be more information to follow regarding the timeline of implementation and step-by-step instructions. Should you have any questions or concerns in the meantime, please do not hesitate to reach out to the management team.

Thank you.

Warm regards,

Julie Concannon, LCAM

General Manager

Naples Reserve HOA

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### FAQs Gate Access Transition

**Who is the security guard company for Naples Reserve HOA?** Effective late evening on July 31, 2023, St. Moritz Security Services.

**Does the callbox in the guest lane still work?** The callbox is no longer in use and will be replaced with a newer model in September. The newer model will have a two-way audio and video interface and an overnight, remote guard. The remote guard will be able to authenticate late-night guests through the camera. This will also alleviate any late-night issues that residents have when arriving via taxi.

**How will I get in afterhours before the new callbox is installed?** St. Moritz guards will be on duty 24/7 until the callbox is installed.

**Can fobs still be used for gate access?** No. Fobs are being discontinued. To use the resident lane, you must have an RFID sticker affixed to your vehicle.

**How will my recurring guests enter the community (e.g. dogwalker, housekeeper, friend, home watch person, Realtor)?** These guests will need to be added to your guest list. You may issue them a QR code to have scanned at the guest lane or they may present their Driver's License and be verified on your guest list by the Guard.

**What if I arrive home by taxi or in a friend's car – how will I get through the gate?** If during the hours of 6:30 A.M. to 10:30 P.M., please use the guest lane where you will be asked by a guard to present a government issued photo ID and address. Once verified, the guard will open the gate. If arriving afterhours, please press 'call' on the callbox and a remote guard will assist you using the same process to verify your identity and provide you with access. You may also send yourself a QR code using the Zuul Systems smartphone app that you can scan at the callbox to open the gate. On August 1, 2023, the Zuul Systems app will need to be used in place of the ABDI app that is currently in use.

**Do I need to buy a new RFID sticker?** The RFID stickers already in use will continue to work and you won't need to replace them. If you do not have an RFID sticker on your vehicle, you must purchase one for \$25.00 Monday through Friday from 9:00 A.M. to 5:00 P.M. at the Management Office. All RFID stickers must be affixed to the vehicle by a member of the management staff without exception. If you are a new homeowner, up to two RFID stickers will be issued to you free of charge.

**What if I'm a tenant at Naples Reserve HOA – do I need an RFID sticker for my vehicle(s)?** Yes. All vehicles kept within Naples Reserve HOA require an RFID sticker. You may purchase a sticker at the Management Office for \$25.00 Monday through Friday from 9:00 A.M. to 5:00 P.M. All RFID stickers must be affixed to the vehicle by a member of the management staff without exception.

### **Important Dates to Remember**

**July 24<sup>th</sup>**: Initial communication to community with overview of security, gate access, and amenity access changes.

**July 26<sup>th</sup>**: Zuul Systems App goes live for gate access. Each authorized resident in the Naples Reserve database will receive an email on this day with instructions on how to set themselves up on the new app. This app will take the place of the ABDI Gate Access app you are using currently.

**July 31<sup>st</sup>**: Ramco's last day at Naples Reserve. St. Moritz will take over at 10:00 P.M. Please note that fobs will no longer work at the gate as of this time.

**August 11<sup>th</sup>**: Second communication to the community regarding the changes to amenity access credentials and instructions for set up.

**August 15<sup>th</sup>**: Town Hall at the Island Club at 6:00 P.M. to discuss the security transition.

**September 1<sup>st</sup>**: Tentative date for the new call box and amenity access hardware installation. Please note this date is an estimate and subject to change. Fobs will be disabled shortly after the new amenity access hardware is installed.

### **Zuul Systems App Overview**

On July 26<sup>th</sup>, each authorized resident in the Naples Reserve database will receive an email from Zuul Systems. The email will have your account number and a temporary password and show you which app to download.

FROM YOUR SMARTPHONE ONLY, please download the Zuul Systems app. This will replace your ABDI Gate Access app for your visitor access needs. Please follow the prompts to reset your password. You will then be able to issue QR codes to your visitors and add guests to your visitor list. Please note that all QR codes expire after one use.

The management office will be available to assist you if you have any questions or difficulties setting up your new app.

**The ABDI app will no longer be in use effective August 1<sup>st</sup>.**