



FAQ: Amenity Access & RFID Process

Q: What is RFID?

A: RFID is a technology that uses electromagnetic fields to automatically identify and track tags attached to objects, such as vehicle stickers. In the context of amenity access, RFID stickers allow for secure and contactless entry by communicating with a reader device.

For Homeowners

Q: How much does an RFID sticker cost for homeowners?

A: RFID stickers cost \$25.00 each for homeowners.

Q: Are new homeowners eligible for free RFID stickers?

A: Yes, new homeowners receive up to two (2) RFID stickers free of charge.

Q: Do I need to replace my current RFID sticker if I already have one?

A: No, if you already have a functioning RFID sticker, it will still work, and no replacement is needed.

Q: Can I get amenity access on my smartphone?

A: Yes, homeowners may obtain one set of amenity access smartphone credentials per household.

Q: What happens if my smartphone with amenity credentials is lost?

A: The lost credentials will be disabled, and new credentials will be issued for the new smartphone.

For Tenants

Q: How much does an RFID sticker cost for tenants?

A: RFID stickers cost \$25.00 each for tenants.

Q: Are tenants eligible for smartphone amenity access?

A: Yes, tenants may obtain one set of amenity access smartphone credentials per approved tenant occupant listed on the lease.

Q: What happens if a tenant's smartphone with credentials is lost?

A: The lost credentials will be disabled, and new credentials will be issued for the new smartphone.

Q: When do tenant credentials and RFID stickers expire?

A: All tenant Bluetooth credentials and RFID stickers will be disabled at midnight on the last day of the approved lease.

Q: Do homeowners retain amenity access while leasing out their property?

A: No, during the lease period, all amenity access is transferred to the tenant(s), and homeowner access will be disabled for the duration of the lease.

For Guests

Q: Who qualifies as a Long-Term Resident Guest?

A: A Long-Term Resident Guest is someone with primary residence in the homeowner's property, such as a significant other, spouse not on the deed, adult child, or caretaker.

Q: Are Long-Term Resident Guests eligible for RFID stickers and smartphone credentials?

A: Yes, they are eligible if they provide:

1. A government-issued photo ID.
2. A registration form/attestation signed by the homeowner.
3. Proof of residency, such as a government-issued photo ID with the Naples Reserve address, or a utility bill or bank statement with the address.

Q: Are other guests eligible for RFID stickers or smartphone credentials?

A: No, all other guests are not eligible.

For Vendors

Q: Can vendors obtain RFID stickers or Bluetooth credentials?

A: No, vendors (e.g., contractors, home watch services, dog groomers, realtors) are not eligible for RFID stickers or Bluetooth credentials.

General Guidelines

Q: Who affixes the RFID sticker to the vehicle?

A: A member of the HOA Management Team will affix the RFID sticker to the vehicle upon purchase.

Q: What documents are required to obtain an RFID sticker?

A: Vehicle registration must be presented at the time of purchase.

Q: Are RFID stickers issued for rental cars?

A: No, RFID stickers will not be issued for rental cars.

Q: What happens if someone violates these rules?

A: Violations are subject to fines and suspensions as per the Naples Reserve HOA regulations.

For further clarification or to report concerns, please get in touch with Naples Reserve Property Management.