

GATE ENTRY POLICY AND SAFETY PROCEDURES

The Gardens on the Rio Grande Homeowners Association (revised 10/2021)

The following information describes the gate access policy that all homeowners are encouraged to follow. Adherence to these procedures enhances security for our whole community and tends to reduce security risks for our residents.

Note: The gate access system records when each card, clicker or code is used. It is extremely important to keep a current inventory of active remote, cards and codes. Residents are responsible for notifying the Gatekeeper of any changes.

IMPORTANT: As of August 1st, 2017 our Gates will no longer be left open for any event. The gates are to be kept closed at all times unless a gate is broken and access can only be made through the open gate. In the case of a power failure, each gate is equipped with a battery backup that will keep the gate in an open position until power is restored.



Cards and Remote Clickers

The most convenient access for residents is via battery-operated remote clickers and gate cards. Remote clickers can be operated inside your vehicle, gate cards must be held up to the light on the card panel at each gate. Clickers and cards are available for purchase at cost from the gatekeeper. Cards are \$10 and Clickers are \$35 (cash or check made payable to “The Gardens HOA”).

Gate Directory Listings

Occasional visitors should use your gate directory listing. This is the main way occasional visitors should enter our neighborhood. Both the Mountain Road and Manhattan Road “call boxes” contain a scroll-through resident list showing each resident’s three-number box code. Visitors may simply push the “Call” button after finding the resident’s name or push the three digit code and press “call”. Both methods will ring the resident’s home or cell phone. Once the phone is answered and the resident determines to allow entrance to the caller, the resident can press “9” on his/her phone to open the gate, thus allowing the caller to enter. New residents should contact the

Gatekeeper with the phone number they'd like to list in the directory. Long-distance numbers only work at the Manhattan Gate. The Mountain gate will only work with local 505 numbers.

Please make your visitors aware of this convenient feature.

Gate Codes

In addition to cards and clickers, each residence can be assigned a four-digit code, that when entered (following the '#' key) will automatically open the gate. This is great for entering when you are traveling in someone else's car or forget to take you card or clicker with you. These codes should only be given out to people who you would trust with a key to your home.

Parties and Meetings

Temporary Codes allowing access for a specific period of time can be assigned by the Gatekeeper for residents to give to guests and attendees for parties or other events. Temporary code will be disabled after the event. Please allow at least a few days notice prior to the event.

Friends, Family and Caretakers

Separate codes can be given to trusted persons who are frequent guests and visitors in your home. This code is distinct from the permanent code assigned residents and may be cancelled by the resident at any time when use is no longer needed.

Vendor Codes

Vendor codes may be issued by the Gatekeeper when residents have either long-term or temporary "vendors" visiting their homes on a frequent basis. Vendors include domestic workers, handymen, landscapers and gardeners or other contractors that are working at your residence for more than a day or two. Vendors are not intended to include one-time repairmen, such as cable, appliance repair or delivery people who would more appropriately use the call box for entrance.

Vendor codes are not indefinite. It is the homeowner's responsibility to notify the Gatekeeper when the vendor code is no longer need so that it can be cancelled.

Garbage/Recycling/PNM Codes

Waste management, recycling drivers and PNM/Water Service are given codes by the Gatekeeper. Drivers receive their gate codes from their companies. Never give your gate code to these companies.

Emergency Vehicles

The current gate system allows quick access to the fire department through a “Knox Box” key and is a universal key system. Police, ambulance and EMTs can access the gate through a code assigned to each address in our neighborhood through the 911 system.

Deliveries

USPS, UPS and Fedex have all been issued codes. You should not need to provide regular delivery services of your code.

All other vendors and deliveries must contact the homeowner directly to be admitted using the Gate Key Pad and the Directory Listing.

Tailgating

“Tailgating” is considered by the Homeowner’s Association to be unauthorized entry and is strongly discouraged. Confrontation with a tailgater is neither safe nor appropriate and is not recommended, Residents are encouraged to observe, when possible, a tailgater’s final destination into the neighborhood. That knowledge may be useful later, if there has been illegal activity in the neighborhood.

Home Sales

Residents selling their homes are asked to e-mail the Gate Keeper alerting him/her to the situation and providing information on scheduled open houses. The Gate Keeper will work with the homeowner to provide realtors access as needed.

Options include:

1. Include the resident directory code on the call box and buzz each visitor in.
2. Contact the Gate Keeper and request that a temporary gate code be assigned to the realtor. The realtor then can place the temporary gate code inside the realtor’s lock box with instructions to the realtors using the Multiple Listings information. The temporary gate code will be deleted as soon as the home is sold.
3. For an Open House the realtor may be assigned a specific code for use that day to give potential buyers or follow the first suggestion.

New Homeowners and Renters

Persons selling their homes or acquiring renters in their homes should notify the Gatekeeper so that all appropriate codes associated with the previous resident are cancelled. Cards and remotes will automatically be cancelled by the Gatekeeper unless they are passed on to the new resident and the Gatekeeper has been notified. New residents can also contact the gatekeeper to purchase new cards/clickers if needed. (Cards and Clickers are available at cost \$10 and \$35, respectively)

Pedestrian/Bicycle Gates

The pedestrian/bicycle gate codes are available from any HOA Board Member or the Gatekeeper. They should be provided to each resident as they move into the neighborhood.

Let's All Help to Keep a Safe Neighborhood

It is important to note that assigned codes, regardless of their purpose, are the responsibility of the resident requesting the code. Please advise the Gatekeeper when a code is no longer needed so that the code is disabled and no longer assigned to the resident.

Likewise, gate openers, such as cards and remotes, are assigned to a resident until cancelled. If a card or clicker is lost or stolen, it should be reported immediately to the Gatekeeper so that its use may be cancelled and the resident is no longer responsible for its use.

When either the Gatekeeper or resident believe that a code has been compromised or inappropriately used, or a card or remote has been lost, it should be cancelled immediately.

Questions regarding the gate policy may be directed to board members or the HOA Gatekeeper.

The Gardens on the Rio Grande Homeowners Association Subdivision Gate Responsibilities:

The Board of Directors:

1. Provide good signage to announce that The Gardens is private property and post a no trespassing policy with a speed limit of 15 mph.
2. Contact new residents as soon as possible and educate residents how to properly use the gate system. Put them in touch with the Gate Keeper.
3. Educate how to report abuse and damage to the gate.
4. Inform residents of gate policies and recommended procedures.
5. Appoint a Gate Keeper.

Gate Keeper:

1. Update listings associated to the call box.
2. Issue and track gate cards & remotes.
3. Contact the gate maintenance company for maintenance.
4. Contact all emergency units that support The Gardens as needed. 911-system has a gate code associated with each address in our community and AFD can access the Knox Boxes as well.
5. Maintain gate codes, remotes or cards with utility and delivery companies who access our gardens regularly. Update as needed.
6. Verify the key cards, remotes and codes as needed deleting ones not needed.

Residents:

1. Report to the Gate Keeper all mechanical problems with the gates.
2. Report unauthorized persons to the board and/or report concern to neighbor.
3. Do not give out gate codes unnecessarily. Cancel them if not needed or cancel and replace with new code if there is turnover with your vendor (i.e. a new landscaper).
4. Help keep our neighborhood secure by limit the practice of "tailgating". Tailgating is the practice of following an authorized resident vehicle through the open gate before it closes. Confrontation is neither safe nor appropriate and is not recommended. Residents are encouraged to observe, when possible, a tailgater's destination. That knowledge may be useful if there has been illegal activity in the neighborhood.
5. Ensure that the gate closes upon entrance and exit of the subdivision.
6. Inform the board (Treasurer) and Gatekeeper when a property is sold or rented. Return all keycards and remotes OR pass them on to the next resident. Gatekeeper will need all numbers from keycards and remotes.

Gate Keeper: The Gate Keeper is a resident of the Gardens on the Rio Grande who volunteers his or her time to provide this valuable service for our community. Please give the Gate Keeper as much advance notice as possible when placing a request for a pass code, remote or keycard.

Gate Policy: The Gates will not be left open. If there are extenuating circumstances the board may vote to allow an exception.