



## GATE ACCESS & DIRECTORY APPLICATION FORM

<b>YOU MUST CIRCLE ONE &gt;</b>	<b>Lago Verde</b>	<b>Lago Bella</b>	<b>Bella Cortile</b>	<b>Porta Toscana</b>	<b>Via Privato</b>	<b>Monte Leone</b>
Street Address:						
Resident First & Last Name:						
Name for Directory:				Phone# for Directory:		
Name for Directory:				Phone# for Directory:		

### EZ TAG REGISTRATION FREE

EXAMPLES: HCTR 00000000 / TEX 00000000 / DNT or DFW 00000000 / MTAH 00000000 / Transcore eGO Plus sticker ICSH 00000000 or w12 00000

NOTE: North Texas Toll Tags purchased after February 1, 2025 (and some from January 2024) will not work on gated community EZTag readers

Vehicle Year	Vehicle Make	Vehicle Model/Sub Model	Color	EZ Tag/Toll Road Tag Number

### REMOTE AND TAG PURCHASE

INSIDE WINDSHIELD STICKER TAG \$50 EXTERNAL WINDSHIELD BAR TAGS \$75 WIRELESS REMOTE CLICKERS \$100

The information below will be provided by the Management Office:		
Remote or Bar Tag	Remote (5 numbers) OR Tag Number (4 letters+8 numbers)	Amount Due
		\$
		\$
		\$
		\$
		\$
		\$

VEHICLE GATE CODES PROVIDED (yes or no): \_\_\_\_\_

PEDESTRIAN GATE CODES PROVIDED (yes or no): \_\_\_\_\_

*I have received gate codes, devices, rules and instructions for the gated section/address listed. I, and other residents of my household, and guests, agree to comply with the Gate Access Rules and Instructions.*

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_



## **LAKES OF BELLA TERRA GATE ACCESS RULES**

1. Access: Application forms must be completed and submitted to the Management office in order to obtain gate access codes/devices, add your name to the gate directory and obtain detailed gate operation instructions. Fees may be charged for access devices.
2. Pedestrian Gates: There are pedestrian gates located at gated sections entrances and lake access (if applicable). The pedestrian gates require a numerical code for entry access. Pedestrian gates are designed for foot traffic only. Do not prop the gate open, share codes or allow unauthorized individuals to enter through the pedestrian gates.
3. Vehicle Gates: The vehicle gates require a code or device for entry access. Optional access devices may include: fob, remote, bar tag, window sticker and/or EZ Tag.
4. Guest Directory: Guests should utilize the gate directory to locate Residents name and follow the prompts to initiate a call to the homeowner. When resident receives a call from the gate directory, they can grant or deny access.
5. Residents should save the directory phone number on their phone to recognize future incoming calls from the guest directory.
6. Gate Etiquette: Do not tailgate or allow unauthorized vehicles to enter through the gates. Be courteous when entering and exiting the community through the gates. Allow ample space for other vehicles and pedestrians. Do not enter through the exit gate, do not exit through the entry gate - this can result in a serious pedestrian or vehicle accident.
7. Gate Malfunction: If you encounter any issues with gate access DO NOT TOUCH, PUSH or BUMP the gate with your hands or vehicle. Remain in your vehicle and call the number posted on the entry gate sign or contact the Management Office.
8. Security Concerns: If you notice any suspicious activity, please call 9-1-1.
9. Cameras: The cameras located at the gates record activity 24/7 and will be utilized to determine the responsible party for theft, vandalism, trespass, collision etc.
10. Any damage to the gate will be charged to the responsible party.
11. Violations may result in the suspension of gate access privileges.
12. Contact the Management Office to report gate damages or concerns.



## LAKES OF BELLA TERRA VEHICLE GATE INSTRUCTIONS

**Resident Access Options:** There are several methods available for Residents to gain access to the gates. Residents can utilize the following access options: enter gate codes at the gate directory, swipe the blue fob at the gate directory, register HCTRA EZ Tags/Texas Toll Tags, purchase bar tags and purchase remote devices from the Management office.

**Access Codes:** Each gated section has a unique gate access code that will change each month. Do not give this code to non-residents, instead ask guests to utilize the gate directory. To use your access code, **first press “#” key, and then enter your four-digit code “XXXX.”** If the # is not pressed first, the system will take the first 3 digits and treat it like a directory code and try to dial a resident. ***If there are three failed attempts of entering the code, the system “watchdog” will lock the call box for several minutes (similar to locking computer access).***

**Resident Directory:** Residents can add their names and numbers to the directory by contacting the Management office. You will want to include your first and last name along with your phone number. Please contact the Management office to add your name and phone number to the gate directory.

**Guest and Vendor Access:** Guests or vendors should always use the directory. When you are expecting guests, please ask them to call you from the gate directory, so that you can open the gate remotely. Guests will look up your name in the directory and utilize the key pad to call you via the directory for access.

**Grant or Deny Guest and Vendor Access:** When you receive a call from the gate directory, you can press “9” on your touch-tone phone until the system beeps or hangs up to GRANT ACCESS. OR you can press “#” to DENY ACCESS.

**Gate Caller ID:** You can save the directory phone number to your contacts, so it shows on your caller ID to easily recognize when someone is calling you from the directory:

Lago Verde # 346.620.8823  
Via Privato # 346.620.8830

Monte Leon # 346.620.8819  
Bella Cortile # 281.725.1873

Lago Bella # 346.620.8824  
Porte Toscana # 346.620.8825

**Report gate malfunctions:** If you ever experience any gate malfunctions, please call 877-253-9689 for immediate assistance after hours or during normal business hours from Monday through Friday (9am – 5PM), you can call the office at 281-342-9920. Most importantly, please do not push the gate if it is malfunctioning, since this can cause more damage to the gate. Any damage to the gate will be charged to the responsible party

**Troubleshooting:** If you experience issues when attempting to use the directory telephone system to admit guests through the gates, this could be due to several reasons:

- **Your smart phone is blocking the number used by the gate in your section, thus preventing you from receiving calls.** To remedy this, please reconfigure your phone's settings to recognize the number used by the gate in your respective section (please reference the list above for your gate's phone number).
- **Your telephone service provider is blocking the number used by the gate in your section, thus preventing you from receiving calls.** To remedy this, please contact your telephone service provider and ask them to unblock the number from the list above that applies to your section.
- **You are not holding down the “9” key on your phone's keypad long enough to open the gate.** When you receive a call from the gate, please remember to press and *hold* the “9” key until you hear an elongated beeping sound. This means the gate is opening. If you simply press the “9” key without holding it, the signal will not register at the gate.
- **Your Apple iPhone's DTMF settings may need to be adjusted.** Apple iPhones use a DTMF (dual tone multi-frequency) to “talk” with the gate when you hold down the “9” key on your phone's keypad. If you are able to answer calls from the gate but the gate doesn't open when holding down the “9” key, your phone's DTMF settings might be the cause. We recommend you visit an Apple dealer to have the DTMF settings adjusted.
- **Your Android phone's DTMF settings may need to be adjusted.** Like iPhones, Android devices use a DTMF signal to communicate with the gate and tell it to open. If the DTMF settings on your Android device are not configured correctly, this may prevent you from sending a signal the gate can understand. We recommend you contact your phone's manufacturer and seek advice on how to change the DTMF settings.