The Overlook at River Place Property Owners’ Association

**Gate Policy—Approved in April 2020; Updated in November 2022**

To better protect the privacy and security of our homeowners and to eliminate unauthorized entry, The Overlook at River Place Property Owners’ Association (POA) has implemented the following policies regarding gate access, gate access codes, charges for individual functions and open houses, and parking.

**Access for Property Owners/Residents**

Each property owner is given two (2) remote electronic transmitters and one unrestricted code per household. If a remote transmitter fails or is lost, the property owner can purchase a replacement from Inframark, The Overlook’s property management company, for a cost of $50 per transmitter.

Under no circumstances are the unrestricted resident codes to be posted at the entrance gate and/or placed in any publication or on the internet. All publicly posted codes will be removed, and the number will be immediately deleted from the gate system.

**Access for Guests/Delivery Company Drivers (e.g., FedEx, UPS) and Other Vendors (e.g., irrigation companies, tree trimmers, etc.)**

Company delivery drivers should not be given property owners’ gate codes. To accommodate access, Inframark will provide a generic code to the delivery company. Access is available Monday through Saturday from 7 a.m. to 9 p.m.

Guests, repair services, and other vendors should be encouraged to access gate entry by using the call box system. Convey to the person to scroll down the resident list to the desired name and push the call button. The resident then pushes the number “9” on the telephone to open the gate.

**Access for Construction/Landscape/Lawn Services and Workers**

Access is permitted Monday through Saturday from 7 a.m. to 9 p.m. These workers will be given limited access codes. Please have your construction contractor or landscape service company contact Inframark at least one week before access is needed.

**Access for Real Estate Agents/Open Houses**

Property owners need to inform real estate agents to contact Inframark for an assigned code that will work Monday through Saturday from 7 a.m. to 9 p.m. and Sunday from 12 Noon to 6 p.m. Agents may not disclose the code in any way or form, may not post the code at the entrance gate, and should not give the code to prospective buyers. After-hour access may be given on an “as needed” basis with Board approval.

For open houses, property owners need to inform real estate agents to contact Inframark (512.820.5297) no fewer than 48 hours prior to the date and time of the open house. Inframark hours are Monday through Friday from 8 a.m. to 5 p.m. The gate will be opened by Inframark and will stay open on the agreed date and time—not to exceed 8 hours.

A charge of $20 will be incurred by the property owner for each day an open house is scheduled. The fee will be billed to the property owner’s account.

**Private Functions for Homeowners/Residents (Contacting Inframark and Fee)**

The gates may be opened for private functions of property owners and/or residents. Property owners must contact Inframark ([www.inframarkims.com](http://www.inframarkims.com)) no fewer than 48 hours prior to the event.

A fee of $20 per function will be incurred by the property owner for requesting the opening of the gate and will be billed to the property owner’s account.

**Red “No Parking” Zone on Curb Near Exit Gate**

There is to be no parking ever in this area of Golf Vista Drive. Parking in this red zone will do costly damage to the exit gate. Any violator of this policy will be responsible for all gate repair/replacement costs.

**Reminders**

No property owner/resident should open or attempt to open the gates. All gate openings are to be managed by Inframark.

For issues regarding gate codes or other questions, please direct them to Inframark by calling 512.820.5297 or via the organization’s website at [www.inframarkims.com](http://www.inframarkims.com). Please do not contact any Board member or resident for The Overlook regarding gate questions or issues.

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