

Gate Access Procedures

December 2021

Property Owners

Access Codes can be requested from Henderson Association Management at HOA@HendersonAssociationManagement.Com with "Heron Bay Access Code Request" in the subject line of your email. Please do not share your Code. This code operates the gate 24/7.

Remote controllers can be purchased from Henderson Association Management. Each new Property Owners is entitled to their first two (2) Remotes at no charge, any additional Remotes will cost \$35.00. Cedar Management can be contacted Henderson Association Management at HOA@HendersonAssociationManagement.Com with "Heron Bay Remote Request" in the subject line of your email.

Phone Access call allow Visitors and delivery people to call you from the Gate keypad to gain access:

- The visitor selects your name on the Control Pad directory.
- The Visitor then enters the random 5 digit ID associated with your name.
- You will be called and you can talk to the visitor.
- If desired, you can press "9" on your phone and the gate will be opened.

NOTE: Your current Contact Information can installed in the Control Pad by contacting Henderson Association Management at HOA@HendersonAssociationManagement.Com with "Heron Bay Gate Contact Info" in the subject line of your email.

Vendors, Service Providers, Contractors

The Property Owner can provide access through the Gate to Vendors, Service Providers, or Contractors by utilizing the Phone Access procedure (refer to the "Phone Access" procedure above).

Access Codes for Vendors, Service Providers, or Contractors can also be requested from Henderson Association Management at HOA@HendersonAssociationManagement.Com with "Heron Bay Access Code Request" in the subject line of your email. **These codes require you to provide Henderson Association Management with a Code expiration date**

PLEASE BE SURE THE BOARD HAS YOUR CURRENT E-MAIL ADDRESS. YOU MAY UPDATE YOUR E-MAIL ADDRESS AT WWW.HERONBAY.ORG BY CLICKING ON "OWNER FEEDBACK". IF YOU DO NOT HAVE E-MAIL, PLEASE MAKE SURE WE HAVE YOUR MAILING ADDRESS.