

HeronBay Cell Gate Access and Clubhouse Policy

(10/5/2026)

The Heron Bay Board is dedicated to ensuring our community is secure and safe. The new Entrance / Exit Gate system is operational with Remote Opener, Console Call Function, and Code access options.

In the event the gate malfunctions in any way, please contact Premier at Phone #: (704) 997-9014. If maintenance or repairs are required, Heron Bay / Premier may elect to issue a generic universal Code for a period of time.

Visitors/Vendors at Front Call Box:

When a Visitor or Vendor arrives at the Front Gate, they should select the Code Button, Address Button, or simply use your Remote Opener to actuate the Gate.

Code Button:

- Visitor/Vendor enters the appropriate code and presses "open"

Address Button:

- Visitor/Vendor will locate the last name of homeowner and select.
- This will initiate a call to the home from "Cell Gate Front Gate".
NOTE: All numbers provided to the administrator will call simultaneously.
Whoever answers first gets the call.
- When you answer, you may get a voice that says, "press 1 to answer the call" or a ribbon up top on your phone to swipe right to answer.
- If you have the Cell Gate AP loaded:
 - A video of the person at the gate should appear.
 - Green button will be on bottom left to open the Gate and Red button on bottom right to Decline.
 - Press green open button to actuate the Gate.
 - If no video, then you can speak to the Visitor/Vendor and press * to actuate the Gate.

Remote Opener Requests

Each new Property Owner is entitled to their first two (2) Remotes at no charge, any additional Remotes can be purchased from Premier. Property Owners may request a Remote Opener by contacting:

Support@PremierManagementNC.com with "Heron Bay Remote Request" in the subject line of your email.

Phone #: (704) 997-9014

Gate Directory Requests

Realtors MUST sign the attached REALTOR GUIDELINES CONTRACT in order to be placed in the Gate Console Directory code.

Property Owners and Realtors can request to have their name / phone number entered into the Gate Console Directory. Requesters must allow a minimum of 3 working days for Premier to create and issue a Code. Requesters may contact Premier:

Support@PremierManagementNC.com with "Heron Bay Gate Console Directory" in the subject line of your email.
Phone #: (704) 997-9014

Gate Code Requests

Realtors MUST sign the attached REALTOR GUIDELINES CONTRACT in order to receive a code.

Short Term Code:

A Short Term Code can be requested for visitors or if Property Owners are having a gathering and expect multiple visitors. This code will only be active for short periods of time before it is deleted. Property Owners must allow a minimum of 3 working days for Premier to create and issue a Short Term Code. Property Owners may request a Short Term Code by contacting Premier:

Support@PremierManagementNC.com with "Heron Bay Temporary Code Request" in the subject line of your email.
Phone #: (704) 997-9014

Annual Code:

An Annual Code can be requested for Property Owners, Service Providers, and Realtors. These codes will be renewed on an annual basis. Requesters must allow a minimum of 3 working days for Premier to create and issue a Code. Requesters may request a Code by contacting Premier:

Support@PremierManagementNC.com with "Heron Bay Temporary Code Request" in the subject line of your email.
Phone #: (704) 997-9014

Gate Phone APP - Cell Gate

Below are the instructions to use the APP for Cell Gate. Your cell carrier's quality of service in this area may restrict you from using this APP. The instructions below are based on iPhone, but other cell phones have similar settings.

Before you start, make sure you have your **Cell Gate** username and password ready.

To request a Cell Gate User/Password, contact
Support@PremierManagementNC.com with "Heron Bay Cell Gate User/Password Request" in the subject line of your email. Phone #: (704) 997-9014

- Download the Cell Gate App, called Cell Gate Mobile Connect
- Once downloaded, go into Setting on the app

Allow Notifications is turned On
Banner Style – Change to Persistent
Sounds – On
Badges – On
Show Previews – When Unlocked
Notification Grouping – Automatic

- Once these steps are complete, reboot your phone. If you do not do this step, the APP will not work.
- When you login to the new Cell Gate Mobile Connect, be sure to allow notifications, microphone, and camera. Review the prompts to show you how to answer a call.
- The “*” is still used to open the gate if you chose not to use the video option.

Clubhouse Code Requests

Request a Clubhouse Access Code by contacting Premier at:

Support@PremierManagementNC.com with “Heron Bay CLUBHOUSE
Access Code Request” in the subject line of your email.
Phone #: (704) 997-9014

Thank you,
Heron Bay Board

Heron Bay Homeowners Association, Inc.

REAL ESTATE AGENT ACCESS GUIDELINES

Rev: May2022

The following guidelines have been established to ensure that the privacy, safety and security of Heron Bay residents is maintained while still providing reasonable access for real estate agents.

Please read these guidelines carefully and respect the community's desire to maintain a safe and secure environment by strictly adhering to these guidelines at all times while in the community.

- All real estate agents that seek access to the community are required to read and sign the Real Estate Agent Access Guidelines before access privileges are granted into the Heron Bay community.
- These guidelines may change from time to time, at the sole discretion of the Board. In that circumstance, agents will be provided with the updated guidelines and these updated guidelines shall automatically become enforceable and will be considered part of any agreements with the Heron Bay HOA.
- Heron Bay property owners are ultimately responsible for ensuring that the real estate agents they employ have been provided a copy of the Real Estate Agents Guidelines. A copy of these Guidelines can also be obtained by contacting Heron Bay's management company.
- Access to Heron Bay will be granted by the Board to an individual Real Estate Agent basis to address any violations with a specific individual.
- In the event an agent is separated from service for any reason from a real estate agency, Heron Bay's management company shall be immediately notified and the agent's Directory Name and/or Code will be voided.
- The Heron Bay HOA is not responsible for misconduct committed by real estate agents with respect to any established federal, state or local laws or regulations governing real estate agent activities while accessing or operating in the Heron Bay community.
- All Heron Bay access codes or gate directory entries will be scrubbed on January 31st of each year to minimize community safety and security risks. New codes or access will be granted each year upon request.
- Agent access to the community or use of community amenities for non-business-related activities is strictly prohibited.
- While visiting a listed property, agents are permitted to briefly visit the following community amenities: the club house, boat ramp, boat storage area and cluster piers nearest the property being shown.
- Under no circumstances are agents permitted to share their Heron Bay access code with their clients or any other agent's clients. Failure to maintain code security may result in immediate suspension and/or revocation of all real estate agency access privileges.
- All clients must be accompanied by a licensed professional real estate agent for their entire visit to the community.

- Agents will be held responsible for the actions of any other agent or person admitted to Heron Bay using their access privileges. Agents may be granted access utilizing “press 9” by an Agent that is in the Directory with the strict understanding that the Agent in the Directory bears the responsibility for any and all violations of the visiting agent.
- Agents may not enter upon private property (other than the listed property they are visiting) without permission from that property owner.
- Agents and their clients are strictly prohibited from possessing, consuming or being under the influence of alcohol, illegal drugs or any other intoxicating substances while in Heron Bay.
- All vehicles entering Heron Bay using the agents access privileges must be legally insured and shall have current registration.
- The Board reserves the exclusive right, at any time, to deny access to any agent that, in its opinion, poses an unreasonable risk to the security and safety of the community or is otherwise deemed unfit to access our community.

Violations / Sanctions:

The following will be applied when, in the opinion of the Board, there is sufficient evidence that a violation of the Real Estate Agent Access Guidelines has occurred.

- a. Sanctions will be directed to the individual owning the Gate Code that was used by the violator to enter Heron Bay.
- b. The First violation will result in the violator receiving a Warning of Violation from the Board.
- c. The Second violation will result in the violator’s name being removed from the Directory and/or their Code being voided. This will result in the Agent having to contact a client (property owner) and use “press 9” to enter Heron Bay.
- d. Individuals receiving sanctions will be given due process and will have the opportunity to appeal their case to the Board.

Appeals:

Appeal will be addressed in accordance with the Heron Bay Violations Policy.

I certify that I have read, understand and agree to abide by the Heron Bay Real Estate Agent Guidelines set forth above at all times while in the Heron Bay community.

Agent Signature: _____

Date: _____