

June 25, 2010

Dear Heron Bay Property Owners:

The Heron Bay Home Owner's Association (HBHOA) Board recently discussed the need to revise our current gate access policy. The need for revision was identified after receiving feedback from residents concerned about compromised gate security as well as other concerns brought to the attention of the HBHOA Board.

Please note that these changes are not intended to provide absolute security for all points of access (such as foot traffic or access via the lake), but represent a gate access policy that has been implemented and proven in many communities for managing vehicular traffic.

The goals for the new gate security policy are as follows:

- Promote better long term security by creating codes that expire and change over time.
- Allow emergency personnel reliable, unattended, 24/7 access to Heron Bay.
- Eliminate the need for personal codes to decrease the probability of guessing one of the 281 current four-digit codes (most of which started with "19xx" for obvious reasons).
- Eliminate the need to post an access code on the call box for real estate open houses.
- Allow for more efficient management of our code system by Cedar Management and the HBHOA Board.

Effective July 1, 2010, the Heron Bay new gate access policy will be as follows:

- OWNER CODE – A single, common four digit gate code will be provided to all property owners in the Heron Bay Community. This OWNER CODE will remain active for a period of four (4) months after which a new OWNER CODE will be assigned and communicated via email. The new and old codes will overlap for a period of thirty (30) days to allow for a smooth transition.
  - *A hypothetical example:* OWNER CODE "0001" is active from January 1<sup>st</sup> until April 30<sup>th</sup>. On April 1<sup>st</sup> a new OWNER CODE "0002" will also be active and will provide a 30-day overlap until the end of the month when OWNER CODE "0001" will expire.
  - Every four (4) months the cycle will repeat. In this example, OWNER CODE "0003" will become active on July 1<sup>st</sup> and OWNER CODE "0002" will expire 30-days later, on July 31<sup>st</sup>.
  - Property Owners will be notified via email two (2) weeks prior to the OWNER CODE change to allow for a total of forty-four (44) days [30 day overlap + 14 day notice] before any OWNER CODE expires.
  - Your current four-digit INDIVIDUAL CODE will continue to operate the clubhouse keypad and is not expected to expire.

- Residents WILL NO LONGER be allowed to request that the gate remain open for any reason.
- OPENERS AND ACCESS CARDS – All remote openers and gate access cards will continue to operate as they do today. If you would like to borrow a remote control (at no cost) to program your vehicle's built-in "Homelink" opener, please contact the HBHOA Board at [4u2contact@heronbay.org](mailto:4u2contact@heronbay.org).
- EMERGENCY ACCESS (Fire; Police; EMS) – A new Siren Operated Sensor (SOS) has been installed at the gate which provides emergency personnel unattended 24/7 access to Heron Bay. This system eliminates the need for an EMERGENCY GATE CODE and allows reliable access by any vehicle equipped with an emergency siren. To learn more about this system visit <http://www.sosgate.com/>.
- REAL ESTATE AGENCY ACCESS – A single, common REAL ESTATE CODE will be assigned to all real estate companies that are currently selling property in Heron Bay. This code will expire every four (4) months.
- SERVICE PROVIDER ACCESS (UPS/Utilities/Landscaping/Etc.) – A single, common SERVICE ACCESS CODE will be assigned to all service providers that require access to Heron Bay for deliveries or the completion of services for the community. This code will expire every four (4) months as well.
- NOTE: The posting of ANY gate codes or propping open the gate is no longer allowed.

**BE SURE WE HAVE YOUR LATEST EMAIL  
ADDRESS SO THAT YOU ARE KEPT UP TO DATE  
WITH CHANGING OWNER CODES.**

**TAKE A MOMENT TO VISIT THE WEB SITE AT  
[WWW.HERONBAY.ORG](http://WWW.HERONBAY.ORG) AND CLICK ON "OWNER  
FEEDBACK" TO UPDATE YOUR PROFILE.**

**\*\*Individual owner codes will open the gate until July 15, 2010 to allow time for the transition\*\***

We sincerely hope that you will find our new gate security policy easy to use, and above all a policy that will afford the Heron Bay community improved security for residents, family, friends, and personal property.

Sincerely,

HBHOA Board