Heron Bay CellGate Access

The Heron Bay Homeowners Association is dedicated to ensuring that our community is secure and safe for all. The entrance/exit gate system is operational with remote opener, console call by means of the directory and code access options.

In the event the gate malfunctions in any way, please contact Premier Management at 704-997-9014. If maintenance or repairs are required, Heron Bay / Premier Management may elect to issue a generic code for the period in which the gate system is inoperable.

Homeowners / Property Owners

There are three ways homeowners/property owners may gain access at the front gate: input your Personal Access Code, use your Remote Operator, or CellGate App to actuate the gate.

Visitors/Vendors

There are two ways visitors/vendors may gain access at the front gate: input your temporary Access Code OR use the Directory Button to actuate the gate.

Code Button:

- Visitor / Vendor will enter the temporary vendor access code or contractor issued code and press open.

Directory Button:

- Visitor / Vendor will locate the property owner's name in the directory by utilizing the arrows on the right side and scrolling to the last name of the property owner.

- After locating the property owner's name and selecting that name, this will initiate a call to the property owner from the call box.
    - **Phone:** When the property owner answers the call, you may get a voice message that says "press 1" to answer the call or a ribbon at the top of your phone to swipe right to answer.
    - **CellGate App:** If you have the cell gate app loaded on your phone, a video of the person at the gate should appear. A green button will appear on the bottom left to open the gate and a red button on the bottom left to decline. Press the green button to activate the gate to open. If no video appears, you will still be able to talk with the individual that has contacted you for entrance to the neighborhood.

Remote Opener Requests

Each new property owner is entitled to their first two (2) remotes at no charge. Should a property owner wish to have more than two (2) remotes, additional remotes will cost $40.00 per remote. Gate remote prices are subject to change based on supplier pricing, availability, and other market factors. Heron Bay HOA will make every effort to keep this form updated with current pricing; however, the HOA is not responsible for additional costs resulting from future price increases. The price in effect at the time of purchase will apply.

Remote Opener requests should be made by contacting : Support@PremierManagementNC.com with "Heron Bay Remote Opener Request" in the subject line of your email request. 704-997-9014

Realtor Gate Code Requests

Realtors requesting an access code MUST sign the attached Realtor Guidelines Contract in order to be issued an access code. Access codes issued to realtors will expire January 31st of each year and the realtor will have to sign another contract at the beginning of the year to have another code issued. Realtors will no longer have their name placed into the directory as this is designated for property owners only.

Realtor code requests should be made by contacting: Support@PremierManagementNC.com with "Heron Bay Gate Code" in the subject line of your email request. 704-997-9014

Gate Code Requests

Temporary Short-Term Code:

A temporary code can be requested for visitors or if the property owner is having a gathering and will expect multiple visitors. The issued code will be active for a short period of time and will then be deleted. Property owners must allow a minimum of three business (3) days for Premier Management to create and issue a short-term code.

Property Owners may request a short-term code by contacting: Support@PremierManagementNC.com with “Heron Bay Short term code” in the subject line of your email request. 704-997-9014

Annual Code: (Amazon, FedEx, UPS, Contractor)

An annual code can be requested for property owners, service providers, and realtors. These codes will be active for one (1) calendar year, expiring each year on January 31st. Should a property owner wish to have another annual code issued, that property owner shall fill out another request to Premier Management prior to January 31st for the next year.

Property owners must allow a minimum of three business (3) days for Premier Management to create and issue an annual code.

Property Owners may request an annual code by contacting: Support@PremierManagementNC.com with “Heron Bay Short term code” in the subject line of your email request. 704-997-9014

Gate Phone App – CellGate

Below are the instructions to use the APP for CellGate. 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 CellGate username and password ready.

To request a CellGate User/Password, contact: Support@PremierManagementNC.com with “Heron Bay CellGate Username/Password” in the subject line of your email request. 704-997-9014

- Download the CellGate App, called Cell Gate Mobile Connect
- Once downloaded, go to settings on the app

  Allow Notifications to be turned on

  Banner style – Change to Persistent

  Sounds – on

  Badges – on

  Show previews – when unlocked

  Notification Grouping – Automatic
- Once these steps have been completed, reboot your phone. If you do not do this step, the App will not work.
- When you login to the new CellGate 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 choose not to use the video option.

Clubhouse Code Requests

The Heron Bay Clubhouse is available to use by residents only. The clubhouse has a keypad on the side door for entry. After a formal request to Premier Management, they will contact the Common Properties Committee Chairperson for the code to be issued.

To request a code for the clubhouse contact: Support@PremierManagementNC.com with “Clubhouse Code” in the subject line of your email request. 704-997-9014

Thank you,

Heron Bay HOA Board