



Cielo Vista Homeowners Gate Policy

June 16, 2020

The purpose of the automatic entry and exit gates is to provide a safer environment to Cielo Vista residents and to reduce the nuisance of unauthorized people and vehicles within the development. Additionally, the gates will provide a gated community environment which improves property values.

Homeowners must exercise due caution when passing through the automatic entry and exit gates. Every homeowner is responsible for passing through these gates in a safe and responsible manner, in order to avoid causing damage either to the gates, their vehicles, or themselves. Homeowners are responsible for damage caused by members of their household. The Cielo Vista HOA Board will not compensate homeowners, or their guests and invitees, for any damages incurred to their vehicles, property, or persons, except in circumstances where it is determined that the gates malfunctioned, thereby causing the damage.

- Designated Gate Contact: Bryan Daniel at bwddynalectric@aol.com
- Alternate: Jim Hunt at james.hunt24@yahoo.com

Any incident involving the gates must be reported immediately to the Designated Gate Contact. If a gate malfunction is alleged, the Designated Gate Contact will have the gate examined by the gate maintenance service provider. If this examination reveals that the gate has malfunctioned, the Designated Gate Contact will notify the Association's Board who will consider repair/ maintenance for all or part of the damage, depending on the particular circumstances of the incident.

METHODS OF ACCESS

- Remote Control
- Entry Card
- Utility Entry Code (Public Service Entities & Commercial Vendors)
- Phone Call Entry

REMOTE CONTROL DEVICES

- The current cost per remote control device is \$58.30. (Price may increase in the future.)
- The maximum number of remote controls devices issued to each property is four (4).
- Remote control devices are explicitly intended for the use of the owner of record, family members, and owner's renters.



PERSONAL ENTRY CARDS

- The current cost per entry card is \$8.59. (Price may increase in the future.)
- Entry Cards will be assigned to each Owner for all service people and activities uniquely theirs. These are typically reoccurring events or persons. Examples: relatives, close friends, and non-commercial or unlicensed vendors, such as a housekeeper or frequent babysitter.
- If homeowners experience a home security issue, please request a card change.

- Homeowners wanting additional personal entry cards should make a request to the Designated Gate Contact.
- Reports monitoring card access will be reviewed periodically by the Cielo Vista HOA Board or designee(s); any suspicious activity will be brought to the homeowner's attention.

UTILITY ENTRY CODES (Public Service Entities & Commercial Vendors)

- Utility entry codes will be issued to public service entities. Examples: Law Enforcement, Fire, Ambulance, Postal, Waste Management, FedEx, and UPS (The gate is equipped with a Knoxbox which provides an additional means of access for Emergency Response vehicles, i.e. Law Enforcement, Fire, and Ambulance.)
- Homeowners wanting Utility Entry Code(s) for their Commercial Vendor(s) should make their request to the Designated Gate Contact. (Refer to "How To Make A Request for Utility Entry Codes")
- Utility Entry Codes will be assigned to Commercial Vendors to provide access on designated days and hours.
Example: Landscape Services, Pool Services, Pest Control, Water Services, etc.
- Reports monitoring code access will be reviewed periodically by the Cielo Vista HOA Board or designee(s); any suspicious activity will be brought to the attention of the public service entity or commercial vendor).

HOW TO MAKE A REQUEST FOR UTILITY ENTRY CODES

1. Make requests to the Designated Gate Contact. (See below Request Form)
2. The request must be made by email. Allow 7 business days to process a request for codes.
3. The Designated Gate Contact will assign gate codes.
4. Software input (human) error or mechanical failure are always a possibility and could result in the gate codes to not work as requested. The Board, its Agents, nor the HOA will be held responsible for damages stemming from such incidents. It is the Homeowners responsibility to have an alternate plan for such circumstances.

PHONE ENTRY

Phone entry is best for the occasional guest, delivery person, repairperson, etc. Homeowners must provide a telephone number to be programmed at the gate for their home. The gate system will dial the number provided. Homeowners will be able to open the gate remotely using their telephone. The procedure to open the gates remotely is as follows:

- The guest uses the gate directory and keypad to locate and dial the Homeowner's phone number.
- Then the Homeowner pushes [9] on their phone keypad to activate entry and buzz their guest in.



PARTIES AND SIMILAR EVENTS

Homeowners may use the Phone Entry procedure listed above to allow their guest entry into Cielo Vista. Requests to leave the gates open for a specific period of time can be made by following the instructions listed below. Requests for Open Gates will be strictly limited. Exemptions include hazardous weather, gate damage and maintenance, real estate open houses and other activities pre-approved by the Board.

It is the responsibility of the Homeowner to obtain preapproval for opening the gates before they make any verbal, written, or financial commitment for such event.

HOW TO MAKE A REQUEST FOR TEMPORARY OPEN GATES

1. Make requests to the Designated Gate Contact. (See below Request Form)
2. The request must be made by email. Allow 7 business days to process a request for open gates.
3. The Designated Gate Contact may bring Open Gate Requests to the Board.
4. Software input (human) error or mechanical failure are always a possibility and could result in the gates to not open as scheduled. The Board, its Agents, nor the HOA will be held responsible for damages stemming from such incidents. It is the Homeowners responsibility to have an alternate plan for such circumstances.

MISUSE OF CARDS, CODES OR EQUIPMENT

Owners, their guests, agents, contractors, and service personnel cannot prop or trigger the gates to an open position. The Homeowner is responsible for the cost or damages that they or their guests, agents, contractors, and service personnel may cause to the common areas, specifically to gate equipment; whether intentional or not. Codes may not be posted in a public manner such as a newspaper, websites, spam phone, data message, taped to the gate keypad or other signage, etc. Remote control devices are intended for family use only. Misuse of cards, codes, or equipment may be subject to a fine or penalty, as determined by the HOA Board.

ENFORCEMENT

The HOA Board has the authority to:

- Make the final interpretation of any provision of this policy whether stated or not stated herein.
- Collect from the Owner any fines and/or reasonable expenses, fees, or cost resulting from the remedy for any damage, action or claim caused by a Homeowner, or guest, agents, contractors and service personnel.
- Levy fines for misuse of codes or equipment.

Collections will be made in the following manner:

- A 10-day notice of intent to impose and collect a fine and/or collect for expenses, fees or costs will be sent to the Owner.
- The Owner will have 10 business days to present a written appeal to the Board.
- Notice of the Board's decision will be sent to the Homeowner within 10 business days of the Board's receipt of the appeal.
- If the appeal is denied, the Owner will be sent a statement with payment due 10 business days from statement date.
- Delinquent payments will be handled according to the associations' Cielo Vista HOA Collection Policy document available at <http://www.cielovista.net/resources.html>.



GATE REQUEST FORM For Temporary Open Gates

Homeowners can request for the gates to be temporarily open for a specific period of time. Requests for Open Gates will be strictly limited. Exemptions include hazardous weather, gate damage and maintenance, real estate open houses and other activities pre-approved by the Board. It is the responsibility of the Homeowner to obtain pre-approval for opening the gates before they make any verbal, written, or financial commitment for such event.

1. Make requests to the Designated Gate Contact Bryan Daniel at bwddynalectric@aol.com
2. The request must be made by email. Allow 7 business days to process a request for open gates.
3. The Designated Gate Contact may bring Open Gate Requests to the Board.
4. Software input (human) error or mechanical failure are always a possibility and could result in the gates to not open as scheduled. The Board, its Agents, nor the HOA will be held responsible for damages stemming from such incidents. It is the Homeowners responsibility to have an alternate plan for such circumstances

Today's Date: _____

Homeowner's Name: _____

Property Address: _____

Phone: _____

Email Address: _____

Date of party/event: _____

Time period for temporary open gates: From _____ To _____

Type/Description of Party/Event: _____



Cielo Vista Homeowners' Association
121 Tierra Del Sol
Hollister, CA 95023
eMail: admin@cielovista.net

GATE REQUEST FORM FOR UTILITY ENTRY CODES

Legitimate Commercial Vendors who hold a valid California business license will be issued a unique commercial vendor code to gain entry into the neighborhood. Most vendors' codes will not be permitted access after 7:00pm. Homeowners request Utility Entry Code(s) for their commercial vendor(s).

1. Make requests to the Designated Gate Contact. Bryan Daniel at bwddynalectric@aol.com
2. The request must be made by email. Allow 7 business days to process a request for codes.
3. The Designated Gate Contact will assign gate codes.
4. Software input (human) error or mechanical failure are always a possibility and could result in the gates codes to not work as requested. The Board, its Agents, nor the HOA will be held responsible for damages stemming from such incidents. It is the Homeowners responsibility to have an alternate plan for such circumstances.

Today's Date: _____

Homeowner's Name: _____

Phone & Email Address: _____

Physical Address: _____

Vendor Name: _____

Contact Name: _____

Contact Phone: _____

Business License Number: _____

Scheduled Service Days & Time: _____