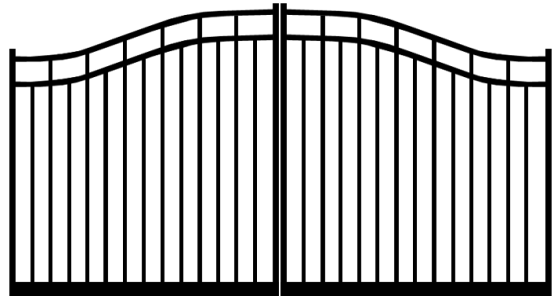# De Anza Gate Guide

Last Update: 3/7/2019

This guide was developed to provide guidance and answer questions residents may have regarding gate operations. If you have questions or there is a specific situation that is not covered in this document, please contact the Gate Committee.

General Operations:

The gate was installed to provide secure access to our community so the number of **Gate Tags** and access codes given out is limited to De Anza residents and those services that may need access on a daily/weekly basis. **Non-Resident Access Codes** will be changed on an annual basis as they may be compromised over time.

Definitions:

- **Gate Call Box**: The box residing on the left side of the entrance gate where residents can be looked up or the **Non-Resident Access Code** may be entered.
- **Non-Resident Access Code**: A 4-digit code entered on the **Gate Call Box** will open the gate immediately, used for non-residents (I.e. delivery services, maintenance, mail, etc.)
- **Resident Access Code**: A 3-digit code a visitor may type into the **Gate Call Box** that will call the resident so they may open the gate.
- **Gate Tag**: A physical tag affixed permanently to a car/motorcycle. They come in two different styles. See ELS management if you do not have one or it does not work.
- **Hanging Tag**: Plastic tag that can be hung from the mirror which is portable. Each space should have one. Contact ELS if you do not have a **Hanging Tag.**

Item/Issues	*Current Procedure*
Hours of Operation	24 hours/7 days a week
UPS Access	Have own limited (8AM-8PM) **Non-Resident Access Code**
FedEx Access	Have own limited (8AM-8PM) **Non-Resident Access Code**
US Mail Access	Have own limited (8AM-8PM) **Non-Resident Access Code**
OnTrack Access	Have own limited (8AM-8PM) **Non-Resident Access Code**
Newspaper Access	Has **Non-Resident Access Code**, no limit
Sanitation Access	Have own limited (8AM-8PM) **Non-Resident Access Code**
Emergency Police & Fire Access	Dispatch has **Non-Resident Access Code**. Fire Dep't. has a Key
De Anza residents that live in the Park	All residents should have a **Gate Tag** on each car/motorcycle they own. Simply drive up to the gate slowly and the gate will open.
Shuttle Services Access	Type in or look up **Resident Access Code** on the **Gate Call Box** to call resident for access. Resident should provide **Resident Access Code** when ordering a shuttle.
Daily/weekly/twice a month health care/lawn service/cleaning/food delivery service.	Each company may have their own **Non-Resident Access Code**. Resident should contact ELS when they start a daily/weekly service to obtain a **Non-Resident Access Code**. If the resident terminates the service, ELS <u>must be notified</u> so the **Non-Resident Access Code** can be deleted.
Monthly Service	For monthly services, the service provide should contact the resident directly via **Resident Access Code** for access to the park. No **Non-Resident Access Code**s will be given out for a monthly service.
Resident wanting access in a different car and does not have the **Hanging Tag** with them	If the Resident has their cell phone with them, they can type in their 3-digit **Resident Access Code** on the call box and their cell phone will ring. Answer the call then press "9" on your cell phone to open the gate.
Want relatives/friends to enter park easily	Type in **Resident Access Code** number or lookup on the **Gate Call Box** to call resident for access or <u>temporarily</u> give out the **Hanging Tag**.

Want to provide temporary access to someone while the resident is away	Provide **Hanging Tag** for entry. As an option, ELS management may change the residents assigned phone number at the **Gate Call Box** to the person wanting access during the resident's absence therefore calling his/her own phone. Contact ELS management to temporarily change the **Gate Call Box** phone number.
Want relatives/friends to have access code or sticker	Provide the **Hanging Tag** or type in the resident's **Resident Access Code** number at the gate call box for entry. No additional **Non-Resident Access Codes** or **Hanging Tag**s will be given out.
Who to call when gate fails or broken	Call office or answering service. They will contact Jennifer or whoever is on stand-by.
What do real estate agents do?	When a real estate agent obtains a listing in the park, that agent's telephone number will be added to the list on the **Gate Call Box** so when there is an open house, clients can be given the 3-digit **Resident Access Code** or can look up the agent's name on the call box. When the home is sold, the agent's name will be deleted.
How are resident sponsored party guests gain access	The hosting resident will be given a temporary **Non-Resident Access Code** for the party which will be cancelled after the party.
Clubhouse activity, non-party, recurring event.	The resident host will be responsible to grant access to participants.
Power Failure	Both entrance and exit gates will automatically open and remain open until power is restored or the gate is reset.

IF THE GATE DOES NOT OPEN OR APPEARS TO BE BOKEN, CALL 831-423-8660

Appendix A – How to Gate Guide

Guidance to Provide Your Visitors

A. Inform your expected visitor in advance of your 3-digit **Residence Access Code**. Upon arrival, they will enter the 3-digit code on the keypad (1) and the resident's phone will be called.

B. If they don't have the 3-digit **Residence Access Code** when they arrive, they can locate your name in the directory (2) by scrolling up or down by pressing the A or Z buttons (3) when found, press CALL (4). The resident may talk to you through the speaker (5)

What to do When A Visitor Arrives

A. When your phone caller ID says "De Anza Gate" accept the call. Then talk to the visitor through the speaker (5) to confirm if this is an expected visitor.

B. If it is the expected visitor, press "9" on your phone to open the gate.

C. If it is not an expected visitor, press "#", then hang up, DO NOT JUST HANG UP.