

Balcones Woods Common Area Security Key Access Form

These electronic keys were implemented to protect our facilities and residents. Your compliance of security key regulations is required for successful implementation of our security system.

How to use the key: There are four key readers which are 1.5 inch by 3 inches tall boxes, there is a small green or red light in the center. There is one at each of the front gates near the gate lock, two on the back wall of the restrooms for the sport courts and one next to the clubroom door. To open the front gates, place the key within two (2) inches of the small light on the reader and hold for about two seconds, the lock will click and you will be able to open the gate. If you have small children, let them pass and clear the gate area before allowing the hydraulic arm to close the gate. Do not prop gates open. To turn on the court lights, simply pass your electronic key within 2 inches of the desired court key reader. The lights will take about 15-20 minutes to warm up before the lights are fully on. Court lights cannot be turned on during the daylight hours.

1. Security keys must be used by a Balcones Woods resident. Once assigned, your security key must be used by the resident or immediate family member that lives at your residence. Loaning keys to other individuals outside your immediate family is not permitted. Violating this rule may cause your electronic key to be deactivated for a unspecified period.
2. Security keys must remain with the assigned home address. Residents selling or renting and leave Balcones Woods neighborhood must leave keys.
3. If keys are lost, they must be reported as missing so that the key can be deactivated. You will have to purchase a new key. The replacement cost is currently ten dollars.
4. Security keys may not be used by children under nine (9) years of age to access the Common area by themselves.
5. If you have guests that will be visiting from outside Balcones Woods Club, it will be up to the residents to watch for guests and open the gate for them. Opening the gate from inside the club area DOES NOT require your security key.

Balcones Woods Club, Inc is not responsible for any injury that may occur while using the Balcones Woods Commons Area.

Security key home owner printed name: _____

Street Address: _____

Phone Number: _____

E-mail Address: _____

No of keys requested _____, keys are \$10 each. You can request up to two more additional keys and requires a different family members name for each additional key.

I _____ have read and understand the rules associated with Commons Area access using electronic security keys. I also understand that my security key may be deactivated for non-compliance of rules.

Date: _____

Signature: _____

For Office Use Only (Security Key ID's): _____

Common Area Security Key Usage

How to use the key: There are five key readers which are 1.5 inch by 3 inches tall boxes, there is a small green or red light in the center. There is one at each of the front gates, two on the back wall of the restrooms for the sport courts and one next to the clubroom door. To open the front gates, place the key within one (1) inch of the small light on the reader and hold for about two seconds, the lock will click and you will be able to open the gate. If you have small children, let them pass and clear the gate area before allowing the hydraulic arm to close the gate. To turn on the court lights, simply pass your electronic key within 1 inch of the desired court key reader and the court light will be turned ON. You must use the electronic key to REACTIVATE the lights again (when the strobe light goes off). If the lights go out, it may take up to twenty minutes for them to turn back on. Court lights can not be turned on during daylight hours.

Frequently Asked Questions

- 1) **Q:** I have guests that are coming to the pool, courts or playground, how do I let them in?
A: It will be up to resident to watch for guests and open the gate for them. Opening the gate from inside the club area DOES NOT require your electronic security key. DO NOT PROP THE GATE OPEN FOR GUESTS OR LEAVE A KEY ON A STRING BY THE READER. Either of these activities by any Balcones Woods resident is cause for your electronic key to be deactivated and reported to the Board of Directors. In these cases you can lose your Common Area privileges for a unspecified period.
- 2) **Q:** Can I exit the facilities without an electronic key?
A: You may exit at any time without an electronic key, however you will need your electronic key to get back in.
- 3) **Q:** Are these electronic keys waterproof?
A: The keys are sealed, occasionally getting water on the keys should not damage them, however submersing and leaving in water could damage your key.
- 4) **Q:** Do these keys require a battery to operate?
A: No, the electronic security keys do not require a battery.
- 5) **Q:** I went up to use the pool and forgot my electronic key at my house. Do I have to go back to my house and get my key?
A: It depends. If all lifeguards are on duty; the guards cannot leave their station to open the gate for you. It would be safer for the children in the pool, for you to go home and get your key. If a lifeguard is currently NOT watching the pool and you are a Balcones Woods resident, a guard will be allowed to let you in. You may be asked to supply some form of identification with your name and address. If you continue to forget your key, the lifeguards will instruct you to go back to your home and get your key.
- 6) **Q:** Can I or my children just get into the park area without my electronic key?
A: No. Additionally only children that are nine (9) years old and older can access the park area by themselves, children under nine (9) years of age must be accompanied by a responsible person. This rule applies to the sport courts as well.
- 7) **Q:** What about Neighborhood arranged events; such as swim team events and parties, 4th of July, Easter Egg hunt, Adult Casino Night etc?
A: These are some of the special cases in which the gates will be unlocked and NOT require electronic key access.
- 8) **Q:** Is there an audit trail when I use my electronic key?
A: Your electronic key ID and access time are logged in the security system software each time your security key is used.
- 9) **Q:** Can I purchase additional keys for my children that are nine (9) years old and older?
A: Yes. Additional security keys will cost 10 dollars.
- 10) **Q:** Can I get a security key if my club dues have not been paid?
A: NO, additionally if you already have a key and your dues have not been paid, your key will be deactivated.
- 11) **Q:** How do I report a problem with my electronic key, report a lost key, or report on a security related problem at the Common Area.
A: For Security Keys and other Security System matters contact Alan Heinzke at 346-6465 or by email at security@balconeswoods.org