

# 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 black key readers which are black 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 and two on the back wall of the club house labeled Tennis Court and Basketball Court Lights. 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. If the gate is left open for two minutes, an alarm will be activated. To turn on the Court lights, simply pass your electronic key within 2 inches of the desired court key reader and then use the light switch as you did in the past to turn ON the lights. You must use the electronic key FIRST before the manual light switch will operate. Court lights can not be turned on during 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 specified period up to three months or more.
- 2) A malfunctioning key will be replaced free of charge by Balcones Woods Club.
- 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 at our cost to replace lost keys, the replacement cost is currently six 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 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.
- 6) If you have questions – For Security Keys and other Security System questions contact Alan Heinzke at 346-6465, E-mail [security@balconeswoods.org](mailto:security@balconeswoods.org).

Security key holder printed name \_\_\_\_\_

Street Address \_\_\_\_\_

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

No of keys requested, one(1) key is free, up to two more additional keys are \$ 6.00 each and requires a different family members name for each additional key \_\_\_\_\_

Security key ID's (user does not fill out) \_\_\_\_\_

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

Date \_\_\_\_\_

# Common Area Security Key Usage

**How to use the key:** There are four black key readers which are black 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 and two on the back wall of the club house labeled Tennis Court and Basketball Court Lights. 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. If the gate is left open for three minutes, an alarm will be activated. 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) after about 55 minutes. 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. There are also more detailed instructions on how to use the keys posted on signs at the entrance to the pool and Common Area.

## Frequently Asked Questions

- 1) **Q:** I have guests that are coming to the pool, courts or playscape, 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 specified period. Any activity that compromises our security system can not be allowed.
- 2) **Q:** Can I exit the facilities without an electronic key?  
**A:** You may exit at any time without an electronic key, however once the door closes behind you, it will lock and to get back in you will need your electronic key. If you have to exit for any reason, it is recommended to always take your key with you.
- 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, this particular key does not require a battery at all.
- 5) **Q:** I went up to use the pool and forgot my electronic key at my house – gee whiz, do I have to go back to my house and get my key?  
**A:** It depends. If all lifeguards are on duty, they can NOT leave their station to open the gate for you. It would be safer for the children in the pool, in this case for you to go home and get your key. If a lifeguard is currently NOT watching the pool AND if you are a valid recognized user of the pool area, a lifeguard will be allowed to let you in. If the lifeguard does NOT recognize you, you must supply your name and address for identification. Later in the season, if you 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 a record of my access time logged when I use my electronic key?  
**A:** Your electronic key ID and access time are logged in a computer every time you use your key, additionally the key reader at the front gates and court lights you used are also logged.
- 9) **Q:** Can I purchase addition keys for my children that are nine (9) years old and older?  
**A:** Yes, additional keys will cost 6 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](mailto:security@balconeswoods.org)