

COMMUNITY ACCESS

Olde Cypress (OC) Master Property Owners Association (MPOA) is responsible for managing gate access into the community. We have an unusual setup in OC since the residents are not the owners of the golf club/fitness center facilities which are owned and managed by the Stock organization. There are two gates, one for residents and one for everyone else.

Residents

When you first move into OC, you should go to the gatehouse with an ID (preferably a valid driver's license), vehicle registration and proof of residence between the hours of 9:30a-2:30p Monday-Friday to complete the new resident paperwork. At this time, you can obtain a resident gate access sticker for your vehicle(s) which will be applied by the gate attendant. So, if you need multiple vehicle resident access for permanent residents, you will need to return with the other vehicle with proper resident documentation for the gate attendant to install the window access sticker. There is a nominal fee of \$10 per vehicle.

The gate attendant will enter your information into Dwelling Live (DL). You will then receive an email invitation to open a DL account for your residence. If you have problems or need help, please Alliant Property Management (phone/email).

Dwelling Live

The community access gate is the only access control into the site and is managed by the MPOA via a third-party company. The attendants are not security guards.

Access control is through a software program called Dwelling Live (DL). Each resident controls who is allowed to enter the main gate by granting them access in DL. If your guests/service providers are not in DL, the attendant will call the number you provided in your profile and if the visitor is not in DL or if there is no answer, the visitor will be turned away. **Please sign up quickly and keep your information profile current.**

Your management of your DL account is a key contributor to our overall community security so please exercise caution when assigning a visitation status. For example, if you have a contractor or guest requiring access for a specific number of days, please assign them temporary status and indicate a specific period that you are granting access. On the other hand, you may have a cleaning service or pool service that comes once/week that you assign a permanent status. **Remember, anyone with a permanent status will be allowed access to our community indefinitely, even when they are not visiting/working for you.**

Guests

Guests are defined as anyone you have granted access to via DL. This includes service providers who you have provided guest access to. All guests must enter through the guest lane closest to gate house. They should be prepared to show identification matching the information you provided in DL. This includes residents who need to enter through the guest access gate because they are in a vehicle that has no resident access sticker, (rental car, Uber, etc.). Everyone, resident or not, must show proper identification when entering via the guest gate to be granted access.

Should the gate attendant need to leave the gate to perform community night tours or to step away for personal hygiene reasons, they will place a sign on the gatehouse door to use the remote attendant station outside the gatehouse. Push the button (**only once**) and wait for the speaker to acknowledge your request. An offsite attendant will request your destination and ID. The remote attendant has full access to your DL account as well as a camera to view your ID to confirm you have approved access. When access is confirmed, the remote attendant will open the gate. Please be patient during these occasional late-night entries and inform your guests of the process when the attendant is away.

Guests can also be granted bar code access using a printed pass or via a text on their phone. If you want to provide a paper bar code, please contact the gate attendant during the above daytime hours with the proper information and they will issue a pass for continued access.

There is a DL phone app you can download to your cell phone that will allow you to grant access and text the bar code to your guest. The bar code options are available to you and only offer your guest a slightly shorter time to get through the gatehouse guest gate.

Security

OC does not provide security for our residents. We provide access control to the community 24/7. Access control via DL is a key component of community security and it is controlled by each of our residents. OC is surrounded on the west, south and north sides by walls. However, we do have areas with no physical barriers (walls) on the east and north sides that border the preserve as well as through the golf club access to the golf course that meanders through our resident community. **If you see any alarming activity in the community, please call 911, not the gatehouse.**

The gate attendant will leave the gate in the late evening and early morning time frame to do a general check in a golf cart. **If they see anything suspicious, they will call 911.** The gate attendant, on their community tours, will also be recording streetlights not working, open garage doors, vehicles parked on the street overnight, multiple vehicles in the driveways, etc.

Remember that each of our residents are an integral part of community security. Please open your DL account quickly, keep your profile information current, and be very attentive to who and when you grant access.

