

# Welcome to the Gatehouse at Haven View Estates



Our new community gatehouse offers residents and guests both enhanced access options and upscale state-of-the-art convenience.

It combines the personal touch of polished and professional uniformed staff, state of the art technology and appropriate entry control policies to manage community gate access 24 hours a day. Each of these components has been carefully designed to enhance the prestige, security, resident convenience, increased property values and exclusive image enjoyed by the most exclusive communities.

**Gatehouse Staff** – Significant care and planning has gone into the selection and training of the gatehouse staff. This has resulted in increased visitor respect for the community, reduced traffic, slower vehicle speeds, less litter and fewer issues related to visitors who attend homeowner events. We have also received decidedly positive comments regarding staff demeanor and performance. Even so, we will continue to polish our staff through additional training and by integrating solutions to new challenges and resident suggestions into our gatehouse policies.



**Gatehouse Software** – Consistency is usually a sign of quality. So, to maintain the consistency of our new entry control policies, and to allow residents to easily set their own visitor access rules, we have installed comprehensive gatehouse management software. This provides gatehouse staff with readily available resident contact, vehicle, pet and emergency information and resident approved / denied visitor lists. It also integrates the computer with more than a dozen access control devices to automatically grant or deny gate entry according to gatehouse policy-defined and resident-specific rules that can be remotely updated from anywhere in the world.

Needless to say, this professional approach to access control both enhances the public image of our gatehouse and lends accuracy and efficiency to its staff.



**Community Web Site** – Our new community web site showcases the many varied and unique architectural styles within Haven View Estates and provides visitors with historical information, community news and listings of available properties, recommended service providers and more. In addition, its resident’s-only portal [www.myhve.com](http://www.myhve.com) gives each homeowner the ability to manage their own frequent and special event guest lists, deny and delete guests, record vehicle, pet and emergency information, and post comments, share interests and create day passes for occasional visitors. Updates can also be made via fax, phone, Skype or e-mail to gatehouse staff.

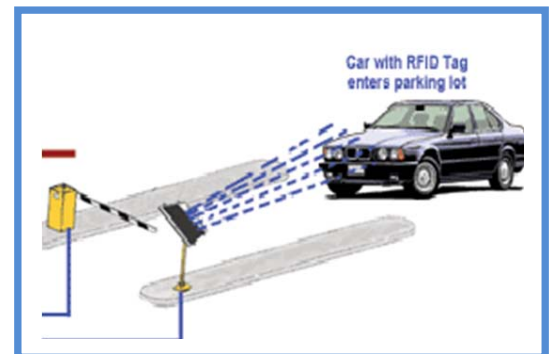
If you would like to know more about the resident web site portal, a 3-minute on-line demo can be found at <http://www.gatesure.com/demo/residents.htm>.

**No Clickers or Gate Codes** – The proliferation of clickers and / or gate codes to non-residents can easily get to out of control. So, we have installed a system that detects and reads vehicle mounted radio frequency identification (RFID) stickers that are about the thickness of a business card and roughly the size shown below.



Imbedded inside this flexible vinyl strip is a miniature transponder that never requires a battery and can be activated or deactivated through the gatehouse computer. Specially colored RFID stickers are assigned to domestic help, pool services, gardeners, etc.

As an RFID-equipped vehicle approaches a small antenna in each entry lane, its sticker effectively becomes transponder that is automatically activated and returns a unique encrypted code. If that code matches the computer’s authorized entry list, access is granted and the barrier arm for that lane opens automatically. Otherwise, gatehouse staff is alerted accordingly.

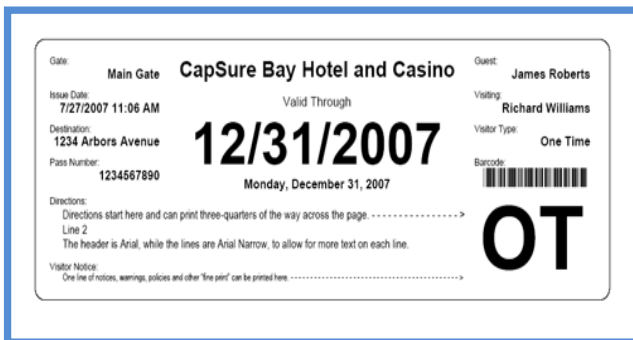


This technology has proven highly effective in toll roads world-wide, and combines secure and clicker-free community entry with the convenience of a small decal.

**High Speed Barrier Arms** – In addition to sliding gates, we have deployed fast acting barrier arms in each of the three entry lanes and two exit lanes. They work in concert with our gatehouse software and RFID, barcode, keypad and manual actuators to restrict entrance to just one vehicle at a time and eliminate tailgating and exit gate crashing while speeding the traffic flow of authorized vehicles.



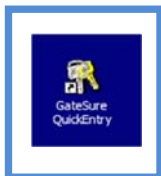
**Barcode Day Pass System** – This is an important feature that is part of our gatehouse management software. It allows residents to phone guest and special event information to the gatehouse at (909) 758-0390, fax it to (909) 758-0391, Skype to [myhve1](https://www.skype.com/en/contacts/myhve1), e-mail it to [gatehouse@myhve.com](mailto:gatehouse@myhve.com) or create passes via their password-secured community web site portal at [www.myhve.com](http://www.myhve.com). Each of these processes results in a PDF of the pass being sent to the resident’s personal e-mail address or being printed directly to the gatehouse printer for guest pickup. Each such pass has a start date and end date / time.



Scanners are located at both the north and south gates. To enter, visitors simply swipe their bar coded pass through the scanner. Cameras then record their license plate and open the barrier arm.



Contractors with day passes are exclusively directed to the north gate. Passes can be set to a single entry or unlimited entries within their valid dates / times. This means that, if you have an event, you can e-mail your guests a pass or cut and paste the pass barcode into your invitation. Then, during the dates / times over which it is valid, your guests can enter through our access controls hassle-free.



**A Guest List Shortcut** – Residents can download a desktop guest list shortcut to their computer. If selected, a pop-up allows users to quickly add names to their guest list and set limits on the number and / or date(s) and time(s) of authorized entry.

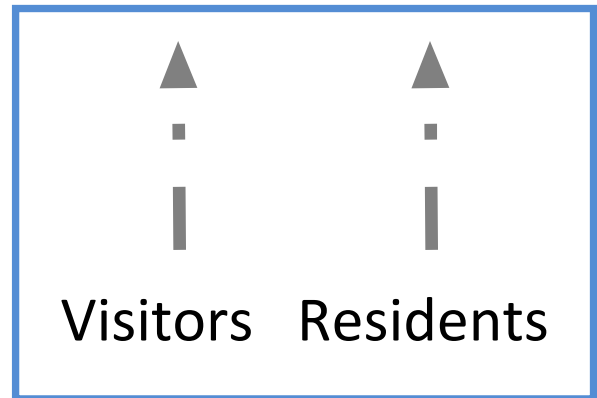
**Direct Skype Access** – Residents who have Skype can communicate guest and other information to gatehouse staff via internet video phone by calling [myhve1](https://www.skype.com/en/contacts/myhve1) from anywhere in the world. And, best off all, it’s free.





**IP-Based High-Resolution Cameras** – We have installed a network of vandal-resistant next-generation internet protocol-based cameras in all entry and exit lanes. They capture crisp 5 megapixel pictures that include the license plate number and driver of all vehicles. These and other images are stored on a high-capacity network video recorder (NVR) and saved in non-erasable DVD archives. This provides a log that connects all forms of gate entry with associated vehicles and drivers.

**Two-Lane South Gate Entry** – Our south entry provides two extra-wide lanes. The resident’s lane is equipped with an RFID reader. The Visitor’s lane has an RFID reader that provides a secondary entry point for residents and a day pass barcode reader for visitors. It also includes a community call directory that gives visitors the ability to automatically contact residents and request entry.



If the resident presses 9 on their phone, access is granted. If they press 5, access is denied and the message “The resident you have called does not answer or is not currently accepting guests. Please return later” is played.

The north gate offers a single entry lane. In addition to remote gatehouse control, IP-based intercom and high resolution cameras, its barrier arm and sliding entry gate are controlled by both an RFID reader and a day pass barcode reader.

Since the gatehouse first began operation in mid-2008, it has demonstrated its ability to improve gate access control and community safety. Moving forward, technology and evolving gatehouse policies will significantly raise the bar in terms of community prestige and exclusivity. While our systems will no-doubt be refined and improved upon many times, our residents and visitors now enjoy benefits that are normally only afforded to exclusive high end communities and posh country clubs.