

Questions and Answers

Will there still be Rovers patrolling the community?

- Yes! There are no changes to the Rovers, the PSCO Sheriffs agreement, or any other controlled access policies.
- The ONLY difference is the information currently collected by an in-person guard will be collected by a virtual guard via the kiosks.

What if a visitor or resident has issues utilizing the kiosk?

- The Kiosk is a two-button system that is VERY easy to operate; however, in the event there is an issue, there is also a call button with 24/7 monitoring by a customer care specialist who will assist the driver from the Kiosk.

Other Envera communities require a Driver's License for access - Will that be required?

- No, we have opted for the more efficient design that carries forward our current access policy.

How will RFID tags be distributed to Residents?

- That is a big task, and we may need your help! We are currently considering options for the most efficient distribution method and will proactively communicate the plan of action to you prior to the Residents.

Why are we making this change? What's wrong with the current system?

- We have witnessed a growing need to advance technology. Modernizing the system will include advanced vehicle video surveillance, access control, and data analytics. It will also provide a long-term cost savings as it reduces the need for additional personnel and resources.

What if there is damage to a barrier arm or metal gate (if installed)?

- When notified by gate strike alarm, an Envera team can retrieve the video & tag to provide to community.
- If gate damage is observed, a designated community representative will be contacted, and the appropriate gate company will be notified for repairs.

How do UPS, FedEx, Amazon and other community vendors gain entry into the community?

- Envera has been provided with a list of community approved vendors for the common areas. They will be admitted into the community with no issue.

How do emergency vehicles gain access into the community?

- We determine the required emergency device(s) with the state and county and if not already installed, we will install or coordinate with the community to have the device(s) installed. We schedule inspections to ensure proper operation of the device(s) prior to system activation.

What if there is loss of power to the barrier arms?

- Per Fire Code, the barrier arms will fail open.

What happens in the event of a hurricane?

- The gate arms will be put in the open position when an evacuation order has been given by the County or State, and will remain open until the emergency passes.