

CAROLINA TRACE ASSOCIATION

June 29, 2026

Dear Carolina Trace Residents,

July 1 marks the official transition to St. Moritz Security Services, Inc. (SMSSI) as the provider managing access control services for the Carolina Trace community. **If you need to reach the gatehouse for any non-emergency issue, please make sure you ONLY this email address CarolinaTraceMainGate@smssi.com.**

As part of this transition, please review the following important policies and procedures.

Access Control Reminders

100% ID Verification

All drivers entering Carolina Trace through the visitor lane must present a valid government-issued Driver License to enter the community.

E-Sticker is Quicker

Residents are strongly encouraged to purchase an e-sticker that is affixed to the windshield of your vehicle (\$25 per sticker) which provides more convenient access through the gates at all three entrances.

If you do not have an e-sticker, they are available for purchase Monday through Friday, from 8:00 a.m. to 4:00 p.m. at the gatehouse located at 51 Traceway South. Please download and complete the application available on the CTA website (<https://www.carolinatrace.org/p/CTA-Security-Safety-Info>) and bring it to the gatehouse along with the required documentation and appropriate vehicle. This schedule is subject to change, so please check the CTA website or call the gatehouse at 919.499.2339 to confirm the days/hours. Gatehouse staff must affix the e-sticker to the appropriate vehicle's windshield.

Lane Usage

- The main gate's right lane, as well as both entrance lanes located off Cox Mill Road, **are designated for e-sticker holders only**. Tailgating or unauthorized entry is prohibited and may be considered trespassing.
- ALL vehicles towing trailers, even those bearing an e-sticker, must use the visitor lane located at the main (NC-87) entrance to avoid damage to the unmanned entry gates.
- ALL commercial vehicles must use the visitor lane located at the main (NC-87) entrance.

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Gate Sentry Provides Easy Access for Guests

Since 2024, the Gate Sentry application has been available and is the preferred method for CT residents to authorize access for all guests. If you are not using Gate Sentry, please reach out to the CT gatehouse administrator Tonja Austin at gatehouseops@carolinatrace.org to set up your free account.

The Role of the Gate Staff

Please remember that the gate staff are responsible for implementing the policies and procedures established by the CTA Board. Their role is to apply these procedures consistently and fairly for all residents and visitors.

We respectfully ask that residents and guests treat gate personnel with courtesy and professionalism. While some procedures may occasionally create minor delays, they are designed to support efficient operations, maintain controlled access to the community, and preserve the character of Carolina Trace as a gated community.

Your cooperation, patience, and support allow the staff to perform their duties effectively and contribute to a positive experience for everyone entering and leaving Carolina Trace.

Thank you for your cooperation as we work together to maintain an orderly, welcoming, and well-managed community.

Sincerely,

Jeff Wennberg, President
Board of Directors
Carolina Trace Association