

SKHOA FRONT GATE STANDARD OPERATING PROCEDURE

Purpose:

This SOP is designed to guide the Board and residents of Stirrup Key on the procedures for issuing RFID stickers for gate access and using the myQ Community app for temporary passes. The goal is to ensure a secure, efficient, and fair system for access control within the community.

Scope:

This procedure applies to all residents, family members, service providers, and other individuals requiring access to the community through the gate system managed via the myQ Community app.

Procedure:

1. Each owner will receive one myQCommunity app access. The app license requires an individual email for each owner.
2. RFID Sticker Issuance to Residents:
 - Eligibility: Only homeowners or approved lessees with a valid and current lease agreement are eligible for RFID stickers.
 - Documentation: Residents must submit a copy of the vehicle registration showing the tag number to prove vehicle ownership. Additional information might be required depending on the vehicle ownership type.
 - Request Process: Submit a request through the designated form available online. Include all required documents.
 - Issuance: Upon verification, two RFID stickers will be issued per household or Lot. Additional stickers for **homeowner-owned vehicles** can be requested following the same process.
3. Extended Eligibility for Family Members:
 - Conditions: Immediate family members assisting with childcare, eldercare, or other caregiving roles may be eligible for an RFID sticker.
 - Approval Process: Submit a formal written request to the HOA including documentation proving the regularity and necessity of visits.
 - Board Approval: A majority vote by the Board is required for approval.
4. Temporary or Special Case Issuance:
 - Eligibility: Non-residents such as healthcare providers or consistent service workers who require regular access.

- Request Process: Submit a formal written request to the HOA detailing the need for RFID access.
- Board Approval: A majority vote by the Board is required.

5. Using the myQ Community App for Temporary Passes:

- Login Information: Residents will receive login credentials upon registration of email addresses with the HOA. Each homeowner must have a unique email address to use the myQcommunity app.
- Issuing Passes: Homeowners may issue one-time delivery passes, 30-day temporary passes, and 90-day recurring passes to visitors through the app. These passes are digital and can be managed directly from the homeowner's account.
- Monitoring Access: Residents can monitor gate access via the app, receive notifications, and view access logs for security purposes.
- Visitors may also press "phone lookup" on the box at the gate and the gate will dial the phone number on record with the HOA. After receiving the call from the gate, the homeowner presses "9" to open the gate.

6. Compliance and Monitoring:

- Compliance: All residents and users must comply with the RFID and temporary pass policies. Non-compliance may result in the revocation of access privileges.
- Audits: The HOA will conduct periodic audits of RFID usage and app access logs to ensure compliance with community security policies.

7. Amendments and Updates:

- The Board reserves the right to amend these procedures as necessary. Residents will be notified of any changes through official community communication channels.

Support and Assistance:

Please visit the SKHOA website for RFID request forms [Here](#): (insert web address)

For assistance with RFID requests, the myQCommunity app, or any other access control issues, please call or text gate volunteer Chuck Smith at 704-839-9422.

Effective Date:

This procedure is effective as of 5-18-2024, as approved by the Board of Directors of Stirrup Key Homeowners Association.