July 11th, 2016

Dear Residents of Riverwood Farm,

During the month of June, both the entrance and exit gates in the Estate section of our neighborhood have been open 24/7 due to a failed internal operating system.   As noted at our June Board meeting, the internal operating system of the Estate gate and to a lesser extent the Cottage Gates and Townes Gates have failed or will fail soon.

The Estate gate's main issue revolved around its inability to receive an updated file transfer of new phone numbers, deleted phone numbers, new codes, deleted codes, and updated clicker codes. In most instances, downloading a weekly file became problematic and unresponsive.

Per both our current gate vendor and property manager, the file download would typically take over 3 hours and the download would scramble the gate entry box display and in some cases truncate or stop in the middle of download.   The upshot of this was the inability to open the gates. In fact the last unsuccessful download to the Estate Gates resulted in only half the records successfully downloading and subsequently only half the neighborhood's clickers and codes would work.

On June 29, 2016, the board met and made the decision to replace the malfunctioning gate entry keypads, the internal software, and internal hardware at each of our three gate entrances.

In an effort to maintain existing features and to increase security in the neighborhood, four options will be offered to RWF residents to enter through any of our three entrances. These options are:

1. RFID Tags that can be placed on your vehicle's windshield or headlights (see examples below),
2. A Clicker similar to the one you use today,
3. A keypad with a directory that will allow visitors to call up to three different phone numbers (land line or cellular) assigned to your family so that a family member can buzz in a guest at the gate, and
4. A 4 digit code

Despite efforts to keep our existing clickers operable, the new system will not support your legacy gate entrance clicker; therefore, they will become obsolete and no longer work with the new system.

However, due to a sound neighborhood capital reserve position, the neighborhood HOA will provide each homeowner two (2) RFID Vehicle Tags. These RFID tags can be placed on the front of your vehicle (typically on your

vehicles windshield or front headlight) or on a plastic card that you can hold up when you enter the neighborhood.   The cost of additional RFID Tags will be $15.00 per tag.

Clickers; however, will be available at a cost of $40.00 to any resident interested in purchasing one.

The contractor has informed us that it could take up to 6 to 8 weeks to source all of the equipment and wrap up installation so for the time being, the Estate Gate will be left in the open position as the internal software is no longer operable.

Once the new system is installed we will be able to open the exit gates at each entrance from 6am to 9am and similarly we could open entrance gates in the evening from 5pm to 7pm. Furthermore, as part of the upgrade, we are going to have additional safety sensor loops added to help avoid accidental gate closures on vehicles.

Sincerely,

Riverwood Farm HOA