

The Reserve at Pinewood Lakes

Homeowners Association

NWC Office: 208 518-1131
Samantha Ruby info@nwcommunities.net

SECURITY ENTRY GATE INSTRUCTIONS

Guest Communication - Your name and telephone number will be programmed by NWC into the main telephone entry system. Your guest will scroll to your name and press the call button, this will cause the system to place a call to your phone, at which time you can:

Grant or Deny Access - Once you have answered the phone call and have identified your guest, you have the choice to either grant or deny access.

- To grant access to your guest, simply press "9" on your touch tone phone. The entry system will respond with a confirmation tone indicating that the gate is opening and will automatically disconnect itself.
- To deny access simply press the # key or hang up the phone.

Call Waiting - If you are on the phone when a guest tries to contact you from the gate, they will hear a busy signal and will have to wait for you to end your call before they can contact you. To eliminate this problem, you can order call waiting from your telephone provider.

Access Code - The system administrator, Samantha Ruby, will advise you as to the four-digit access code assigned to your property. To use the access code at the gate entry kiosk, FIRST PRESS THE "#" KEY, then enter the four-digit code.

Gate Open Request - Parties-Open Houses - Parties do not require a request for the gates to be open, you provide guests with your gate code. If you would like to have the gates open for an open house, you can request a specific day and time by e-mailing the Open Gate request form to Samantha Ruby at NWC info@nwcommunities.net or call 208-518-1131. ***Plan ahead at least 5 business days for the request to be honored.*** Make sure to identify yourself as a Reserve at Pinewood Lakes property owner.

Gate Remotes - Additional and/or replacement remotes are \$35.00/each. Remotes may be easily damaged by jostling, dropping or sun exposure. Please keep them stored out of the sun in a safe place. The HOA is not responsible for lost, stolen or damaged remotes. New remotes may be purchased from the management company. Note: many cars have a built-in capability to be programmed to open the gates.