

Decoding the Gate Codes

Our new pedestrian gate on the lake walk near Del Paso Road failed shortly after it was installed when the door handle to the gate broke or fell off.

It can be frustrating when you think you're doing everything right but the auto or pedestrian gates won't open – *we've all been there*.

Here are some pointers on how to use both kinds of gates.

AUTO GATES – How-to for RESIDENTS

For most **residents**, the easiest way to open any of the closed auto gates from Hovnanian Drive is to press the correct button on your gate opener. We use a two-button gate opener. One button opens the Tracian Sea/Hovnanian auto gate. The other button opens each of the Red Sea and Suez Canal gates off Hovnanian Dr. Test both buttons to see which one opens your gate. If you're having problems with your gate opener, take it to the Lodge for help from the management staff.

When you move in to Four Seasons, you'll want to create your own, personal 4-digit auto gate code. Give this code to management, along with your preferred phone number (landline or mobile), and they'll get it entered into the auto gate entry system.

Once your code is registered, if you don't have the gate opener with you or the opener is not working, simply enter # plus your code (example: #1234) into the gate entry system at the gate kiosk to open the auto gate.

AUTO GATES – How-to for GUESTS

Each gate kiosk contains an electronic directory of last names. Instruct your guests or contractors to scroll through the directory to locate your LAST name and push the "CALL" button after locating your name. That will make the telephone ring either in your home or on your mobile phone, depending which number you gave to management. When you answer and confirm who is calling you from the entry gates, press 9 and hang up the phone. A tone will be sent to the gate system and the auto gate will open.

A Note About Using the Electronic Directory: When you push **A**, the directory goes to the middle of the alphabet and you have to continue pushing **A** to go back up through the directory to find the owner you are looking for with last name of A to K. It's the same if you push **Z**. The directory takes you to K or L and you have to continue pushing **Z** to reach those last names that begin with L to Z.

You have the option to be visible or to hide your name and not be visible in the gate entry system directory. If you choose not to be visible, your guests and delivery people will not be able to find your last name in the directory.

This Just In ... GREAT News: The gate system assigns a different 3-digit directory code to every last name listed in the directory. (Only one name per lot.) If you would like that 3-digit number, simply call or email Management and they will be happy to provide it to you.

1. Your visitors will need to push those three numbers when they arrive at the call box, using the call box keypad.
2. The call box will dial the telephone number listed in our gate system to reach you. (The telephone number is *not* be visible to the visitor)
3. After you confirm who's at the gate to visit you, push 9 on your phone and it will send a signal to the gate to open.

Give the 3-digit gate system directory code to your visitors.

Keep the personal 4-digit gate code you created for your own use.

PEDESTRIAN GATES ON EACH SIDE OF THE AUTO GATES

There is a pedestrian gate on each side of the three **auto gate entrances**. To unlock the gate from inside the community, simply press the green button you see on the left before you reach the gate. To enter the community from Hovnanian Dr., you will need to key in a code. The entry code for these gates is: **15382**.

Troubleshooting Tips

- Each time a number is pressed on one of the keypads at the six pedestrian gates on Hovnanian Dr., a faint tone sounds, like a telephone dial tone. If you don't hear the tone and the gate won't unlock, try keying in the code again a couple of times, making sure you hear the tone after pressing each number. If one key is sticking, press a *little* bit harder. If all else fails, walk over to the pedestrian gate keypad on the other side of the street to gain access, and contact the manager later to let her know the keypad needs repair.
- *Did you know?* When it's windy, these pedestrian gates often fail to close all the way after you walk through. If you notice this happening, please close the gate and hold it in place until you feel the locking magnet "grab" it. There is a time delay after cars drive through, and although it feels like it's taking all day, it's shorter than a minute. Thank you for helping keep all the gates closed.

PEDESTRIAN GATE ON IZMIR

The entry code for the **Izmir gate** on the lake walk is: **153**. No code is required to leave the community. The code is required to enter the community. When keying in the code, you may hear a faint tone each time you press a number. You may also notice tiny red and green buttons. The red button is lit when the gate is locked and while keying in the code; the green button lights up when the code has been successfully entered and the gate is unlocked.

PEDESTRIAN GATES AT DEL PASO ROAD

The entry code for the ***pedestrian gates at Del Paso Road***, both the original gate closest to the road and the new gate where the lake path meets the walkway to/from Suez Canal, is: **153**.

To open these gates, you will need to key in the code whether you are entering or leaving the community.

Frequently Asked Questions

Why are the pedestrian gate codes different? They were installed at different times, by different entities (developer, HOA) and use different key pads as a result. The codes are as similar as they can be, under the circumstances, given that some locks require longer codes than others.

Troubleshooting Tips

- Sometimes on summer afternoons when the hot sun has been beating down on the Del Paso Road keypad all day (on the side closest to the road), the keypad will not work until it cools down. Period.
- If you approach the Del Paso Road gate, on either side, and the number 4 won't press down any further, don't fret. Simply press the rest of the code, the 2 and the 5, and it should unlock. After you go through the gate to Del Paso Road, please pull the gate closed, then move the handle up and down to clear the code.
- The newest gate at the Suez Canal walkway might require you to press "C" first (think: "Clear Code"), then the numbers 153.

Why was the second gate installed at Suez Canal Lane and the lake walk?

The new gate was installed by K.Hovnanian Homes because the land between the two gates belongs to the City of Sacramento. As such, the City, not the HOA, is responsible for maintaining the land.

This gate issue has been on the agenda of every Board Meeting since at least May 2018; the gate was finally installed in June 2019.

Board meeting agendas are emailed in advance to every household with an Internet connection. The agendas are also available for viewing on our website, fourseasonswestshore.com. The minutes of every Board meeting, as well as Manager's Reports, are also archived on the website, as shown here:



This may seem like a lot of information to open a few gates! I've tried to cover every angle, making it less confusing for everyone living here.

Every attempt has been made to make this guide as accurate as possible. If you discover something isn't right about the gate codes, please inform the HOA staff directly so they can verify and correct the information. Thank you.

If you have any questions about the gate operations or Board meetings, please contact our General Manager, Brian Barrow at brian.barrow@fsresidential.com or 916-419-4300.