



ENTRY GATE FREQUENTLY ASKED QUESTIONS

ENTRY GATE & CALL BOX QUESTIONS

Q: Why is the gate open during the day?

A: When Westwood Village was built the Sherman's deeded Ash Grove House to Fairfax County. Ashgrove House sits to the rear of the property and is managed by Fairfax County Park Authority. Ashgrove House Lane has a public easement on it. As such entry and exit to the property is governed by Fairfax County Park rules which state that there is access from dawn to dusk daily. To accommodate this, we are required to leave the gate open during park hours.

Q: When does the gate close?

A: The gate is open from 6:00AM to 9:00PM daily.

Q: How long does it take the gate to open?

A: The gate takes an estimated 15 seconds to fully open.

Q: Do I need to be on Westwood Village's property to let someone in?

A: No. If the number being called is a cell number, you can be anywhere in the world that your cell phone has service. By pressing 9 on your phone the gate will open for your guest.

Q: Can the call system take long distance phone numbers?

A: Yes, the call box system can handle long distance numbers.

Q: When the call box calls me will I be able to recognize the phone number?

A: Yes. The call box will have its own phone number, so you will be able to recognize the number when it is calling you.

Q: How does a visitor gain entry when the gate is closed?

A: The visitor pulls up to the call box and searches for your last name. There will be a four-digit code next to your name. They will then dial these four digits on the keypad which will in turn call the number you have associated with that listing. There is a speaker box at the call box they can talk into letting you know who is there. If you want to let them in, you will push nine on your phone keypad. When you push nine on your phone this will activate the entry gate to open.

Q: How do I open the gate when I enter the property?

A: If you are a resident of Westwood Village depending on the type of fob you own you will do the following:

1. Mango key fob: Swipe the fob over the card reader located on the call box. The entry gate will open.
2. Monarch key fob: As soon as you are within 10-15 feet of the gate press the button on your fob and the entry gate will open. There is no need to take the fob off your key chain.
3. Stingray visor transmitter: As soon as you are within 10-15 feet of the gate press the button on your transmitter and the entry gate will open.

Q: Do I need to use my fob to exit?

A: There is no need to use a fob or transmitter to exit. There are loops in the asphalt that will open the gate once it recognizes a car on top of it.

Q: What will happen to the gate if there is a power outage?

A: Once the power goes out the gate will automatically remain open. Once the power is back the gate will recognize this and re-activate itself.

Q: What will happen to the gate if there is snow or ice on the ground?

A: The gate will manually be set to stay open until the roads improve.

Q: Who do I contact with questions about the gate?

A: If you have a question about the workings of the gate you need to contact your management company. If you have lost your fob or transmitter, you are to contact the HOA management company.

Residents of the HOA (townhomes) are to contact Belinda Jones at Gates Hudson Community Management. Belinda's email is bjones@ghacm.com and her number is 703-752-8300.

Residents of the UOA (condominiums) are to contact Peyton Harris at Capital Management Corporation. Peyton's email is peyton@capitolmanagementcorp.net, and his number is 703-934-5200.

Q: Who do I contact in an emergency?

A: If anyone is hurt, please call 911 immediately. If there is damage to the gate, please call GHA Community Management at 703-752-8300. If you contact GHA outside of normal business hours a message will play providing the phone number for GHA's 24 hour, after hours call.

Q: If the gate doesn't open when I use my fob what do I do?

A: If your fob is of the age where it may need a new battery please replace the battery prior to contacting the HOA Management Company for help. The number is 703-752-8300.

Q: If the gate doesn't open and the fob is new who do I contact?

A: Contact the HOA (townhomes) Management Company for assistance. The number is 703-752-8300.

Q: Who do I contact if the number in the call box doesn't work?

A: Contact the HOA (townhomes) Management Company for assistance. The number is 703-752-8300.

Q: Can I have two numbers put into the system so that there is a back-up number if I am not available?

A: Yes. You can enter up to two numbers. For example, an entry may read:

Wilson, M – Phone 1

Wilson, M – Phone 2

Q: Can multiple people at an address be added to the call box?

A: Yes, multiple people can be added to the call box.

Q: Why do I need to complete an Entry Gate Call Box Change Form when the Management Company has my information?

A: To make sure we capture everyone we are requesting that residents complete the Entry Gate Call Box Change Form.

Q: If I rent a property in Westwood Village why do I need to provide the first page of my current lease to be able to get a fob?

A: There are a large percentage of rental properties in Westwood Village, and this will enable the Association's to make sure the person registering for the gate and fob lives in Westwood Village.

Q: How do emergency vehicles get onto the property?

A: Per Fairfax County law communities are required to install Knox boxes for the fire department to gain access. Fairfax County police do not use Knox boxes however Fairfax County police have been provided an access number to gain entry to our property. The local Firehouse has been provided fobs to enter the community.

Q: How will everyday service providers like Fed-Ex, UPS gain access if the gate is closed?

A: For the most part these service providers won't have any issues entering the property due to the hours the gate will be open.

Q: If I need to change my number associated with the call box what do I do?

A: Please complete an Entry Gate Call Box Change Form and submit it to the HOA (townhome) Management Company. Changes will be made within 24 hours. The 24 hours excludes weekends. This form is located on your respective Management Companies website. Please fax the form to 703-876-9594 or e-mail to Belinda Jones at bjones@ghacm.com. The form can also be mailed to Gates Hudson, 3020 Hamaker Court, Suite 300, Fairfax, VA 22031.

If I see someone damage the gate, what should I do?

A: Please do not confront the person if you feel any danger. It would be helpful to take down the date, time, license plate, car make, color and model. If you can take a photograph of the damage that would also be helpful. Call GHA Community Management immediately to report the damage. The number is 703-752-8300. Anyone that damages the gate will be held responsible.

FOB QUESTIONS

Q: What are the different kinds of fobs I can get and how do they work?

A: There are three different fobs you can get.

Mango – Card reader option. You must swipe the fob in front of the card reader to open the gate.

Monarch – Key fob option that will open the gate by pressing on the button. You do not have to take the fob off your key ring.

Stingray – This is the transmitter that clips to your visor. You can open the gate by pressing on the button.

Q: How many fobs can I get?

A: You can get three fobs. If you require more than three fobs, please contact Belinda Jones at bjones@ghacm.com.

Q: What battery does the Stingray transmitter take?

A: The Stingray transmitter takes 1 alkaline battery 12V type 23A.

Q: What battery does the Monarch fob for the key chain take?

A: The Monarch fob takes 2 3V lithium batteries CR 2016.

Q: What battery does the Mango fob take?

A: The Mango fob doesn't take a battery.

Q: What is the battery life on the Monarch key fob?

A: The battery on for the Monarch fob should last between 18-24 months.

Q: What is the battery life on the Stingray transmitter?

A: The battery on the Stingray transmitter should last between 12-18 months.

Q: What do I do with the fobs if I move?

A: Fobs are to be handed down to the next renter or owner. If the fobs are not handed down the new owners/renters will need to buy replacement fobs and the old fobs will be deactivated.

Q: I received fobs from the previous homeowner or tenant. Do I need to do anything?

A: If you are the recipient of a handed down fob you are required to complete an Entry Gate Call Box Change Form with your information within 14 days of moving in. Fobs discovered not matching the data submitted can be subject to de-activation.

Q: What happens if the fob doesn't work when I first use it?

A: Contact the HOA (townhome) Management Company. If the fob is found defective, you will be provided a replacement fob at no charge. The number is 703-752-8300.

Q: What if I don't like the style of fob I received and want another?

A: The fobs are not returnable. You can buy another one however the one you don't like will be deactivated.

REPLACEMENT FOB QUESTIONS

Q: How do I get a new fob if I lose mine?

A: You will need to complete a Fob Order Form and submit it to the HOA (townhome) Management Company. Forms are available on each Association's website.

Townhomes: westwoodvillageintysons.com

Condos: westwoodvillageuoa.com

Q: Where do I send the form and the payment for a lost fob?

A: You can send the form and payment to the HOA Management Company, or you can go there in person. Note that if you are not the homeowner of record you will need to provide a copy of the first page of your current lease. You can email your form to Belinda Jones at bjones@ghacm.com, fax it to 703-876-9594, or mail it to Gates Hudson Community Management, 3020 Hamaker Court, Suite 300, Fairfax, VA 22031.

Q: What is the replacement cost for a lost fob?

A: The replacement cost for all fobs is \$100.00.

Q: Why is the replacement cost for a lost fob more than the initial cost I paid?

A: A certain number of Mango fobs were included as part of the gate proposal while the upgraded fobs had to be purchased by the Association. The upgraded fobs were offered at a discounted rate for the initial orders only. The replacement fee is a pass-through cost to the purchaser to cover the additional costs to the Association's.

Q: What are my payment options for a replacement fob?

A: Payment is by check or money order only. Please make these out to The Townhomes at Westwood Village Owners Association.

Q: How long will it take to get a replacement fob?

A: Once GHA has received your fob replacement paperwork the fobs can be picked up immediately. GHA Community Management is located at 3020 Hamaker Ct., Suite 300, Fairfax, VA 22031. Please contact Belinda Jones at GHA Community Management prior to going to make sure there is someone there to help you. Belinda's contact info is bjones@ghacm.com and her phone number is 703-752-8300. We request that new fobs are picked up at GHA. If you choose to have them mailed and they are lost in the mail you will need to buy a second one.

Q: What if I lose my fob and no longer need to replace it. Should I tell anyone?

A: Please contact GHA Community Management at 703-752-8300.

Q: What happens if I find my lost fob?

A: Your old fob has been deactivated and is of no use.

Q: What if I lose a fob and have one that was previously deactivated. Can this one be re-activated?

A: Yes, this one can be re-activated and the newly lost one will be de-activated.