



## Update on Main Entrance Gate Operations

August 30, 2024

Dear Homeowner(s),

First off, we would like to start by saying thank you for your patience during the construction process of the guard house, and the transition period we have endured to get everyone's toll tag information into the system. We would like to provide a current update to all homeowners to ensure everyone is in the loop of our day-to-day gate operations and processes, including but not limited to onsite guard hours, security services provided, party protocols, and future entrance plans. Please read below to obtain important information.

As a reminder, the guard is **onsite weekdays 7pm-7am, and 24 hours on the weekends**. The white kiosk will only connect to a live monitor when a guard is **NOT** present at the guard house (**weekdays 7am-7pm**). When a guard is present, there is only one guard; therefore, if you cannot see a guard inside during the hours the guard is there, please be aware that he/she could be using the restroom, in the kitchen, or simply cannot be seen behind the computer screens. Please be sure guests pull all the way up to the barrier arms to ensure that the guard sees someone is attempting to gain access to the community. For those that live on the west side of the community, the **construction gate will be accessible from 7am-7pm on weekdays, and 9am-6pm on Saturdays**, if you choose to regularly use that entrance. We are looking at potentially closing the construction gate permanently beginning 2025.

The Board recently had a meeting with the Security company to discuss current and future security operations. We concluded that the current processes were not sufficient in providing effective security. Effective immediately, the guards will follow standard operating procedures that require guests to go through an extensive screening process to be admitted into the community if they are not on your GateHouse Solutions guest list. The guards will be asking for ID's if you are a guest, your toll tag does not work, or you have not yet provided your toll tag information to us. For those waiting to receive headlight tags, we are working on getting those to you as soon as possible. Additionally, our gate vendor adjusted the toll tag reader to a position that should give the reader a better chance of recognizing the toll tag or headlight tag. **Please be sure you have entered all guests into your portal app and provided accurate toll tag information to Essex. You may do so by emailing [access@essexhoa.com](mailto:access@essexhoa.com) or [ryan@essexhoa.com](mailto:ryan@essexhoa.com).**

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For those that are not aware, high end / newer vehicles have windshields that contain higher metal and UV blocking content, which (in most cases) prohibit the reader from recognizing the toll tag. In addition, NTTA recently issued new toll tags that are significantly smaller than the DFW and DNT toll tags. If you feel like this applies to you, please contact us to issue you a headlight tag. This issue is not only concurrent with Granada, but all communities in North Texas. To properly mitigate scenarios as such, the Board has decided that the HOA will be issuing two complimentary headlight tags, **if necessary**. This applies to anyone whose NTTA tag does not register, or the metal content in the windshield prohibits the reader from recognizing the tag. **If your toll tag is working, then no further action is required.** Email the addresses provided above to request a tag.

Separate from resident entry, the protocol to host a party at your residence must be followed to ensure easy access for your guests. First, please provide sufficient notice to your neighbors if you are going to have 10+ cars lined up on your street. Next, please provide a list of your guests to the guards and / or Essex, and we will distribute appropriately. If a guest is not on the guest list for this party, they **WILL BE** turned away from entering the community. It is imperative that you provide a list of guests to us, so your guest is not turned away; especially as we are implementing a stricter entry process.

Finally, there are plans to demo the main entrance wall, and construct a new wall that matches the guard house. In doing so, the main entrance will reflect the quality of homes in Granada. Additionally, we have a half a million-landscaping estimate to install new landscaping up Granada Trail from Solana, and around the main turn circle. We understand that the cul-de-sacs on the north side of Barcelona Ct. and Seville Cove have not yet been completed. These turn circles will have landscaping installed once construction on each respective street has concluded.

If you have any questions, please do not hesitate to email Ryan Corcoran at [ryan@essexhoa.com](mailto:ryan@essexhoa.com). We appreciate your patience, and interest in making Granada a beautiful place to live.

Sincerely,

Essex Association Management L.P., Managing Agent,

On behalf of Granada Residential Community, Inc. and its Board of Directors

Cc: Association File

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