

## Center Pointe Pool Fob Frequently Asked Questions (FAQs)

### **What is changing?**

Key access to the Center Pointe Community Association Pool is being replaced by a fob system. A fob will be used to electronically unlock the pool gate by placing it next to the sensor during operational hours.

### **Why did the CPV Board make this change?**

An electronic fob entry system allows access control and property protection. Fobs may not be copied; keys can be duplicated and passed to non-residents and used by people after moving out of Center Pointe. Fobs also allow entry denial.

### **What is a FOB? How does it work?**

A fob is a small plastic disc that can be attached to a keychain, that contains a unique ID. When you swipe the fob at the entry door sensor, if you are an approved user, the door unlocks and you walk in.

### **How do I enter CPV Pool?**

Fobs are required to enter and exit. Access will be through the central Main Pool Entrance Gate. The two secondary gates with push bars on the East and West sides of the pool will become Emergency Exits, alarm will sound.

### **How do I get my Fob?**

Distribution will be held this fall (**date TBP**) where you may obtain your household fob. Present a legal photo ID to Mission Management who will compare your name to the official CPV list of homeowners, complete the Fob User Agreement, and you will be assigned your fob. There will be an overlap period when both the fob and your current key will allow access to the pool.

### **I cannot make it to pickup my Fob. Can you mail mine?**

Fobs will not be mailed. A fob shall only be issued in person, to the Property Owner, or his/her Agent.

### **How many FOBs do I get? Am I allowed to buy more?**

Each home will be given one (1) fob. A homeowner living at the residence may use the fob assigned to that house. A renter will be given the fob assigned to the house they are living in. A home may only have 1 active fob at a time. You may not purchase additional fobs. Fobs are for the use of the owner and family members living in the household and their guests that are accompanied by the resident to the pool. Owners assume liability for the fob, including any vandalism or damages which may be attributed to their fob. This includes any additional charges for cleaning the pool or the enclosed pool area.

### **What is the responsibility of the CPV Fob owner?**

Owners accept all responsibility for the actions of anyone using the fob. Owners will be asked to complete a User Agreement, which will include provisions to suspend fob access for homeowners not in good standing.

### **May I give my fob to anyone else?**

Your fob may not be given out to anyone outside of your household to use. Fobs are non-transferrable.

### **What happens if I lose my fob?**

If you lose your fob, contact Mission Management. You must be the owner verified on the official list of CPV Owners, and will be asked for your ID. Each fob received requires the signature of the Owner or Agent. The lost fob will be deactivated immediately and will no longer allow entry. A replacement fob may be purchased for a fee of **\$50.00**. A second replacement requires approval by the BOD. The replacement fob will be activated and assigned to your home, and should be active within 24 hours.

### **What if my fob stops working?**

Though rare, sometimes a fob will stop working through no fault of the user. In that case, return the fob to Management for free replacement. All replacements fobs must have the number of the fob to be replaced in order to deactivate that fob. Key fobs lost, stolen, or damaged may be replaced for **\$50.00**.