

# **Fountain Lake Community Association Inc.**

C/O Pegasus Property Management  
8840 Terrene Ct #102  
Bonita Springs, FL 34135  
Office: 239-454-8568

## **BARCODE AND KEY FOBS PROCEDURES**

All barcode and key fob requests need review and verification with existing owner records for accuracy in the New IQ Gate Code system, which is available to the monitors in the blue binders.

When the owner or renter comes in, we need to verify (not just give a new bar code and key fob):

1. Association
2. Address
3. Owner Name
4. Renters Lease
5. Picture ID
6. Barcodes
7. Key fobs
8. Phone Numbers
9. Gate Codes

If one of those items is not confirmed, then the monitor will be responsible for calling the owner or renter back until all of the info is reviewed.

### **Owner**

1. Retrieve barcode/key fob registration form in the association binder. If there is not one in the binder than please have them fill out a new sheet, with ALL barcodes, key fobs they have.
2. NEW owners get one FREE key fob and one FREE barcode with proof of ownership and picture ID. After that, there is charged \$10.00 each.
3. If their key fob or barcode is not working, verify in the BLUE binder and make sure that it is active in the system. If it is active in the system, and you have verified that it does not work, replace it for free. This should be documented on the registration form.
4. Turn in updated registration forms to the manager for submission to New IQ. Make sure the updated info is clearly marked. There is a section on the form that you put the deleted items. USE IT!!! There should be no questions on what needs to be done by the manager.

### **Renter (including Estero Woods)**

1. Verify lease and picture ID.
2. If the renter needs a new barcode or key fob, they have to pay \$10 each. A registration form MUST be filled out completely. (owners are responsible to give the key fobs to the renters, so if the renter has one and it does not work make sure to look in the blue binder under the owner's name and the renters name to confirm activation).
3. If their lease is under 60 days, they do not qualify for a barcode.
4. If they do not qualify for a barcode, we can add their name to the gate with a code. Since the codes are automatically assigned, the manager will have to have the monitor call the renter the following day to provide the code. If it is on a Friday, Saturday, or Sunday the monitor can give the renter the temporary code which changes monthly.

### **Property Manager**

1. Send info to New IQ daily.
2. Verify information in the PDF version of the New IQ report.
3. If the manager gets a new owner or renter registration make sure to have the old owner or renter removed from the gate.
4. Once you gather the code give the monitor the code and have them call the renter with the code.
5. Once all info is confirmed and sent to New IQ then you can give the form back to the monitor for filing.
6. Update the BLUE binder monthly.