



ILPOA Security Gate Access FAQs

1. If I drop off my order form can I pick-up my Security Access Card/Tag right away?

A: No, due to office staffing limitations, the volume of members calling and coming into the office, especially during holidays like Memorial Day, it is impossible to immediately process your request. You will be notified at a later date when you can pick-up your request. Please make sure your order form is delivered to the ILPOA Office by 3/31/17 in order to reduce any additional delays.

2. How can a Caregiver get into the lake?

A: You should request an ILPOA Guest Card for your caregiver. When your caregiver arrives at the gate during daytime hours they will show their guest card and their driver's license for verification to the security guard for entry. After hours when the gate is closed they contact you via the security keypad and you will be able to open the gate remotely. We would also recommend that you choose a Proximity Card so you have the flexibility to open the gate (after hours) whether you are in your vehicle or your caregiver's vehicle.

3. How do members get out of the lake?

A: There is a sensor in the road that will open the gate when you leave the community. Members and/or guest just drive out when the gate opens automatically (no Proximity Card or RFID Tag required).

4. How do you get off the RFID sticker in your car if you buy a new car?

A: Taking off the RFID Tag will destroy it and it will no longer work. We will deactivate your old tag and you can purchase a new RFID Tag at the ILPOA Office.

5. Can I purchase an extra RFID card to put in my other vehicle?

A: No, an ILPOA owner who is listed on the property deed can only receive one access card (i.e. Proximity Card or RFID Tag). If you have multiple vehicles we recommend that you choose a Proximity Card so you can use it no matter which of your vehicles you are driving.

6. What is the code number?

A: It is a 4 digit code provided to you that will be associated with the primary or secondary number you designated on your order form. We are currently working out the details on code assignments.

7. What about the annual Yard Sales open to the public?

A: Indian Lake will not open Yard Sales to the public.



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8. How many seconds is the Exit Gate open for?

A: This information will be provided at a later date prior to activating the new gate.

9. How can people from outside of Indian Lake get in for the Men's Club Pancake Breakfast?

A: The ILPOA Board will be working with the Men's Club to hopefully identify a solution to continue to support this event while maintaining security for the community.

10. How can the public get in to see a house for sale?

A: During normal hours during the day when the security gate is staffed realtors will be able to access the community. Our security guards will secure the necessary information (business card, where they are going, license plate number, etc.) before allowing them into the community.

11. What about secondary number, code?

A: You can designate two phone numbers in the system that will be used by guests to contact you after hours to open the gate. A 4-digit code will be associated with your Primary or Secondary number that you provide. We are currently finalizing details on code assignments.

12. Will my phone numbers show up on the screen at the gate?

A: No. Only your name will be displayed on the screen. The system will call you when the guest selects your name. Nobody will see your phone number. You do have the option to hide your name from being displayed. However, your guests will need to know your four digit code to enter via the keypad.

13. What should a property owner do if they have a person with a Proximity Card or RFID tag they don't want access to the community?

A: Property owner needs to give security and the ILPOA Office the name of that person and we will deactivate their card in the gate system.

14. What happens if there is a power outage? How can members get to their houses?

A: The system will automatically alert security in the event of an outage and they will come up and open the gate until the power is restored. We will make every attempt to staff the gate until the power is restored.

15. Can the lake get a color card system for special events?

A: The Board of Directors will consider this as well as other options in order to help support Indian Lake Clubs & Organization for special events.



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16. What is the number for Security?

A: 573-259-3700. Magnets with Security's phone number are available at the Guard Building.

17. Can child with a driver's license get a Proximity Card or RFID Tag for new gate?

A: Your dependent will need to provide a copy of their current driver's license with either your Primary or Lake Address indicated in order to purchase a Proximity Card or RFID Tag. The access card will need to be renewed annually.

18. Can I purchase extra cards for my adult children?

A: No, only ILPOA owners listed on the property deed and dependents who live (verified by their driver's license) at the ILPOA owners primary or lake address will be issued cards.

19. What should we do if we have a party at our house?

A: We recommend members call or provide a list to security who will need access to the community during normal hours when the gate is staffed. After hours when the gate is closed they will contact you via the gate keypad and you can open the gate remotely.

20. Will the Board of Directors notify rental property owners of anything illegal about house?

A: Yes unless restricted by law enforcement. In those instances you will probably be contacted directly.

21. How to fix boat stickers going to the wrong boats?

A: The Secretary & Office Chair will make a recommendations to the Board on how to ensure watercraft stickers only go on ILPOA member registered watercraft.

22. When will the members get their cards and stickers?

A: The office will notify members when their orders are ready for pick-up.

23. When do members pay for the cards and stickers for the gate?

A: Your payment should be included with the Gate Access Order Form that you either mail or drop off to the ILPOA Office. Order forms and payments should be received at the ILPOA Office by 3/31/17.



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24. What happens when a member forgets their Proximity Card when the gate is closed?

A: Members can contact themselves using the gate keypad like guests which will call them and they can open the gate remotely. This is based on the fact that you have listed your cell phone number as one of your contact numbers on your order form.

25. My significant other lives with me. Can they get a security gate access card?

A: If your significant other has your lake or primary address on their current driver's license then they will be allowed to purchase either a Proximity Card or RFID Tag. If not, their access will be similar to a guest. Proximity Cards and/or RFID Tags must be renewed annually.