

Olde Raleigh Community

Gate Access System Replacement

Frequently Asked Questions

- Why are we replacing the access system?
 - The current system has become increasingly unreliable and lacks modern day technology to support the growing needs of our community.
- When will the system be replaced?
 - Additional communications will be provided by the HOA Board of Directors with an early January timeline.
- How long will the project take?
 - Gate systems will be replaced one entrance at a time over a 3-5 day period. Ongoing communication will be provided as the project begins.
- What new system will be installed?
 - CellGate is the manufacturer of the Watchman access system we'll be installing.
 - Information and video's can be reviewed at cell-gate.com
 - WXL Pedestal Mount systems will be mounted on fluted community mailbox style posts
- Will we still be able to access the community with our existing fobs and opening devices?
 - The garage door style buttons will no longer work with the new access system however we're conducting an audit of all fobs and plan to program your existing fob credentials into the new access system for future use.
- How will we operate the gates in the future?
 - Each home will be provided with two stickers to place on the front of your automobiles that will automatically open the gate upon approach. There will also be the ability to operate the gates through a smart phone application as well as entering by traditional code access.
- Will vendors still have codes to access the community?
 - Homeowners will have the ability to issue credentials (long-term or temporary) to their regular vendors. Irregular delivery services (Doordash, Uber Eats, etc.) may be provided with one-time QQ codes or may search by name within the access system.
- How will mail delivery services access the community?
 - The new access system is compatible with a Postal Lock service which provides secure access to all major delivery services (USPS, UPS, FedEx, Amazon, etc.)
- Will we be able to purchase additional automobile stickers for other family members?
 - Additional automobile stickers are available for purchase for \$15. The unique stickers will not function after being removed, thus new stickers will be required in the event of damage, or new automobile purchases/access.
- What must homeowners do to prepare for this project?
 - Watch for updates via the Olde Raleigh HOA website and email communication.
 - Assemble and plan to provide your existing fobs numbers, numeric gate codes, and phone numbers for reconciliation/transfer to new systems.