

Q: What if I couldn't attend Saturday's event?

A: Sentry Management has a working list of members whose access was impeded by the lightning strikes as well as a list of members who have reached out via email. Members of Sentry's staff will be working through those lists in parallel to the large group event to set up access remotely for eligible members. This process has already begun and is expected to continue after the event until all members in good standing have had their access restored.

Q: Where do I find the smart phone app for the pool and clubhouse?

A: There is a link at the top of the homepage on www.godleyhoa.com that includes information about the new system as well as links to the apps for both iPhone and Android users. Members can also search their app stores for the 2N Mobile Key app.

Q: Can I get my PIN in advance of the event?

A: The PINs are tied to licenses and must be entered in the app before they expire. For that reason, PINs used at the Saturday, April 2, event cannot be issued in advance.

Q: Why do I have to use a phone for access?

A: The existing key card system has serious security flaws that expose the association and its members/homeowners to an unacceptable level of liability, particularly with regard to use by minors and trespassers. The new system will allow much more manageable and precise access control.

Q: If we want to add extra phones, what is the process and cost?

A: The board will be discussing this during its April meeting. A couple of questions need to be answered. First, is the cost manageable for grandfathering in homes that had previously purchased extra access?

Second, what will the cost of additional licenses be (depending somewhat on demand)? The initial commitment will be two phones activated per residence (if needed), and additional activations for the two situations previously mentioned, but only after the board has created a process and identified a cost.

Q: What if I do not have a smart phone?

A: The association anticipated that there would be a portion of the membership for whom this remedy is not ideal. Once it becomes clear how large this group is, the board will consider the best options for those so affected. As of now use of a smart phone and the app is required.