

Understanding Gate Entry into Big Canoe

One of the first mysteries to solve for a new property owner in Big Canoe is how the owner and their guests will navigate entry into this gated community. The second mystery is understanding how to authorize entry for your guests, contractors and service providers. All this is explained below.

INITIAL ENTRY INTO BIG CANOE FOR A NEW OWNER:

The following is the process for changing property ownership after completing the closing of the purchase of a property in Big Canoe:

- The change of Big Canoe ownership is not an automatic process. The Closing Attorney will send documents to Big Canoe Accounting but there is typically a delay of 7 – 10 days or more. To initiate the entry process in a more expeditious way, a new Big Canoe property owner may stop by the Main Gate or North Gate with the top page of their closing statement. The gate attendant will make a copy showing the date of closing, property address, seller & buyer names. The new property owner will be given a temporary 30-day printed pass to scan for entry. Another option is to email the closing documents to maingate@bigcanoepoa.org. DwellingLIVE is Big Canoe's web-based community/visitor management System. This computerized entry system will be updated with the new owner's information within 24 hours depending on staffing & on weekends up to 48 hours.
- The new property owner may pick up a transponder application form for each of their vehicles at the gate. A transponder is an RFID (Radio Frequency Identification Device) that automatically activates a gate in lieu of using a printed pass. Owners of dwellings get 2 transponders free, a lot owner gets 1. Additional transponders are \$25. After ownership has been updated in dwellingLIVE, the new owner may bring the completed transponder form to the gate with the vehicle to have a transponder installed. Transponder installation must be done by a Public Safety gate attendant & the transponder must be affixed to that assigned vehicle at all times. The activation of the transponder can only be completed after the new owner information has been updated in dwellingLIVE.
- To register into dwellingLIVE a new property owner must provide an email address. Upon registration, a confirmation email will be sent to the new property owner with a link and login information. The dwellingLIVE application may be accessed by computer or by dwellingLIVE's phone app. However, the phone app is not controlled by Big Canoe and it is designed for multiple communities. Consequently, some options in the app may not be applicable to Big Canoe.
- If you know you will be expecting guests/contractors/moving vans on this initial day or for a few days following your closing, please give this information (name or company) to the gate attendant to assist in the entry of these individuals into Big Canoe. If there is no Gate notification/registration for a guest, contractor, service providers or a delivery company, they will be denied entry into Big Canoe. If the driver of any vehicle trying to enter has no valid driver's license, they will be denied entry.
- If the seller has been granted temporary occupancy after the closing date, it is necessary to supply a written statement of this arrangement signed by the buyer (new property owner) giving authorization for the seller's occupancy. Ownership is assigned to a lot number and 911 street address.

MANAGING GUEST ENTRY AND SERVICE PROVIDERS:

Each guest, contractor, service provider & delivery company is vetted for entry. Guests, contractors or service providers without a transponder will not be admitted into Big Canoe without prior permission of an owner, rental agent or are escorted in by a licensed real estate agent, and the driver must present a valid driver's license. Once an owner has been registered into the dwellingLIVE computer system, they may use this program to authorize guests/service providers either from a computer or on a phone app to entry into Big Canoe. You

cannot be surprised by an unexpected guest, as no guest will be granted entry unless they are authorized by a property owner with their name in dwellingLIVE under the destination address.

- The dwellingLIVE system allows a property owner to register guests, contractors or service providers by signing into the program using an ID and password unique to the owner. Or if necessary, an owner may call Public Safety Dispatch and give them the information. (706-268-3376). Because of very busy phone traffic, using the dwellingLIVE application is preferable.
- After signing into the dwellingLIVE application, a property owner may select “Create New Guest” and enter expected guest’s names and dates. There are two categories of guests:
 - **Permanent:** (Family or friends who visit often): These guests will be given a 30-day pass- When the pass expires, a new pass will be issued at the next entry of the permanent guest. Each property owner is allowed to register 5 permanent guests. Please instruct your permanent guests to provide your 911 street address in order to locate their registration. (DwellingLIVE texts are sent to property owners when guests enter).
 - **Temporary:** Day guests, guests who will be staying with you for a period of time, service providers, contractors, or delivery people must be registered as temporary guests. You will need to provide the guest’s name (if you know it – or a company name), with the dates of entry and exit. The guest must provide your 911 street address and the vehicle driver must present a valid driver’s license when they enter. If a guest name is not found under the property address for the designated entry date, the guest will be denied entry. For service providers and contractors, you may register only the company name without specifying a driver’s name. If you do specify a driver’s name but there is a change of plan and another driver tries to enter, they will be denied entry.
 - Parties: This category is not used by property owners
 - Vendors: This category is not used by property owners
 - Restricted: This category is specific to a property address and used by a property owners to prevent an individual from receiving a printed pass to enter Big Canoe under their property address. However, the individual may be allowed entry under a different property address and is not restricted from entering Big Canoe.

SPECIAL EVENTS INSIDE BIG CANOE:

If an owner or their tenant schedules an event like a wedding inside Big Canoe, there are tricky arrangements which must be made.

- A list of guest names for the event is required and the guest names will be registered under the location of the event for the scheduled date(s).
- Guests will be allowed entry only on the dates of the event.
- If an event guest is renting inside Big Canoe, their name will be authorized under the rental property address by the property owner or rental agent. Rentals are independent from Big Canoe POA.

NOTE:

- Property owners are responsible for their guests, service providers, contractors, and delivery companies whom they authorize for entry into Big Canoe.
- Vendors (contractors & service providers) may purchase a transponder to accommodate their frequent entry. However, not all contractors or service providers purchase a transponder and must be entered as a temporary guest in dwellingLIVE.
- Public Safety will not permit a casual entry by anyone just to drive through Big Canoe property.
- Short term rental tenants may not use dwellingLIVE, so their owner or rental agent must arrange for guest entry. Long term rental tenants may submit a copy of their lease to the Gate Attendants for authorization.