**Property Management’s Key to Managing Gates**

Most community gates that were installed by Custom Security include service during operating hours. Our technicians answer the phones and may provide technical support after hours to authorized property managers. Many times this support will get you through the night so that we can perform service the next day. However, if you need and after hours emergency service call, we are available 24/7, billed at time and a half with a minimum of 3 hours. Other items that are billable are vandalism and acts of God. Here are a few ways to help ensure the reliability of your gate and to avoid billable service calls.

1. Make sure your landscaper is aware of proper hedging around the safety beams, cameras and other gate equipment. Other things like Christmas decorations need to be moved away from the beams.
2. Pest control around the kiosk and nema control enclosure on a regular basis is important to reduce insects that can cause damage to the equipment...and to the gate installer.
3. On the fabrication side you may want your gate painted for aesthetic reasons but make sure not to paint the operators. These are silver by design to reflect light and heat. Gate fabrications installed before 2008 or by another company are likely to have an old style hinge. Custom Security can provide you with a quote to replace these hinges when they go bad which may cause excess stress on the operators. Our new style hinge will last much longer!
4. It is important for Residents to know proper procedures for reporting a problem. For their protection, Custom Security requires an authorized property manager to request service or make changes to the gate. So, it is important that they know your business hours and after-hours telephone number. Our technicians report that 90% of after-hours emergency calls are from unauthorized residents.
5. It is equally as important that Custom Security know who is authorized to request service and perform other management responsibilities. **Please call or email us with any changes. We have a form to fill out with contact information and what each person is authorized to request and/or approve.**
6. Residents also need to be aware of how to operate the gate. Please see the appropriate “how to operate your gate” video and refer it to your residents and/or Board members as needed.
7. Keeping proper records of Residents’ codes, clickers, and transmitters is very important to insure access control of your property. Custom Security will happily assist with the setup of software and training so that you may make these changes. In many cases your gate will be on a scheduled to be open during peak hours. You may have codes for the mail man, trash pickup, landscaper that are restricted to certain times. All these things may be managed from your software. If you need technical support or your computer is down, Custom Security will provide backup support for database changes. Please email changes and allow 24-48 hours for completion. Any large-scale database changes or updates will be billable for time spent.
8. A phone line and/or high-speed internet (depending on access controller model) is required at the gate for database changes and for visitors to access the directory. Please keep record of this number so that it is not accidentally disconnected.
9. Vandalism is a growing issue with gate systems. Custom Security has developed a successful camera system design to record general descriptions of entering and exiting vehicles, license tags, and visitors using the telephone access control. Contact Custom Security for information specific to your location.
10. As gate systems age and new technology becomes available the system will need to be updated. This occurs every 6-12 years dependent on the traffic and abuse due to vandalism. Custom Security can usually anticipate when updates are needed and will submit estimates for the following year’s budget.

The Custom Security staff have a huge appreciation to our property managers, knowing that your job is sometimes difficult and one of the most stressful jobs around! We hope that if there is any way to make your life easier, you will feel free to call us! Our Staff is standing by ready to help! “Thank you for your support!”- From all of us! ☺