

THE WATERBRIDGE GATES WILL FINALLY BE CLOSING

Due to legal agreements made between our community and builders D R Horton and Chesapeake, the Waterbridge gates were required to remain open during the day to allow access for these 2 builders and their contractors. The major building projects within Waterbridge are finally coming to an end and it is time to begin closing our gates. We expect that the gates will be closed 24/7 later this fall.

The gate closures will be instituted in waves which will be done slowly to allow for adjustments along the way for our residents, builders, and others who need access. The WAVES are listed below with tentative start dates. Prior to and during the closure waves, the Board of Directors and WB Manager will hold at least one informational session for residents who may have questions or issues related to the gate closure and will offer technical assistance at these sessions with specific instructions on how you can issue guest passes using the “my community” app. These supportive measures will be available for our residents as long as needed until the WAVES are complete.

Hopefully, any issues or concerns can be addressed in this document and at the info session(s). The dates below are tentative and will depend on how quickly Chesapeake completes their remaining few homes. If they are delayed with their last few homes, we will not be able to close the gates on Saturdays or weekdays until they are done. Please be patient as we work with all of the residents and entities affected by this new era in Waterbridge.

WAVE 1: Sunday closures. The gates will close on Saturday evening at 7:00pm and will not reopen until Monday morning.

Wave 1: Closure date is expected to be SUNDAY, AUGUST 30, 2026.

WAVE 2: Weekend and holiday closures. The gates will close on Friday evenings at 7:00 pm and will remain closed until Monday morning.

Wave 2: Closure date is expected to be SATURDAY, OCTOBER 16, 2026.

WAVE 3: The total closure of our gates 24 hours a day, 7 days a week, will occur at an undetermined date this fall. This date will be established as soon as possible once we are able to address any issue(s) that may arise during the weekend and holiday closures.

FREQUENTLY ASKED QUESTIONS AND CONCERNS

- 1. What about the school buses?** School buses will have 2 types of access. They can access the gates using their radios, and we are also investigating installing a sensor which will allow the gates to open automatically for buses upon approach. We will also ensure that we communicate this information to the CF Bus office prior to the weekday closures.
- 2. I am building a home in Waterbridge, how will my contractors gain access to the property?** The Waterbridge ARC Committee will be working with all established builders who have active projects in Waterbridge and we will issue each builder access via the My Q app and the builders will issue codes directly to their contractors or will remotely open the visitor gates for their contractors, just as residents do for guests. These codes and access will be monitored by the ARC Committee, our manager, and the builders. *The builder will be responsible for people who enter using their permissions.*
- 3. I will be selling my home soon, how will my realtor access the property and how will they host open houses?** All realtor access going forward will need to be issued by the current homeowner (seller). You, as the homeowner, will be able to create a guest pass in the “my community” app and give the realtor a gate access code to be used at the visitor gate. You can also create a separate code to be given to open house attendees by your realtor; these codes can be activated for the hours of the open house only and will expire when open house hours are completed, to give you more peace of mind.
- 4. I have a vendor/service provider who comes to my home on a regular basis, how will they get in?** You can issue guest passes within the “My Community” app that can be used for any length of time that you determine. Your babysitter, dog walker, housekeeper, landscaper, etc. can all be issued their own code through the app and you will be notified by the app each time they use their code to access the visitor gate. They can also continue to use the call box if you prefer to open the gate remotely for them using your phone, rather than give guest pass codes.
- 5. What about my family and friends visiting?** You can issue a visitor guest pass to anyone you choose and determine the length of time it is active.

6. **What about all my deliveries and Amazon packages?** You can create a guest pass for deliveries and delivery companies that come to your home on a semi regular basis (Amazon, FedEx, UPS). You can add this code to your customer account with each delivery company so that the drivers will have access to the code for all deliveries to your address. You can issue a delivery guest pass in the “My Community” app and add it to your address in your account for each carrier. You will be notified via the app each time these codes are used. If you have a concern, you can change or delete these codes as often as you wish.

As always, EMERGENCY VEHICLES will always have access 24/7, as they do now.

You will still be able to have unexpected visitors and deliveries; they can simply use the call box at the visitor’s gate, and you can open the gate remotely for them using your phone or the app. **The USPS mail carriers** already have access to our gates, and no changes are needed for their continued access.

We highly recommend that you start creating and entering guest passes on your package delivery accounts as soon as possible to ensure that you have no issues when the gates finally close on weekdays. This is the reason for the slow roll out of gate closure WAVES, to allow residents time to adjust to this change and so that we can assist you where needed.

Again, we will have at least 1 info session for any residents who may have questions regarding this transition. If you have questions now, please feel free to submit them via the portal or to Board of Director Member, Nancy Slater at Nancys@waterbridgehoa.com

We will work with residents to try to address any issues that we may not have been aware of BEFORE they become a problem.