



This document is meant to explain the new gate system that will be active in May, 2026. A few things to keep in mind:

1. The front section of the neighborhood cannot be considered “security”. The HOA Board and Crest Management will never refer to it as “secure”. If someone really wants in here, they’ll find a way. However, with the bright front lights, the arms, the gate, cameras, and sometimes police officers, you’d have to be pretty dumb to try and sneak in and do something illegal. Doesn’t mean someone won’t try.
2. None of these upgrades matter if we don’t follow rules and understand the system.

You’ll notice some signage as you come up to the front building. On the right, there’s a sign to remind truck drivers that they’re currently sitting in a truck and they need to stay in the far-right lane to enter the neighborhood. We’ve lost chunks of roof in the past, because someone underestimated the size of their moving truck.



The front building now has tinted glass in the windows. Prior to tinting, it was really easy to see the officers in the gate building at night. But they couldn't see if anyone was watching them outside.

The tinting allows them peace of mind, knowing they aren't targets. Plus, they're not there to anyone get inside. The hope is that they'll use the space more often.



We also did away with the resident and visitor signs for the two lanes. Why? Because no one reads anymore. Any time of day, you could find a delivery person in the resident lane, trying to guess an entrance code that might work. The line would pile up in the resident lane, and the visitor lane would be empty. Both lanes work the same and are open to everyone. So, if one is busy, just go to the next.



Entrance Lanes:

There are so many ways to get into the neighborhood now:

- Rear License Plate Reader
- Standard License Plate Reader
- RFID Readers
- PIN Codes
- FOBs
- Resident Directory
- Swiftlane App
- Your Face



First up is the **rear license plate reader**. It's attached to the light pole on the right side of the entrance. This camera fixes the issue of some people not having a front license plate and needing other ways to get in. Ninety percent of the time, this camera will be the reason the gate opens for you.



Next are the **standard license plate readers** in each lane. The resident lane has two license plate readers.

These cameras will read front license plates, as they always have, as long as your car's information is in the system.



Inner Lane (aka 'Arm')



Outer Lane (aka "Hammer")



For those who have **RFID stickers** on their windshield, they'll still be read by the RFID reader boxes.



We also have the **FOBs** that you can use to open the arm. Hold it up to the red light; when it turns green, the arm will open and the screen will say 'access granted'. This FOB will also work at the Clubhouse/Community Pool. If you don't have a FOB, or the numbers rubbed off, email susanaj@crest-management.com and you'll get a new one. If you have one that still has its identification number on it, just email that number to them, and they'll reactivate it.



Step 1: Hold FOB over the reader.



Step 2: Wait the .25 seconds it takes for it to turn green.



Step 3: The screen shows it worked, the arm goes up, and you **SLOWLY** leave.



If for some reason all of those don't work, or if you're a visitor to our fair neighborhood, there is a big change in the little station in each lane. We did away with the Temu version of a login screen and went with a brand-new **Swiftlane** system that isn't held together with chewing gum and prayer.

When you pull up to the station, the default blue "Swiftlane" screen will change to an active camera view.

Under the video screen there are four touch-screen buttons

- Face Unlock
- Call Front Desk
- Call Resident
- Pin Access



Face Unlock:

When prompted, smash your face into the screen and hold it there for 10 seconds.



Sorry, just checking to make sure you were still paying attention. There's an app we'll talk about in a bit called **Swiftlane**. You'll have the ability to take a photo of your face from multiple angles, and upload it to the cloud. For all of our older residents: it's not an actual cloud. It's Swiftlane's content server that holds onto your picture.

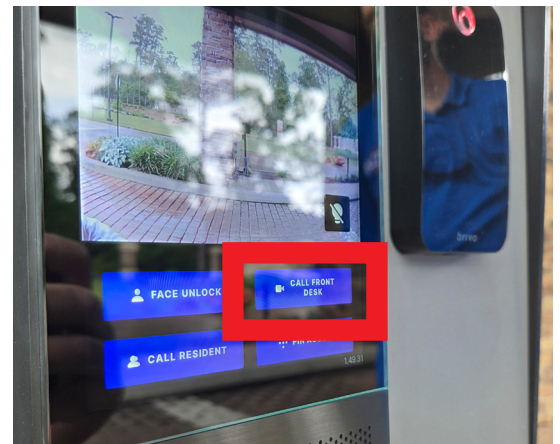
When you hit the 'face unlock' button, it'll search for your photo. If it's a match, the arm and gate will open. Currently, it looks like this is a premium service, so it'd be 3.99 a month. But again, there's a ton of different ways to get in, so you **do not need to get the premium version of the Swiftlane app**.



Call Front Desk:

There is no front desk.

It doesn't look like we can get rid of this button. Something about software developers loving symmetry. So, this is the one useless button.



PIN Access:

This one's easy. Instead of the old clunky physical keypad we had before, it's now digitally built into the Swiftlane box. From here on out, there is only one code: **867531**. This is meant for delivery services, but really, it's like the flu: you can give it to anyone.

What's important to remember is **you must add the code to your delivery order**. Otherwise, you wind up getting your packages dumped off at the front of the neighborhood and you're forced to rant about it on Facebook.



Call Resident:

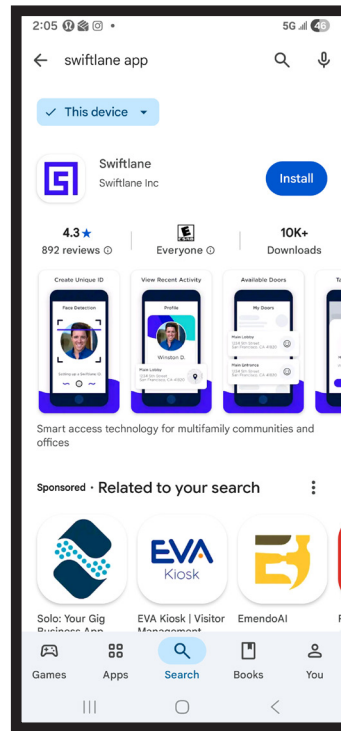
This is the same giant database from the previous gate system. Meaning, if you weren't in the system before, you aren't in this one. You'll need to email susanaj@crest-management.com so she can add your phone number to the system.

When a delivery person or invited guest hits that button and types in your name, your name will come up on the screen. **The visitor will call you through the Swiftlane app, not your phone.** On your phone, you'll hit *Unlock*, *Accept call* or *Deny*.



Swiftlane App

You can download it from either the Apple Store or Google Play...or whatever else you use to download apps. However, again, if you aren't registered with Crest Management (www.crest-management.com) you won't get an email giving you access to the system. Easiest way is to email susanaj@crest-managment.com and share your email address. Note: **You do NOT need the app to get in, or have visitors enter.**



It's a very simple app and easy to understand.

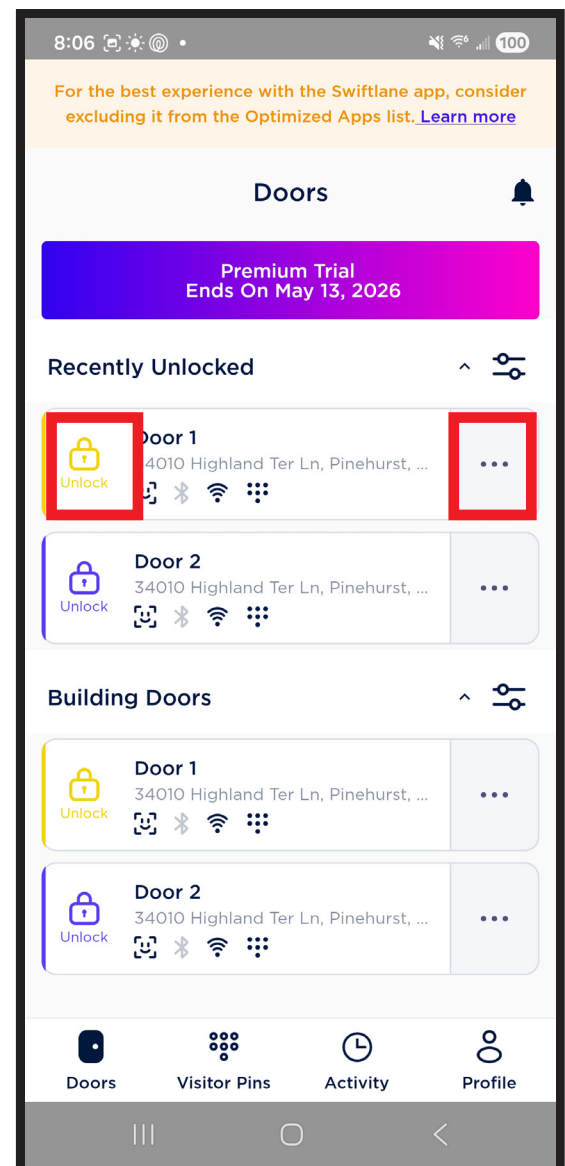
NOTE: this app is **FREE**. Any notification concerning a premium option running out doesn't apply to us.



Doors:

'Doors' is just another word for 'traffic arm'. This system is used in large apartment complexes, so they just went with that terminology. Not worth over-thinking.

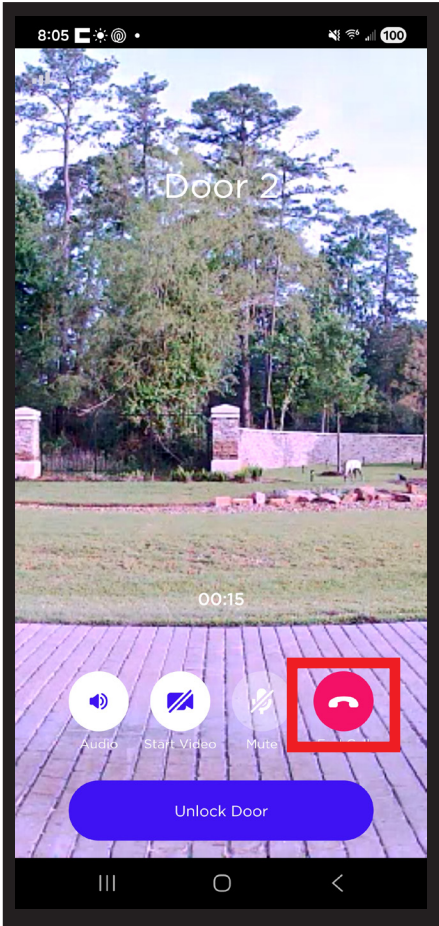
Each 'door/arm' has an **unlock icon** to the left of the name. Hit that, and the arm goes up. The little row of icons under that are just telling you what features are in that station. The three dots to the right are a drop-down menu that includes: *Call Door*, *See Who's at the Door* and *Visitor PINs*.



Call Door:

Live video from the station's camera will pop up, along with the ability to open the arm remotely. This is also a good feature if you're bored and just want to watch people enter the neighborhood.

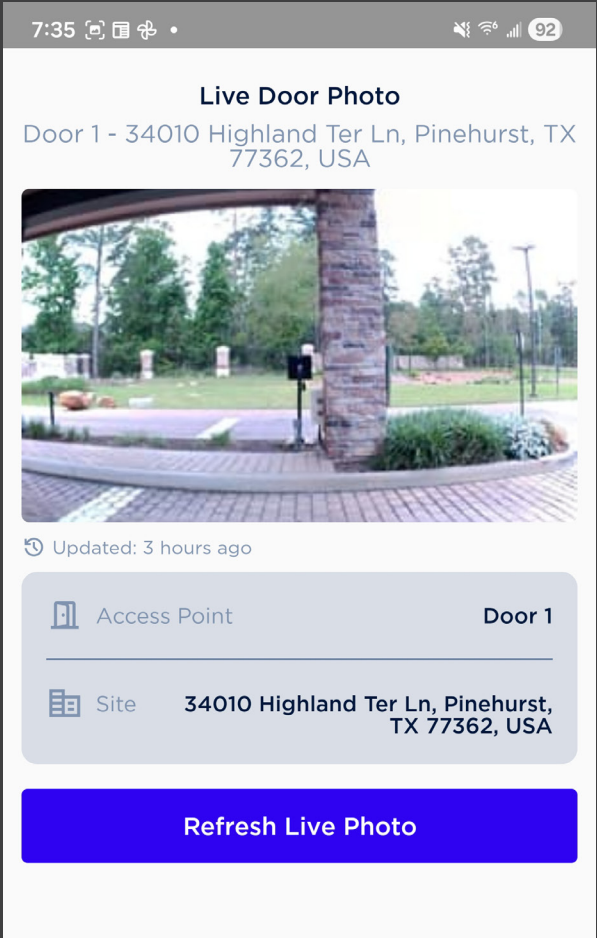
If you choose to unlock the gates, just hit the "Open Door" button. The view will close automatically after 10 seconds. Or just hang up immediately with the red button that we like to call "the red hang up button".



See Who's at the Door:

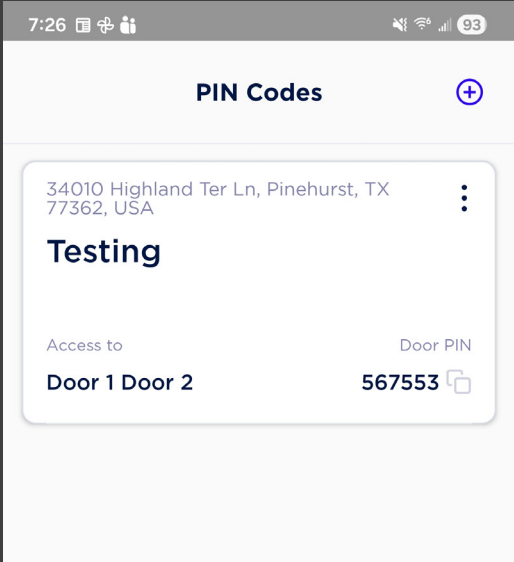
No, it's not the name of a teen horror movie.

This generates a still image of what the front area looks like at that moment.



Visitor PINs:

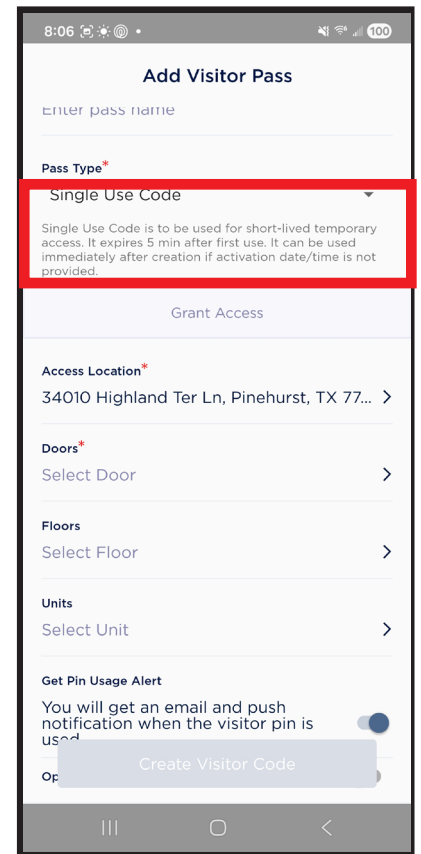
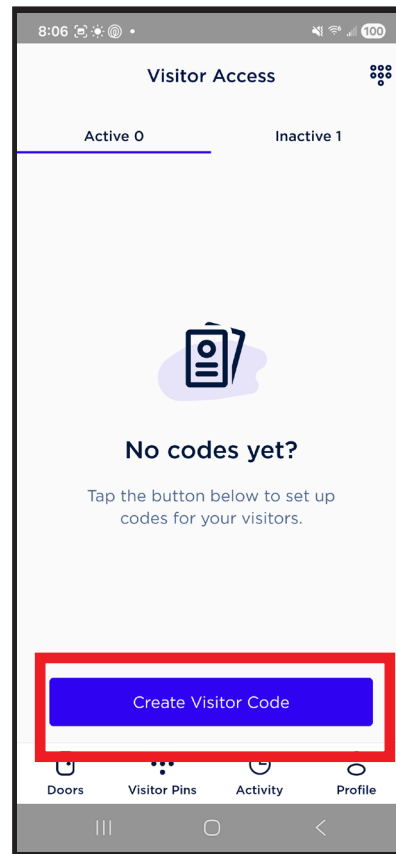
Shows you the list of the PINs you've made, and the ability to remove them ("revoke").



Visitor PINs:

Hit the big blue “Create Visitor Code” button at the bottom of the screen. That takes you to the “Add Visitor Pass” set up...they even have a brief description built in for each option.

There’s also a little keypad icon at the top right of the main visitor screen. All that does is walk you through how to create a personal pin. It’ll generate one for you automatically, or you can change it.



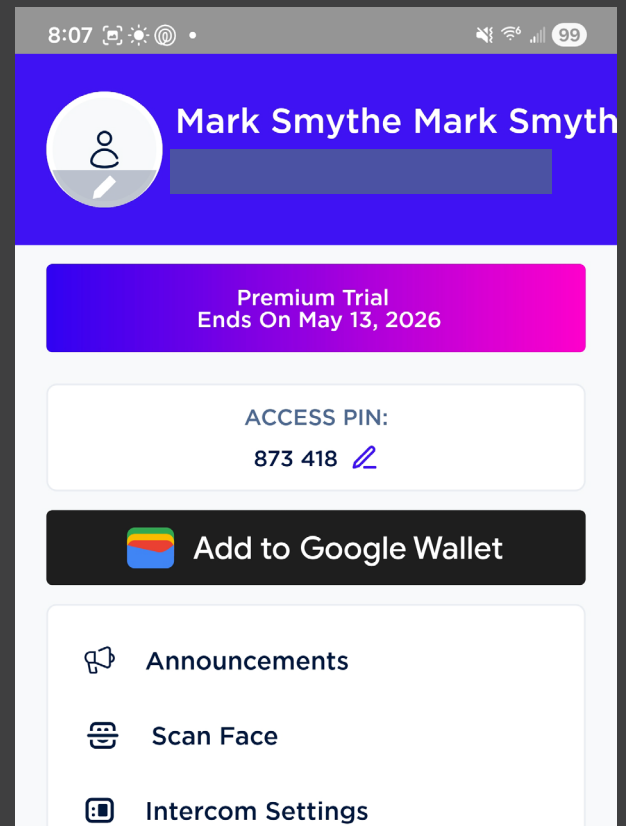
Activity:

This ‘Activity’ feature just keeps track of your incoming calls and if your PINs were used.

Profile:

This is mostly just account information.

- Announcements: As of now, there’s no intention to use this feature.
- Scan Face: Not necessary and appears to be a part of the premium version of the app. But if you want to be cool and open the gate with your face, this is the place to do it.
- Intercom Settings: No real need to change anything, unless you feel like fiddling with sounds.



Remember, you won't have access to the app until Crest Management has your email on file.

This is the first time where all the cameras, FOBs, PINs and registration information for Woodtrace will live under one system. But the one thing to keep in mind is that no matter how great this system is, **none of the upgrades matter if we don't follow simple rules.**

Posted speed at the front area is 5 mph.

More than anything, the speed is low because we have landscapers that don't need to be run over. And the police officers that are using the building probably won't be thrilled with you if you do hit someone.



There are times during the day when traffic is incredibly heavy and the arms will stay in the "up" position. If the arms were activated during these times, it would back up cars to The Woodlands.

**Offline times: 5:30 am - 8:00 am
4:00 pm - 8:00 pm**

The green lights will constantly flash when **Arm** (inside lane arm) and **Hammer** (outside lane arm) are offline and in the upright position.

This doesn't mean it's safe to floor it.

When the green lights on the arms are NOT spinning, assume the arms are active. There's a Stop sign at each lane, along with another sign saying the arm is active.

Roll up slowly to the arm and it'll open for you. It stays open for 8 seconds, after a car goes through. There's no need to try and sneak past the arm.

Even if it's starting to come down after 8 seconds, if you come up to it slowly, it'll 'see' you, stop it's downward movement, and go back up and wait for you to go through. The arms are more patient, and more forgiving, than most Houston drivers.



View at 5 miles per hour



View when you're doing it wrong

If you have a delivery coming that requires a big truck, remind them to stay in the far right lane. You'd think it would be obvious to stay away from a roof, but again, it was hit 4 times in 2025. Luckily the responsible party's insurance covered it each time, but relying on insurance claims is not the best way forward.

Please remember, other than solicitors, everyone coming into our neighborhood is either a resident or has been invited in by a resident. Make sure they have the information they need to come in safely.