

Sunflower Village HOA

Standard Operating Procedure (SOP): Issuance and Use of New Security Locks & Access Credentials

1. Purpose

This SOP outlines the procedures for issuing, managing, and replacing digital access credentials and key fobs associated with the new security lock system at **Sunflower Village HOA**. It ensures consistent practices, security, and accountability for all residents.

2. Scope

This procedure applies to all residents of Sunflower Village, as well as HOA management and maintenance personnel involved in administering or using the security lock system.

3. Access Methods

Residents may access the new security lock system using one of the methods below:

3.1 Mobile Phone Access (PDK App – Free)

- Residents may use their cell phones to access the lock system at **no charge** through the **PDK** mobile app.
- Mobile access credentials will be issued after the resident provides required information (name, lot number, Email).
- Residents will receive instructions for downloading and activating access through the PDK app.

3.2 Key Fobs (Optional – Paid)

- Physical key fobs are available as an alternative or backup to mobile access.
- Cost: **\$25 per fob**
- Maximum: **Two (2) fobs per household**
- Key fobs are programmed specifically to the resident's lot number.

4. Issuance Procedure

4.1 Mobile Access – PDK App

1. Residents submit a request to the HOA management office.
2. Management verifies the resident's name and lot number.
3. Digital access is issued and linked to the resident's email via the PDK system.
4. Residents receive PDK download instructions and guidance on activation.

4.2 Key Fob Issuance

1. Resident requests to purchase a key fob.
2. Management confirms resident identity and ensures no more than two fobs are assigned to the lot number.
3. Residents pay **\$25 per fob**.
4. Management programs the fob and records the serial number by lot.
5. The resident signs an acknowledgment of receipt.

5. Replacement of Lost or Damaged Key Fobs

- Replacement key fobs may be purchased for **\$40 each**.
- Procedure:
 1. Residents report the fob as lost or damaged.
 2. HOA management immediately deactivates the missing fob.
 3. The resident pays the replacement fee.
 4. A new fob is issued and recorded under the corresponding lot number.

6. Recordkeeping

HOA management will maintain accurate records, including:

- Resident name
- Lot number
- Number of fobs issued (maximum 2)
- Fob serial numbers
- Issuance and deactivation dates
- Payments collected
- PDK mobile access activations
- RESIDENTS EMAIL ADDRESS AND PHONE NUMBER

7. Resident Responsibilities

- Residents must safeguard their PDK access and key fobs.
- Sharing credentials with non-residents is strictly prohibited.
- Any lost or stolen fobs must be reported immediately.
- HOA may disable access privileges for security violations or non-compliance, AND UNPAID BALANCES.
- Must notify the office if a new phone/device is bought. Each device must be activated by the office.

8. Maintenance & Support

- Residents should report malfunctions or access issues promptly to HOA management.

9. Policy Review

This SOP will be reviewed annually or whenever system updates occur.