

Access System FAQs

Why did we change from keys to access cards?

- It was determined that in order to make our community more safe and secure, prevent unauthorized use of our facilities, reduce damages, including the theft of community property we would implement an access card system. Keys can be duplicated, access cards cannot.

How do I access the Pool/Spa or Fitness Center?

- Entry into the Boulder Canyon Pool/Spa and Fitness Center is by access card only. Unit owners are issued a card with a specific number assigned to it. The security access system logs each time a resident swipes into or out of a gate or door. This information may be pulled from the system for security reasons or if problems arise.

Why doesn't my access card work to unlock the gates?

- Only residents who have paid their dues in full and are not in violation of community CC&R's will be able to obtain access cards. Homeowners with delinquent accounts or homeowners/residents in violation of CC&R's will have their cards locked out.
- Tenant/lessee access cards are activated ONLY for the length of the lease. Your leasing agent must provide a copy of your lease extension to Paul Ash Mgmt to reactivate the card for the remainder of the lease term.
- If you are in good standing and your card does not function, please contact Paul Ash Mgmt at (520)795-2100 to check your status or request a replacement card. Note damaged cards are replaced for a non-refundable fee of \$25.00.

How many access cards are allowed per unit owner?

- Unit homeowners receive one (1) access card at no charge. One (1) additional card may be purchased at a cost of \$25.00. Maximum of two (2) active cards are permitted per unit household.

I only received one access card and now want to purchase an additional one. How do I do that?

- Homeowners wishing to purchase an additional access card for their unit may do so by completing an Additional/Replacement Access Card Application form and submitting it along with a check in the amount of \$25.00, payable to Boulder Canyon HOA, to Paul Ash Management at the address listed on the form. Fee for additional card is non-refundable. Maximum of two (2) active cards are permitted per unit household.

What do I do if I lose or misplace my card?

- Report lost misplaced or stolen cards IMMEDIATELY to Paul Ash Management at (520)795-2100 so they may be deactivated. Failure to do so may result in violations or fines being assessed to you, the Unit owner, for improper card use. Should a replacement card be needed, you will be required to complete and submit an Additional/Replacement Access card Application Form. Please note that there is a non-refundable replacement fee of \$25.00.

What is my access card number and where do I find it?

- The card number is located on the front of the card. The first nine (9) digits of the number identify the card and are linked on the security access system to the number of your unit.

My neighbor forgot their card, am I able to let them into the facilities?

- For security reasons, do not admit anyone to the facilities or hold the gate open for other residents. Each resident must utilize their own access card to swipe in to or out of the pool/spa area and fitness center facilities. Using your new electronic key card to let people into the facilities who otherwise may not be entitled to use them, will also lead to a fine and possible deactivation of your key card

My neighbor's access card wouldn't work to open the gate. Can I just let them into the facilities?

- NO... The electronic security system was implemented to allow only homeowners and residents that are in good standing to utilize our facilities. If an access card does not function, the card holder must notify their leasing agent or Paul Ash Mgmt for resolution. Using your access card to let people into the facilities who otherwise may not be entitled to use them, will also lead to a fine and possible deactivation of your access card.

I lost track of time and stayed in the pool area after 11:00 PM. I was locked in. Can't I just climb over the gate or fence to get out?

- NO...it is never acceptable to climb or jump over the gated/fenced area to get out. You must exit the pool area PRIOR to closing time to ensure you will not be locked in. Failure to comply with pool/spa/fitness center rules by unauthorized access outside of normal pool hours, jumping gates or misuse of card will result in deactivation of access card, loss of use privileges and/or fine. Be advised: Security cameras are in place at various locations for monitoring purposes.
- Use the RED emergency phone to contact Paul Ash Mgmt at the phone number printed on the emergency sign. They will unlock the gate remotely to allow you to exit safely. Be advised that repetitive violations will result in the suspension of your card and loss of use privileges.

Am I able to use my access card to use the facilities at any time?

- Swipe cards will only work on the gates and doors during pool / fitness center hours. Pool/Spa and Fitness Center are open 5:00 am to 11:00 pm daily. Attempts to access the pool outside of normal pool hours will result in cards being locked out. NOTE: Pool/Spa and Fitness center facilities are CLOSED from 11:00 pm to 5:00 am. Gates are programmed to lock and remain locked during closed hours.
GATES WILL AUTOMATICALLY LOCK AT 11:00 PM AND YOUR CARD WILL NOT OPEN THE GATE TO GET IN OR OUT SO PLEASE MAKE SURE ALL PERSONS AND BELONGINGS ARE OUT BY 11:00 PM!
Unauthorized access outside of normal pool hours, jumping gates, misuse of card or violation of pool/spa or fitness center rules will result in deactivation of access card, loss of use privileges and/or fine. Be advised: Security cameras are in place at various locations for monitoring purposes.

Must I use my access card to get into the Clubhouse from the Fitness Center?

- Your access card is required when entering or exiting the Clubhouse via the interior clubhouse door. Be advised that the main clubhouse is open Monday thru Friday 9:00 AM to 3:30 PM only. Access cards will not allow entry or exit via the interior door during closed hours.