Security Reminder for River Bluffs Residents

Having a gated community is one of the appealing qualities of living in River Bluffs. It provides a vital level of security against intrusions by individuals who do not have a valid reason to have access to our community resources and homes. The effectiveness of our access controls is directly linked to their consistent implementation.

Our greeters at the gates manage access to the community during extended business hours. After-hours access tools include:

- RFID tags on resident's automobile windshields that open gates,
- a callbox that visitors may use to locate and call a resident for access, and
- a keypad where unique resident codes may be used to open the gates.

The security provided by the gates is dependent upon ensuring that residents' unique codes remain private. The codes should **never be shared** with anyone who does not live in a resident's household. Sharing codes with anyone for any reason compromises the security of every household in the entire community.

Occasional problems with the keypad used to enter resident's codes have been remediated in the past by issuing a universal code. The universal codes were intended as a short-term fix. They are being disabled because they are not needed when resident codes function as intended. This has caused some concern in the community. These universal codes should not be needed because access is available through any one of the three after-hours tools listed above.

There have been reports of residents sharing their unique codes and the universal codes with various entities including ride sharing and food delivery services. Videos from the gate cameras provide evidence that occasional access by non-residents is occurring through use of gate codes that should be private. This practice poses a threat to everyone in the community, not just the household that shared the code. Keep in mind that there is no guarantee that the shared codes will not be further shared creating a greater risk to everyone.

It appears that access problems using one of the three methods above are limited to a small number of residents. A new main board was installed in the callbox on July 1st and the security company reports that everything is working correctly. Any remaining problems can be quickly remedied by taking the following steps:

1. Test your RFID tag, callbox, and keypad code at the greeter station when Ron or Scott are attending the station. Everyone should perform these tests. Ron and Scott will assist you in using these tools if needed. Here are the instructions on using the callbox that are stored on the River Bluffs portal (www.riverbluffsliving.com under the "Portal and Gate Usage Forms" heading).
    a. Guests may use the A to Z buttons to locate the name of the resident.
    b. When the name of the resident is displayed, they may press the call button. The resident telephone number on file will ring.

c. When the communication is established, the resident may open the gate to allow access or deny access.
d. To open the main gate, the resident will press "5" on their phone.
e. To open the Rosewood Gate, the resident will press "9"on their phone.
f. Press # to deny access.

*This can only be done by using the black box in front of the gate house.

2. Take the following action if any one of these tools are not functioning properly:
   a. Request Ron or Scott to provide a new RFID tag for your automobile.
   b. Contact Martin Griess at CEPCO (910 395-6229 or martin@cepco-nc.com) to report problems with the callbox function or your unique code.

Residents who have shared their private code in the past should immediately contact Martin Griess to request a replacement code so that this vulnerability may be eliminated.

Questions have also been raised about temporary access to the community for after-hours use by entities who may be pet-sitting in your home or maintaining your property while you are away. Contact Martin Griess with information about the entity including name, vehicle type, and the duration of service. He will issue a temporary code for this purpose and disable it at the end of the requested period.

In a related area, residents must not share their FOBs with non-residents either. These are access controls for community resources such as the sports complex, fitness center, recreational vehicle storage, and pool. As a reminder, guests at the pool must be accompanied by their resident homeowner.

Our access security is only as effective as keeping access codes and FOBs private. CEPCO will continue to monitor access at the gate by reviewing camera footage and comparing footage to the logs of when security codes are being used. CEPCO will contact residents when suspicious activity is discovered. Please think of the codes as your personal password to our community and treat them with the same level of security that you would for your online banking. Remember that a compromised access code impacts everyone in the community. Everyone will appreciate your diligence to keeping our community safe.