



# RIVERSTONE

## Gated Neighborhood Information

After-hour Gate Emergencies 713-535-6247

### Personal Access Code

Your personal access code is the 4-digit number that you provided to our HOA office. **Do not share your 4-digit code with others.**

**Linear Callbox:** Press your 4-digit code using the keypad and the gate will grant you access.

*(Linear Callbox Users Avalon 3, Avalon 4/5, Majestic Pointe, The Reserve, The Enclave, and The Island)*

**Doorking Callbox:** Press the # key first then your 4-digit code and the gate will grant you access.

### Directory Code

**Linear Callbox:** Guest scrolls through directory to find your name then will follow the instructions to dial the directory code attached to your name.

**Doorking Callbox:** The guest will need to use the A or Z button to scroll through the directory then us the CALL button once they find your name.

Both Callbox Users: Once you receive the call on the phone number you provided; you will then press 9 on your phone to allow your guest in.

### Helpful Tips

We would like to share some helpful tips to understand your gates and access codes.

- Gates are access-control gates and do not replace security measures that residents should take to in regards to protecting their property.
- When entering the neighborhood, drive close to the toll tag reader.
- Do not “bump” the gates to try to get them to open. This will damage the gates and prevent them from functioning properly.
- Do not enter through the exit gate, or exit through the entry gate. Again, this can impede the gate’s ability function properly.
- While there are sensors to prevent the gate from closing while vehicles are entering and exiting, please refrain from stopping within the gate’s range of motion. Doing so could cause damage to your vehicle and/or the gates.
- Gates will only be open for one car at a time. Please do not follow a car entering or leaving the gate. This could cause the sensors to not read you correctly and could cause damage to your vehicle and/or the gates.
- Resident amenity cards can be used at the gate by swiping your amenity card at the scanner located on the call box as well as to access pedestrian gates.
- For the communities with key pad pedestrian gates please reach out to [operations@riverstone.com](mailto:operations@riverstone.com) for the code.

Riverstone Operations Department

[operations@riverstone.com](mailto:operations@riverstone.com)