

Stonegate Email News of 5-25-07

Gate Special Edition

No Security?

The gate officer picked up the phone and a resident asked him to “send security” to her house. The gate officer referred her to the Scottsdale Police Department.

The Stonegate Community Association does not provide security. The gate staff is here for *vehicle access control*. It’s an important distinction, not just a matter of terminology. Security is a system for keeping people out. Vehicle access control is a system for letting in the visitors and vendors you’ve chosen to admit.

Stonegate’s streets are private. But the community has a public trail running through it, so it can never be a secured community. Many residents believe that the community is safer because of the gate. That may be so, but it’s a fringe benefit of vehicle access control, not the primary purpose. If you have concerns about safety or crime prevention, call the Scottsdale Police Department: 9-1-1 or (480) 312-5000. The police station is just 4 miles away.

No Flowers?

A long-time resident phoned to ask why the gate had declined to accept a flower delivery. It gave us pause. If he didn’t understand, who did?

So here’s the real story.

The gate admits delivery people after clearing the delivery truck, just as it would any other commercial vehicle. If you’re not home, but the Community Center is open, the delivery person can go to the front desk. A Stonegate staffer accepts the delivery and logs it into the tracking system. If you don’t collect the item at the Community Center by closing time, it’s sent over to the gate for you to pick-up. There are exceptions. Heavy or bulky items are kept at the Community Center. They’re never sent to the gate.

It can be confusing. You return home from work to find a message on your answering machine. You go to the gate and they hand you the flowers. It seems like they must’ve accepted the delivery – but they didn’t.

The Community Center accepts hundreds of deliveries for residents each year. But if the delivery arrives at a time when you’re not home and the Community Center is closed, the deliverer must try again. That’s not a change. It’s been the policy for a dozen years.

No lines?

If you’ve ever been near the front gate in the morning, you’ve seen the line of vendors on their way in. Melody and the gate staff keep it moving. But the one thing that’s better than a fast-moving line is no line at all. And it might be possible.

A new QuickPass add-on would allow you to bring your regular pool guy, gardener, housekeeper, etc. in through East Gate for that scheduled service appointment. It’s a new technology, but already in place at other QuickPass communities. It should pay for itself by reducing the need for extra staff during the morning crunch time. Eventually, it could even reduce our gate costs.

If you’d like to be one of the people who help make the decisions about this latest advance in access control technology, we hope you’ll come to an open meeting of the Physical Property Committee, 6PM Wednesday, June 13, at the Stonegate Community Center. Listen to what’s being offered, and tell us how it can best serve you.