



Dear Homeowners and Property Managers,

We would like to inform you of an important update regarding the access system for the amenity center facilities. Starting in January 2026, we will be transitioning from the current key card access system to a new mobile device authentication method. This upgrade will improve security and streamline access for all residents.

The implementation of the new system will take several weeks. During this time, you will continue to use your existing key cards. However, once the upgrade is completed and the new system is activated, your key cards will no longer be valid for access.

**Action Required: Submit Your New Access Request**

To ensure continued access to the amenity center facilities, all residents must submit a new access request through the community website [www.valenciaonthelakehoa.com](http://www.valenciaonthelakehoa.com). You will need to be registered on the website and logged in to submit your form. This form can be found under the Homeowners Tab > Online Forms > Pool Access.

- Each property will be granted **3 complimentary access credentials**.
- Any additional smart access codes requested **beyond the initial 3 will incur a charge of \$25.00 per code**.
- A separate amenity access request form must be submitted for **each individual** residing in the home who is **18 years of age or older** and wishes to obtain access. Anyone under the age of 18 must be accompanied by an adult homeowner to access **any** amenities.
- Each request must be submitted using a **unique email address, unique phone number, and the accurate first and last name** of the resident.
- The **same email address may not be used for multiple individuals** under any circumstances.

- **Credentials may not be shared.** Each credential is linked to the resident's unique email address; if a credential is shared or added to another device, it will automatically deactivate.
- If a credential becomes invalid due to sharing or improper use, **a new request form must be submitted** to obtain a replacement.

**Deadline for Submissions: January 30, 2026**

Please submit your access request by **January 30, 2026**, to ensure your information is processed before the system goes live. We expect the new system to be fully operational by February 2026.

**Important Notes:**

- If you are not the homeowner and have received this notice, you are **NOT authorized** to submit an access request. Please have your landlord or property management company submit the request on your behalf.
- If your property has any outstanding account balances, access requests will be rejected until your account is brought up to date.

We appreciate your cooperation as we work to enhance the amenity center experience for all residents. If you have any questions or need assistance, please do not hesitate to contact us at 972-428-2030 and press "0".

Sincerely,

Essex Management Access Department