Security has begun the 30 day transition period to an unmanned gate. The gate guard will no longer be issuing passes or taking calls to issue passes for visitors and contractors. The guards, along with the management team, will be helping residents set up and use their visitor management access system through TekWave. We strongly encourage all residents to set up system access and enter their personal and visitor information into TekWave. At the end of the transition, the roving patrol officer will be stationed at the gatehouse during regular daily intervals but not 24 hours a day.

We are happy to assist any resident that is having difficulty with the system and have several different methods of doing that. The customer support phone number and email for TekWave is Phone: **866-864-3375** Email: Support@Tekwavesolutions.com. In addition, there is a TekWave training video presentation on our website listed under the News menu dated November 17, 2020. Here is a direct link to that presentation: https://glenattamiment.com/2020/11/17/tekwave-training/.

Finally our management team can be reached directly for help by calling the resident customer care center anytime at **800.870.0010** or the office at **570-588-5000** during business hours. The landline phone at the gatehouse will remain operational to assist residents through the end of the year. Roving patrol can always be reached 24 hours a day at **570-832-7539**.

On behalf of the entire board, management, and security team, we thank you for your cooperation during this transition and welcome the opportunity to serve the community.