

# North Lakes Pool 2024 FAQ

*Last Updated 8/27/24*

## **What is the WIFI access at the pool?**

Signal: North Lakes Pool

Password: NorthLakes2023!

## **What are pool hours?**

Unless closed due to weather or safety, the pool is open seven days a week 9 a.m. to 9:00 p.m. Memorial Day through Labor Day. The switch to 9 PM was announced in early August.

## **Why is there a pay phone at the pool?**

Kansas City requires that all public pools have a working telephone for emergency purposes. This payphone does not require coins – it works like any other phone. Members may use this phone for local calls if needed.

## **Who may use the North Lakes Pool?**

All members in good standing (meaning current on dues) are welcome to use the pool. If you are not current on dues, your access will be shut off until payment is received. Children under the age of 14 must be accompanied by an adult member. Members may invite guests; however, all guests must be always accompanied by a North Lakes member.

## **Can I leave a vehicle at the pool parking lot?**

Pool parking lot is limited to parking while using pool. Other vehicles left at pool without prior written approval from NL board are prohibited and subject to towing at owners expense.

## **Why did the board make the decision to switch to electronic keys?**

We debated this change at multiple board meetings in 2022 and ultimately decided to make this switch for multiple reasons.

- Security: keeping track of the physical keys and monitoring who is entering the pool is impossible
- Fairness: neighbors who are behind in their dues and not contributing to cover the costs of the pool should not be allowed to use it. This system allows us to temporarily disable their access until dues are current.
- Ease of Use: it's 2024; we all take our smartphones everywhere but it can be easy to forget or lose a physical key.
- Data: we have a better idea how many neighbors are using the pool and, last year, 68% of you accessed the pool at least once!
- Less Sharing: the pool is intended to be used by residents only, or their guests accompanying them, so we want less keys out there being used.

**Will my old, physical pool gate key continue to work?**

NO – pool access has been changed from physical keys to electronic access via smart phone. All homeowners have been assigned (2 per home) access codes for use on smartphones, which have been built into a system that controls the pool gate lock.

**How many electronic keys does each household get?**

Each household receives a maximum of two keys, one of which may be a key fob if needed. However, the default/preferred option is for both adults in the home to have smartphone keys.

**I have more than two people in my household that need to be able to access the pool (grandparents staying with kids, babysitters, teens 14+, additional adult living at home).**

For families with these situations, we can provide a key fob as an alternative to the second smartphone key. Please contact the board at northlakeskc@gmail.com and we can get you set up accordingly.

**I don't own a smartphone or my phone is too old for the Linear Access app to work.**

For families in this situation, we can provide a key fob. Contact the board at northlakeskc@gmail.com.

**How do I get my smartphone to open the gate?**

1. Users must download an app on their smartphone.
  - a. For iPhones, [click this link](#) or search the App Store for “Linear Access Control”.
  - b. For Android, [click this link](#) or search the Google Play Store for “Linear Access Control”.
    - i. *Note: the previous issue with Android phones not working has been resolved for all but the oldest Android devices.*
2. Launch app. The app will ask for your phone # and you will receive a 6 digit verification code via text.
3. App will ask for a 16-character access code, which you will receive from the HOA board. These codes have previously been established and are unique to each phone (2/household). Users can enter them manually or scan the QR code.
4. For the phone to open the gate lock, Bluetooth must be turned on. Launch the app, and tap “unlock”.
5. You'll have 10 seconds to do so before you need to click the button in the app again. You should here the lock solenoid engage – it will typically work as much as 10' away from the lock.
6. Pull gate door open. The gate sometimes binds a bit so you may have to shake it slightly.

**I don't own a smartphone or my phone is too old for the Linear Access app to work.**

For families in this situation, we can provide a temporary key fob. Contact the board.

**What if the gate lock beeps but does not open?**

This may occur if:

- Attempted access is outside of schedule hours.
- The pool is closed for weather or safety reasons.
- Member has not paid all their assessments or has other outstanding issue with North Lakes HOA.

If you're having issues, we have set up a support phone number that will dial the board so one of us can hopefully always be available. That number is 816-237-0617 and will be posted on the gate of the pool as well.

**What if my key fob get lost?**

Please contact the board at [northlakeskc@gmail.com](mailto:northlakeskc@gmail.com) so that we can shut off access for the lost fob and get you a new one.

**What are replacement costs?**

For security reasons, the 16-digit codes may only be registered to one device. When you get a new device, there is a \$10 fee to get a new code to register your new device. For the key fobs, a replacement will cost \$10 and your old fob will be disabled prior to the new one being activated. For either replacement, contact the board at [northlakeskc@gmail.com](mailto:northlakeskc@gmail.com).