RIDGE OAK
SENIOR HOUSING

New Apartment Locks Villages 1A, 9A and 12

Frequently Asked Questions

Why are my locks being replaced?

The new electronic locks will provide modern access using key fobs or a PIN code on the lock's keypad instead of traditional keys, along with additional security and emergency access capabilities. Your new key fob will work for both your apartment door and the main building entrance, allowing you to use a single fob for both.

When is this happening and do I need to leave my apartment?

Ridge Oak staff will provide advance notice of your scheduled installation date, along with any instructions you will need to follow.

Please note that work in your building will take place in phases. The front and other exterior doors with FOB access will be replaced first, at which time you will receive your new FOB. Once your apartment door is fitted with the new lock, you will use that same FOB to access your apartment, and your existing apartment key will no longer work.

On your scheduled installation date, please prepare for a full day of work, as we cannot guarantee a specific arrival time.

Residents are welcome to remain in their apartments during installation, although you may find it more comfortable to leave while active work is taking place.

Will my apartment be secure during installation?

Yes. Your apartment will remain secure throughout the installation process. The lock replacement will involve installing a plate to cover the existing opening and fitting the new electronic lock.

Your apartment will be fully secured at the end of the workday.

How will I access the building and my apartment with my new FOB? Can I also create a PIN?

As noted above, you will receive your new FOB when the main entrance and other exterior door upgrades are completed. This same FOB will also be programmed to unlock your apartment door once your new lock is installed.

Once your new apartment lock is installed, your existing apartment keys will no longer work. Instead, you will simply hold your FOB up to the reader on the lock to unlock your door.

You will also have the option to create a personal PIN to enter your apartment without a FOB. If you would like to set up a PIN on the day of installation, please be at your apartment no later than 3:00 PM. You may also contact the office to arrange to set up a PIN at a later date.

Please remember that your PIN will only work at your apartment door. You will still need your FOB to enter the building.

What if I accidentally lock myself out?

In addition to your key fob, you will have created a personal PIN code that can be entered on the keypad to gain access to your apartment.

If you are locked out after hours and have forgotten your PIN code, Ridge Oak can provide your PIN code by phone after verifying your identity. You will be required to provide the last four digits of your Social Security number for verification.

There is no intention to charge residents for an occasional lockout due to the improved efficiency of this system. However, repeated or frequent requests for after-hours lockout assistance may be subject to a lockout fee.

What is the biggest change I need to know?

For added security, your front entry door will automatically lock whenever the door closes and latches. This means you will no longer need to remember to lock your door when you leave. The good news is you cannot accidentally leave your apartment unlocked.

Because the door locks automatically, you should always take your key fob with you, even if you are only stepping outside for a moment.

How many key fobs will I receive, and what if I lose my key fob or need additional ones?

Each apartment will receive **two key fobs** as part of the installation.

If a key fob is lost, please notify the Ridge Oak office as soon as possible. Unlike a traditional key, a lost key fob can be electronically deactivated so that it will no longer provide access to your apartment.

Replacement or additional key fobs are available for **$10 each**.

How do the new electronic locks improve security for my apartment?

The new electronic locks provide a significant security improvement over traditional keys. Each key fob is individually programmed, cannot simply be copied like a traditional key, and can be immediately deactivated in our system if it is lost or no longer authorized.

The system also provides greater accountability. Authorized Ridge Oak staff can review an electronic history showing when an apartment door was accessed and which credential was used. For example, if a maintenance employee enters your apartment for an authorized repair, there is now a record of when that employee's credential was used.

Should the need ever arise, access records can also be reviewed alongside Ridge Oak's security camera footage to help investigate suspected unauthorized activity.

The purpose of these features is simple: greater security, better control over who can access your apartment, and greater peace of mind for residents.

Will emergency responders still be able to get in?

Yes. As with our current keyed doors, our local Police and Fire Dept. have access to master key fobs.

Is my apartment lock connected to the internet?

Yes. The electronic locks communicate through Ridge Oak's secure, managed network and are part of our commercial access-control system.

These are not consumer "smart locks" that someone can simply connect to over the internet. The system uses commercial-grade security technology and protected communications to safeguard access information.

Ridge Oak also works with a professional Managed Service Provider to monitor and maintain the security of our network and technology systems.

What happens if the Wi-Fi goes down or there is a power outage?

Your electronic lock is battery-powered, so it will continue to operate during a power outage.

The lock also stores the information it needs to recognize your key fob, so a temporary network interruption should not prevent you from entering your apartment normally. Some features, such as remote unlocking by Ridge Oak staff, may be temporarily unavailable until the connection is restored.

As a final backup, a traditional master key is maintained for use only when absolutely necessary. For added security, access to the master key is restricted to Director level management.

The system is designed with multiple safeguards to ensure residents can continue to access their apartments even in the event of a power or network issue.

What happens if the lock's batteries get low?

Ridge Oak can monitor the condition of the electronic locks, including battery levels, so batteries can be replaced as part of our regular maintenance.

The batteries are expected to last more than one year and will be routinely replaced during your annual apartment inspection. If the batteries begin running low before then, the lock will provide an early warning, typically a flashing red light after you enter, approximately one month before the batteries need to be replaced.

Residents should report any unusual lights, sounds, or problems with their electronic lock to the Ridge Oak office. Residents are not responsible for changing the batteries.

What are the main benefits of the new system?

The new electronic locks provide residents with a safer, easier, and more secure way to access their apartments, including:

- **Automatic security** — Your front entry door locks automatically when it closes and latches.
- **Convenient key fob access** — No more traditional apartment keys for everyday use.

- **Personal PIN code access** — An additional way to enter your apartment if you do not have your key fob with you.
- **Remote assistance** — Authorized Ridge Oak staff can remotely unlock your front entry door when necessary.
- **Immediate protection if a key fob is lost** — A lost or stolen key fob can be quickly deactivated without changing your lock.
- **Better control over authorized access** — Access can be added or removed without replacing keys or changing lock cylinders.
- **Greater accountability** — Authorized electronic access to an apartment can be reviewed should the need ever arise.
- **Additional security tools** — Access information can be reviewed alongside Ridge Oak's security camera system when investigating a security concern.
- **Reliable backup protection** — Battery-powered locks continue to operate during power outages and include multiple safeguards for continued apartment access.