

Sharah Taylor

Today at 4:32 PM

To: 682 recipients

Dear Element Residents,

As we head into the weekend, please review the following important community updates and reminders.

Office Closure

The Element Management Office is closing at 6 p.m today and will reopen Monday morning.

For residents who need assistance between 10:00 PM and 6:00 AM, security will be onsite and can be reached at 404-450-5029.

Package Room Access

If you are expecting a package this weekend, please be on the lookout for calls from your courier if they are attempting to access the package room after hours.

Currently, the access system prompts delivery drivers to speak the name of the resident/unit they are delivering to in order to request access.

We have received confirmation that CTS is scheduled to install the new package room keypad on Monday, which should make courier access easier moving forward.

Elevator Lighting

We are aware of the elevator with the interior lights currently out. We are awaiting the vendor's arrival, which is expected during the upcoming week. Thank you for your patience while we work to have this addressed.

New Fob & Mobile Access

Residents will now need either their new access fob or the Alta Avigilon Open mobile app to enter the community. We understand that portions of the old fob system are still sporadically active throughout the property. If you carry your old and new fobs together, please separate them when approaching a reader. The reader may detect the old fob instead of your new one, which can cause access issues.

If you are experiencing issues with mobile access, please make sure:

- Your phone's operating system is up to date.
- Bluetooth is turned ON.
- The Alta Avigilon Open app is running in the background.
- You have not completely closed the app if you are attempting to use contactless/proximity access.

For contactless access, simply approach the reader with your phone on your person and wave your hand near the reader to wake the sensor. The system should then detect your mobile credential.

Pet Reminder

Please remember that ALL PETS MUST BE LEASHED AT ALL TIMES while in any common area of the community. This applies regardless of your pet's size, temperament, or how briefly you expect to be in the common area.

After-Hours & Emergency Assistance

For access-related assistance between 10:00 PM and 6:00 AM, please contact onsite security:

Security: 404-450-5029

For emergency maintenance issues such as an elevator being down, gates not operating, active water damage/leaks, or another urgent property-related maintenance issue, please contact the HOADV Emergency Maintenance Line.

Thank you for your continued patience and cooperation as we complete the transition to the new access control system. We appreciate everyone working with us through the remaining installation and programming updates.

Have a safe and enjoyable weekend!

Sharah Taylor
Element Management Team