



No Wait at the Gate!

Two community managers made lives easier for visitors, residents... and themselves... with dwellingLIVE[®] by LiftMaster[®].

With over 7,000 vehicles travelling every day through the main gate to their 1,600+ Northpark development in Irvine, California, Community Services Director Lynda Drake and Area Supervisor Connie Pilcher had a problem. The combination of an outdated visitor management system and a major freeway nearby meant the main gate was consistently backed up with 20 or more vehicles. Adding to their frustration was the responsiveness of their visitor management system vendor. "They just weren't reacting to our issues, and they were insistent on doing things 'their way' instead of listening to us," said Lynda.

With resident and visitors becoming more irritated, Lynda and Connie, along with the support of their Board of Directors, decided it was time to investigate another system. "We spoke to staff at other communities," said Connie, "and dwellingLIVE by LiftMaster kept being recommended to us." After a visit to see another development that had already benefitted from dwellingLIVE, it became clear that investing in a new system that was customized to fit their needs would solve their problem.

After initial approval, it was only a short time until the dwellingLIVE system was implemented in late January 2014. The difference the system made was immediate. "The delays at the gate disappeared," said Lynda. What also impressed Lynda and Connie was cloud-based system's ability to be customized exactly to their needs, as well as the ease of installation and the approachable nature of the dwellingLIVE staff.

"The installation process was done quickly," said Lynda. "Plus, the responses I get from the dwellingLIVE staff are fast and friendly. They are always there for me when I have a question."

Lynda and Connie have taken advantage of several of dwellingLIVE's key features, including ePass, a community web site, and license plate recognition, with great success.

"We spoke to staff at other communities and dwellingLIVE by LiftMaster kept being recommended to us."

- Connie Pilcher



Northpark property management team, left to right: Connie Pilcher, Margo Crummack, Lynda Drake

"... the responses I get from the dwellingLIVE staff is fast and friendly. They are always there for me when I have a question."

-Lynda Drake



“We’ve continued to see more residents adopting ePass which allows them to send an email to their guests with a temporary QR code visitor pass,” said Connie. A simple two-step process allows residents to create a unique and temporary electronic visitor pass for their guests. An email will be sent to the guest containing a QR code visitor pass and, upon entry to an attended or unattended gate, the guest simply scans the QR code from their smartphone to access the community.

License plate recognition has also become very important for Lynda and Connie. Returning guests are recognized by their license plates, making guest registration simple and fast for guest and attendants. It all adds up to Lynda and Connie loving the control that dwellingLIVE has given them over their community. And their residents and visitors love not having to wait at the gate. “It’s a fantastic system,” said Connie.

For more information on how dwellingLIVE by LiftMaster can help your community raise the bar on access control, call 800.975.6881 or visit LiftMaster.dwellingLIVE.com.

dwellingLIVE[®]
by **LiftMaster**