Verandah's Gatehouse System

Frequently Asked Questions

What is Verandah's gatehouse system?

- **Main Gate** - A gatehouse attendant works every day, all day at the Main Gate. The old scan pass/sticker has been replaced with a new Envera sticker that residents can get at the VCA office.
- **Tropic Gate** — Resident's new vehicle stickers work at this gate 24-7. In addition, there is an Envera kiosk that guests and vendors may use 24-7. The Envera gatehouse system provides quick, electronic access. There is a "virtual attendant" associated with the kiosk 24-7.

How do vehicles enter Verandah?

To enter Verandah a vehicle must have a sticker on the windshield that a sensor registers and opens the gate. Alternatively, guests and vendors may use the kiosk at the Tropic Gate adjacent to the gatehouse to gain entry. For people that are not registered a virtual attendant will collect a visitor's information and call a resident. (There are cameras recording everyone entering and leaving the community.) There are two Envera YouTube videos that describe our system: (1) Introduction and adding visitors and (2) Your account and making updates. Please be sure to enter all guests and vendors that you want to have access from the current system to Envera. If your guests have a problem entering, they can call 877-936-8372 for a live attendant.

How can I allow guests to enter Verandah?

Residents may use the Envera web-based system (with a username and password) or app on their phone to manage their guest's entry. You have the option to add **permanent** guests to your list, who will have expedited entry after being processed through the system one time. When you add **temporary** guests, a scheduling feature will allow you to set up the visitor or vendor's allowed dates and times. The **one-time** visitor type will be most helpful for visitors, vendors, or deliveries that you are expecting once. Residents may also call 877-936-8372 for live attendant to admit a guest.

How do I get a gatehouse sticker for my vehicle?

Residents need to make an appointment with the VCA office with a completed form to obtain stickers for each vehicle. Email Office@vcalife.com to make your appointment.

Why did Verandah change its gatehouse system?

The Envera system, with a virtual attendant at the Tropic Gate, saves Verandah about $100, 000 a year in combined staff and technology costs. It also provides 24-7 electronic access to the Tropic Gate.