



Volta Building Entry Replacement or Changes
Key Cards and Pin Resets

Homeowners receive three (3) key cards at closing, at no cost. The key cards are used for the stairwells and there is also an option of using a pin for the elevator. If a replacement key card is needed or the pin needs to be resent there is a fee to do so each time. Please see the fees below.

- **Key Card replacement:** \$50.00 per card (plus shipping \$10.00)
- **Pin reset:** \$25.00

How to request my replacement key card or reset the pin:

In order to request a replacement key card or pin reset please fill out the Volta Building Entry Form, located on our website. Please go to www.sregtn.com. Then go to the HOA Members tab and click on HOA Documents. Click on your community (Volta). The form is in a PDF format and can be downloaded or printed out. Please fill it out in full and email this to office@sregtn.com. If this is a key card please let us know which key needs replacement. Keys are labeled with a sticker as 1, 2 and 3. The form will ask if you wish to have the key card shipped or picked up at our office. Our address is in the footer of this document.

How do I pay? :

The HOA account is charged for the cost of any replacement/reset. So it is paid for the same way the HOA fees are paid. Once logged into your HOA portal, on the website, there you can view your ledger or make a payment. Or homeowners have the option to mail the payment to our Las Vegas payment center address.

We cannot release the key card until we have received payment. These fees are subject to late fees if not paid within the billing cycle. Please contact our office if you need any payment instructions. **We cannot accept payments at our Nashville office.**

Phone: 615.425.2168 Fax: 866.727.8517 Email: office@sregtn.com

Address: 179 Belle Forest Circle, Suite 302 * Nashville * Tennessee * 37221



Time for Processing:

For key cards please allow 5 to 7 business days for processing. This includes Synergy receiving your request, activation and shipping if requested. This type of request is done within the office, between the hours of 10am and 4pm, Monday thru Friday.

For pin resets please allow 24 to 48 business hours for the reset. This type of request is done within the office, between the hours of 10am and 4pm, Monday thru Friday.

PLEASE NOTE: Homeowners are responsible for the key cards and pins they provide to their tenants, including Air BNB, etc. ie; if the tenant or Air BNB guest loses a key card then the homeowner is responsible to pay for another key card. It is not recommended to give out the pin for the elevator to Short Term Rentals or delivery people. Every time you wish to reset the pin it will cost \$25.00 per reset.

Coming Soon: We are working on creating an, easy to use, online form for future key card orders. We will notify the community when this becomes available. For now please follow the instructions above. We appreciate your patience. Thank you.

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