



ADDITIONAL INFORMATION REGARDING COMMUNITY PATROL

You may be aware of the recent document which has been published by the Association entitled “Disclaimer Regarding Community Security” (“**Disclaimer**”). Following the publication of the Disclaimer, some members have asked what will change with respect to the Association’s Community Patrol efforts. The short answer is very little. While the Association is unable to disclose the details of the current Community Patrol Post Orders and activities, the following provides a summary of relevant information that may be useful in addressing member questions. The questions addressed below include:

- 1. What is the history of the Association’s Community Patrol providers and their activities?*
- 2. What changes have been recently made to the Community Patrol’s functions?*
- 3. Why was the Disclaimer Regarding Community Security prepared?*
- 4. What are the responsibilities of members and Community Patrol regarding crimes and emergencies?*

What is the history of the Association’s Community Patrol providers and their activities?

Allied Barton. From May 2007 through December 2015, Allied Barton was under contract with the Association to provide Community Patrol services. At the time some members purchased their homes, erroneous information may have been provided by the Developer’s sales representatives which indicated that the Association has full-time “security” personnel to protect homeowners from crime. That has never been the case. Any references to “crime” or “criminal activity” within Allied Barton’s contract or Post Orders stated that Allied Barton’s responsibilities extend only to reporting criminal activity when it is observed. While Community Patrol personnel may serve as a general deterrent to potential criminal conduct, that is not their primary focus. Rather, Community Patrol is to detect potential suspicious activities or rules infractions, to observe the same, and to report its observations to the Association and/or law enforcement when appropriate.

Guard Systems. In January of 2016 Guard Systems became the new Community Patrol provider for the Association. Guard Systems’ Post Orders were revised to clarify the activities of the Community Patrol but still confirm their appropriate observe and report functions. These revised Post Orders specifically referred to the 24-hour roving patrol as “Community Patrol” and the Guard Systems staff as “Courtesy Patrol Officers” and included. The revised Post Orders also included the following statements regarding crime deterrence:

“Crime Deterrence Goals: The goal is to provide a public awareness that the property continuously patrolled by an alert security officer, who displays a conduct of serious inspections of all persons and conditions occurring within the Solera Diamond Valley community, and who politely engages persons, not recognized as homeowners; inquiring if they need assistance in locating a person/address; such as vendors, contractors, visitors, etc. Such techniques of engagement, are benign for people with honest intentions but a warning sign for those of ill intent. While it is not possible to be 100% effective in deterring crime, aggressive patrolling techniques will discourage those with criminal intent from choosing Solera Diamond Valley as a target.”

“Crime in-progress: if a crime is detected or reported to the [Patrol Officer]; such as a physical altercation, evidence of a break-in etc.; they shall immediately notify 911 and report the situation and location, and remain in their vehicle with the engine running, at a safe distance, and turn ON

their emergency lights in an effort to disrupt the situation. The [Patrol Officer] shall be prepared to flee the scene if they should feel threatened.”

As indicated above, Community Patrol plays only an observe and report function with respect to criminal activity. They do not intervene or act in the capacity of security guards or law enforcement officers.

What changes have been recently made to the Community Patrol’s functions?

There has only been one (1) primary change to the Community Patrol’s functions. Recently the Board became aware that Community Patrol was accepting notification by individual members that they would be out of town. This notification may have created an incorrect inference that Community Patrol would devote extra attention to observing those members’ homes while they were on vacation. This process was not included in the Post Orders nor approved by the Board. The Board had to instruct Community Patrol to stop that process because the Association may not provide any indication that it is responsible for securing individual members’ properties. Community Patrol has now stopped accepting these notifications and members have been referred to the Hemet Police Department because Hemet Police Volunteers provide a “Vacation Property Check” that may be used as an alternative. These Police Volunteers can access a member’s private property and provide a thorough inspection—actions which Community Patrol is unable to perform.

Other than this change, the Board has no intention of making significant changes to the Community Patrol’s functions or Post Orders. While Community Patrol may provide some degree of crime deterrence, the Association is not obligated to provide for the security of members or to protect them or their properties from criminal conduct. This is addressed in the Disclaimer.

Why was the Disclaimer Regarding Community Security prepared?

The Disclaimer was prepared to educate the membership as to the proper scope of the Association’s responsibilities with respect to member security and crime protection. It was drafted after the following timeline of events:

Executive Session – July 21, 2016

The Board was considering a request to approve Neighborhood Watch as a Chartered Club of the Association. However, after consulting with the Association’s legal counsel, the Board was informed that neighborhood watches should be formed and maintained as homeowner groups and not as any Association affiliated or sponsored entity. Accordingly, no information regarding the Association’s Community Patrol incident reports or Post Orders could be shared with Neighborhood Watch. However, Neighborhood Watch could continue as a special interest group, with the ability to utilize Association facilities for meetings, and to advertise those meetings in the View, website, etc. Any further sharing of information between Neighborhood Watch and Community Patrol was not authorized by the Board or by management.

Executive Session - May 18, 2017

After a criminal incident approximately six (6) months ago, a question surfaced as to whether Neighborhood Watch could be involved in reviewing potential changes to the Community Patrol Post Orders. The Association’s legal counsel reiterated their prior position that the neither the Board nor any vendor of the Association should have any working relationship or involvement with Neighborhood Watch. Community Patrol incident reports and Post Orders should not be disclosed to Neighborhood Watch or individual Association members. Additionally, neither Neighborhood Watch nor any individual member should be involved in making potential revisions to Community Patrol’s Post Orders. This information was communicated to Neighborhood Watch.

Executive Session - July 28, 2017

A Director read an article in a HOA industry publication that appeared to indicate that the Association may have a direct responsibility for the security of members' real and personal property. The Association's legal counsel was then consulted. They clarified the state of California law with regard to this issue, and how the information contained in the article was generalized and not specifically applicable to the Association. There is no general responsibility under the Association's governing documents or California law for the Association or its Board to provide for the security of individual members' real or personal property. Rather, that responsibility falls on the individual members.

Executive Session - August 17, 2017

There was a membership survey that was previously conducted to obtain information regarding various Association issues and activities. Because a question regarding security had been included in that survey, the Board believed that members may have developed a misguided expectation as to the scope of the Association's responsibilities. To remedy that concern, the Board directed the Association's legal counsel to prepare the Disclaimer to inform the membership that the Association is not responsible for protecting members from third-party criminal conduct. The Disclaimer was approved at the August 17, 2017 Board Meeting.

What are the responsibilities of members and Community Patrol regarding crimes and emergencies?

Medical Emergency Procedures

- Members
 - In case of a serious injury, such as heart attack or other emergency illness requiring CPR or First Aid call 911.
 - Once 911 has been called, the Community Patrol can be contacted for assistance until medical personnel arrive.
- Community Patrol
 - For minor injuries which are sufficiently serious to require medical treatment, yet which are not expected to require hospitalization (i.e. minor slipping, tripping, etc.), Community Patrol may assist the patient as requested, notify Account Management personnel and log the information in Community Patrol's Daily Activity Report.
 - In case of a serious injury, such as heart attack or other emergency illness requiring CPR or First Aid, Community Patrol utilizes the following guidelines:
 - Call the Paramedics – 911
 - Obtain and give to the Paramedics as much information as to the nature of the problem as possible.
 - Give exact location of the victim, cross street location of the facility, etc., stay on the line until the operator terminates the conversation.
 - If certified in CPR/First Aid AND instructed by 911 operator, commence CPR/First Aid on injured victim. If the Patrol Officer is not certified or instructed, he should await the arrival of the Police or Paramedics. Do not move or allow anyone else to move the sick or injured party unless he/she must be moved from a dangerous position such as burning Account or from contact with electricity (use non-conducting materials).
- While the officers are trained in basic CPR, they may offer basic CPR services, but by law are not required to do so.

Fire Emergency Procedures

- Members
 - When self-detected or notified of a landscape or structure fire in-progress, call 911.
 - Once 911 has been called, the Community Patrol may be contacted for assistance until Fire Department personnel arrive.

- Community Patrol
 - On property fires: when self-detected or notified of a landscape or structure fire in-progress, the Patrol Officer will position themselves at a safe distance from the fire and notify 911 of the situation; the on-duty Patrol Officer will activate their vehicle emergency lights, for guidance to the Fire Department; and attempt to determine if any persons are endangered by the situation, and if safe, notify and assist persons to evacuate from the danger. If fires are detected off of Association property, the Patrol Officer will call 911 and notify them of the situation.
 - When on Patrol, the Patrol Officer should look for potential fire hazards, and report the same immediately.

Crime Deterrence

- Members
 - If unauthorized persons appear to be on private property but a crime is not in progress, contact Community Patrol.
- Community Patrol
 - The Patrol Officer will ask any person committing an infraction to stop immediately. Whenever possible, the officer will determine the identity of the person committing the infraction (name and address). All information concerning the incident will be recorded on an incident report form.
 - The Patrol Officer will ask all unauthorized persons to leave the property immediately. If they refuse, advise them that they are trespassing on private property. These are public streets except the following areas are common and owned by SDV: Parking Lots, Lodge, Rest Rooms, Tennis Courts, Bache, and Pickle Ball Courts. If they do not comply with your instructions, call 911.
- Take note that the pedestrian gates on the paseo are locked with the Community Patrol at sunset and unlocked at sunrise daily.

Crime in Progress

- Members
 - If a crime is detected; such as a physical altercation, evidence of a break-in etc.; call 911.
 - Once 911 has been called and the member is at a safe distance, the Community Patrol can be contacted for assistance until police department personnel arrive.
- Community Patrol
 - If a crime is detected or reported to the officer; such as a physical altercation, evidence of a break-in etc.; Officers are NOT to call in a crime unless they have witnessed it themselves. It is up to the resident to call the police to report any type of criminal activity they see or happen to them on their property. The officer shall remain in their vehicle with the engine running, at a safe distance, and turn ON their emergency lights to disrupt the situation. The police department has expressed to Guard Systems that they prefer the person who witnessed the incident call police to get first-hand information and not information that was relayed to them.

Access to Incidents Reports

- Incident Reports are confidential to the Board of Directors and Management. In addition, per our Rules and Regulation, residents should refrain from giving directions to Community Officers.