



FREQUENTLY ASKED QUESTIONS REGARDING COMMUNITY PATROL

Question: *What type of emergencies does the Community Patrol respond to?*

Medical - Resident medical emergency; a currently Certified Officer in First Aid/CPR and Defibrillator operation will respond to the location of a resident medical emergency, without hesitation; while calling 911 and providing the address/location, and nature of the emergency (even if resident states they had called 911). While the officers are trained in basic CPR, they may offer basic CPR services, but by law are not required to do so.

On property fires: when self-detected or notified of a landscape or structure fire in-progress on Association property, the Patrol Officer will position themselves at a safe distance from the fire and notify 911.

Natural disasters - Natural disasters: Such as Earthquake, Flood, High Winds, etc. The Patrol Officer on-duty will utilize a phone listing to contact a member of the *Solera Diamond Valley* Emergency Response Team (EPAC) and support their efforts as directed by a member in authority of that team.

Question: *What is the role of Courtesy Patrol with regards to their Response to a Crime?*

Answer: It is important to be aware that the Community Patrol's main responsibility is to observe and report.

Crime in-progress: 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.

Crime Deterrence Goals: The goal is to provide a public awareness that the property continuously patrolled by an alert Patrol Officer, who displays a conduct of serious inspections of all persons and conditions occurring within the Association, 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, patrolling techniques may discourage those with criminal intent from targeting the Association.

Take note that the pedestrian gates on the paseo are locked with the Community Patrol at sunset and unlocked at sunrise daily.

Question: *Does the Community Patrol offer vacation checks?*

Answer: No. This is a service that is provided by the City of Hemet Police. If you call 951-766-7463 they have Volunteer Patrols that can swing by your residence for extra checks. In addition, we suggest that you tell your neighbors and go to <https://holdmail.usps.com/holdmail/> to have your mail stopped.

Question: What type of inspections and Code Compliance does Community Patrol perform?

Answer: One area is Community Material Condition Reports. The goal is to identify: (1) equipment/conditions that are not functioning property, such as street lights/lodge parking lot lights, broken irrigation, gates or doors; (2) physical damage to property, pools, fences, walls, etc. and (3) safety hazards on Association property. Community Patrol will inspect for: (1) open garage doors, (2) illegal open house and advertisement signs, (3) illegal parking of RVs (which shall include length of time illegally parked), and (4) other parking enforcement issues.

Question: Can I have access to Incidents Reports?

Answer: On the advice of the Association's Attorney, the 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.

Residents can go to <https://www.spotcrime.info/> and get daily updates of reports of any crimes in the Hemet area.

See posted informational article titled, "Additional Information Regarding Community Patrol" for background and more information on this subject on the SDV Website.

We hope that this information will help you understand what the responsibilities of our Community Patrol are. If you have any further questions, don't hesitate to contact the Board of Directors or Management.