



Dear Los Serranos Ranch Resident,

Your Board of Directors has carefully reviewed your community's needs with regard to parking rules, always with an eye to fair and even-handed enforcement and yielding a pleasant environment in which to live and entertain guests.

Your association now allows **Safelisting by Address**. Although very similar to the old safelisting program, there are some big differences. The old Safelisting program will no longer be valid as of **June 30, 2014**. Please see the attached document which includes step by step instructions on how to create your addresses' unique safelisting profile. Once your safelisting profile is created, you may obtain a **Safelist** confirmation number for your visitor/guest in advance or at the last minute. There are two methods to choose from:

- A. 24/7 Online (fastest preferred method)
- B. 24/7 By Telephone

### **WHAT IS A SAFELIST?**

A Safelist is a short-term parking variance, allowing guest vehicles to be parked in common area parking during certain time frames (dates and times).

### **WHAT NEEDS TO BE SAFELISTED:**

Any vehicle parked on the property in common area parking spaces between the hours of 1:00am to 6:00am.

Vehicles that are found parked on the property between these time frames and do not have a valid confirmation number will be cited, then towed at the vehicle owners expense.

Resident vehicles are not allowed to be Safelisted. Please contact your Community Manager or the Board if you need a temporary variance for a resident vehicle.

## **HOW TO USE THE NEW SAFELISTING BY ADDRESS PROGRAM**

All addresses will need to set up their own guest safelisting profile online at [www.patrol-one.com](http://www.patrol-one.com) or over the phone to Patrol One using their unique activation code (see attached "Safelisting by Address" document for unique code and directions).

Once you have your safelisting profile completed, if you have a guest staying past 1:00am, you need to either Safelist your guest vehicle ON-LINE by visiting our website [www.patrol-one.com](http://www.patrol-one.com) and enter you email address and password at the top right corner of the home page, or you may call us at any of the following numbers to access your safelisting profile by phone:

714.541.0999 or 949.367.8055

### **SAFELISTING PROCESS: (if you elect to call)**

1. Resident calls Patrol One (anytime, 24 hours a day).
2. Operator asks for:
  - a. Residents email and password
  - b. Resident's name.
  - c. Address.
  - d. Vehicle description.
  - e. Vehicle license plate.
  - f. Number of days requested to be Safelisted.
  - g. The caller will receive a confirmation number and be asked to place it on their guest's dash.

Each address is allowed maximum (20) overnights guest vehicles in a (180) day rolling window.

If your GUEST is staying longer than the maximum allowed days, you MUST request a variance through the Board or the Property Manager.

### **WHEN WILL THIS PROGRAM START?**

The enforcement of this new procedure will begin on **July 1, 2014**.

We are honored to be your chosen vendor for these services and look forward to serving you. As with any service provider, communication is very important. If you have any questions, please feel free to contact us at any time at any of the above numbers.

Sincerely,

PATROL ONE

*Passionate about Parking Since 1990*