



Dear The Lakes HOA Residents,

Patrol Masters is pleased to inform all residents of The Lakes that our company is your new vendor for Community Patrol and commence services on 4/1/2021. Our patrol officers are educated in the latest methodologies and are trained to conduct thorough inspections as directed by your Board of Directors.

Patrol Masters has earned a reputation for exceptional service, diligent patrol, and rapid response times. Our distinctive patrol units, uniformed personnel, effective patrolling techniques, and thoroughness during each patrol cycle ensures a high profile, as part of carrying out our contracted duties of protecting the common area of the Association. Please note that, pursuant to The Lakes CC&Rs, Patrol Masters will not be providing safety, security, or privacy for persons, personal property, or residences.

The following are some situations in which you may need Patrol Masters assistance:

- » Unwanted activity/loud noise disturbances in Association common areas.
- » Any unwanted activity within the Association common areas.
- » To report vehicles illegally parked in fire lanes, over common area sidewalks/walkways, in front of fire hydrants, or other inappropriate areas.
- » Vehicles in violation will be cited starting 4/1/2021.
- » Reporting after hours pool users.

Living in a community association offers many advantages, but at the same time does impose some restrictions. These restrictions are not meant as an inconvenience, but rather as a means of maintaining harmony and protecting property values in your community. All residents **MUST** utilize their garage for parking.

In addition to providing general patrol services, Patrol Masters has been contracted to provide parking rule enforcement. This service includes the management of your association's parking permit program, along with Safelisting, which will allow 20 nights within a 180-day rolling window. Our careful management of these services will help to minimize parking problems and promote the efficient use of the community's limited common area parking.

All vehicles must be safelisted or have a valid parking permit while parked on the street within the community during enforcement hours (between 12:00 a.m. and 6:00 a.m.) Any vehicle parked on the street within the community that is not safelisted, has a valid parking permit or that is otherwise in violation of the Association's governing documents will be cited or towed accordingly. Please note that safelisting is for guest vehicles only.

We have enclosed the Procedures for safe listing. Please review this document carefully.

Should you have any questions regarding Patrol Masters' services, please feel free to call us at (877) 648-0602, or visit our website at www.patrolmasters.com.

We look forward to working with you.

Sincerely,
Patrol Masters, Inc.