



Dear Terrace at Canyon Hills 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 will now allow **Safelisting by Address** as of **3/01/24** for overnight guest parking. 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. Their approved license plate will act as their permit to park overnight. There are two methods to choose from:

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

WHAT NEEDS TO BE SAFELISTED:

Any vehicle parked on the property in common area parking spaces between the hours of 12:00am to 6:00am.

Guest vehicles visiting before 12:00am or after 6:00am (during the daytime and evening) will not need to be safelisted to park in common area parking.

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 Residents will need to set up their own guest safelisting profile online at 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 12:00am, you need to either Safelist your guest vehicle ON-LINE by visiting our website www.patrol-one.com and enter your email address and password at the top right corner of the home page, or you may call PATROL ONE at any of the following numbers to access your safelisting profile by phone:

714.541.0999 or 949.367.8055 or 951.354.0999

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 to keep as a receipt.

Each address is allowed maximum (8) overnight guest vehicles in a (30) 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 **March 1, 2024**.

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