

March 7, 2017



Dear Spanish Walk Residents,

Patrol Masters is proud to announce our appointment as your new Courtesy Patrol Service as of **04/01/2017**. Our patrol officers are educated in the latest methodologies and are trained to conduct thorough inspections as directed by your Board.

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 security profile, and helps maintain a safe and secure environment for you and your family.

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

- » To report vehicles illegally parked in fire lanes, in front of garages, or other inappropriate areas
- » Safelist your guest vehicles
- » Obtaining a parking permit. If qualified.

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. 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 currently issued permits are valid until further notice.

We have enclosed the COMMUNITY ASSOCIATION Parking Permit Program and Procedures along with a copy of the Parking Permit Registration Form and the Parking Permit Agreement. Please review these documents carefully.

Should you have any questions regarding Patrol Master's services or the contents of this packet, 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.

SPANISH WALK COMMUNITY ASSOCIATION
AUTHORIZED RESIDENT PARKING PERMIT REQUIREMENTS POLICIES &
PROCEDURES:

If you qualify under ALL of the following conditions and wish to apply for a Resident Parking Permit, the following procedures have been established to help you obtain, and maintain, a valid Parking Permit:

1. Any resident applying for a parking permit must complete and return the attached Parking Permit Registration Form and sign and submit the Parking Permit Agreement;
2. Each application must include a copy of each vehicle's valid registration certificate;
3. A residence must park two (2) vehicles in the garage before they are eligible for a resident area parking permit. To be eligible for one (1) resident area parking permit, the residence must have a minimum of three vehicles, each with current DMV registration to a specific Spanish Walk address. To be eligible for two (2) resident area parking permits, the residence must have a minimum of four vehicles registered to that specific Spanish Walk address. Vehicles with authorized permits **MUST** be driven on regular basis. Receiving a permit does not allow for storing the vehicle in common area.
4. If a vehicle is not registered with a Spanish Walk address the resident must be able to provide proof of residency for the registered vehicle owner. A current lease agreement (1 year lease at least) or utility can be accepted in lieu of registration not being in address of property.
5. If the vehicle is a company issued vehicle then you must submit a copy of the vehicle registration along with a current paycheck stub only showing only the company name, resident name and Spanish Walk address.
6. Vehicles registered for off-road use only, watercrafts, trailers, and motorcycles do not qualify for participation in the Parking Permit Program.
7. An oversized vehicle does not automatically qualify for a parking permit. The association requires a garage inspection of all cases where the resident contends that the subject vehicle does not fit safely into the garage. See "special case parking policy" below for more details.
8. Each parking permit is serialized and issued to a specific vehicle. Parking permits must be properly affixed to the designated vehicle. To be valid, your permit **MUST** be affixed to the inside rear window, in the lower driver's side corner. The parking permit must be clearly visible from outside the vehicle;
9. Unit Owners must be current on all monthly dues, assessments, fines, collection costs, etc, at all times to be eligible to receive a permit.
10. A resident area parking permit does **NOT** guarantee a resident area parking space. All resident area parking spaces are available on a first come – first served basis.
11. While a notice or citation will be placed on vehicles that are in violation of association rules, these notices are provided as a courtesy only. The association, or Patrol Masters, will not be responsible should any vehicle be towed for violation of this Parking Permit Program or any of the Spanish Walk Homeowners Association's Covenants, Conditions & Restrictions (CC&R's), whether or not a notice or citation was received on the vehicle.
12. Unit Owners must be current on all monthly dues, assessments, fines, collection costs, etc, at all times to be eligible to receive a permit.

SPECIAL CASE PARKING PERMITS POLICIES:

Oversized Vehicle Permits:

The association requires a garage inspection of all cases where the resident contends that the subject vehicle does not fit safely into the garage. Patrol Masters provides garage inspections for a nominal \$25.00 fee. Residents must call Patrol Masters to schedule an appointment for such inspection. The resident will pay the PATROL MASTERS officer \$25.00 in cash or check at the time the officer arrives to facilitate the inspection. Please note the following;

- The fee for the appointment is due whether the vehicle passes or does not;
- The HOA requires that vehicles fit "safely", not comfortably, into garages;
- Garages which have been modified so as to prevent the safe parking of a vehicle will not be granted a Parking Permit.

When determining whether or not a permit may be issued, the following vehicle types are not acceptable as legitimately garaged vehicles:

- Motorcycles, less than 1000 CC in engine size
- Vehicles out of current registration;
- Vehicles currently registered as non-operating;
- Vehicles which are registered but not street legal (off road vehicles);
- Recreational vehicles (see definitions in this document).

Commercial Vehicle Permits:

Commercial vehicles do not qualify for parking permits. Commercial vehicles will not be issued parking permit; however, they do qualify as a garaged vehicle ONLY. Commercial vehicles are defined as, but are not limited to, vehicles having any of the following attributes:

- » Construction Racks
- » Logos
- » Company names
- » Ladders
- » Tool boxes
- » Over 1 ton
- » Gates, or lifted gates
- » Flatbeds
- » More than two axles
- » Vans or buses designed to carry more than 10 persons

Recreational Vehicle Permits:

Recreational vehicles will not be issued parking permits. Recreational vehicles are defined as, but are not limited to, vehicles like the following:

- » Motor homes
- » Personal watercraft
- » Trailers of all types
- » Unlicensed vehicles
- » Boats
- » Aircraft

PARKING PERMIT APPLICATION PROCEDURES:

Residents who wish to apply for a Parking Permit must submit the following documentation to Patrol Masters, if requesting a permit:

- » A completed Parking Permit Registration Form;
- » Copies of all valid vehicle registrations and designation of which vehicle will be parked outside. The vehicle registration must have a valid SPANISH WALK address on it;

The above documentation, in its entirety, must be submitted to:

PATROL MASTERS
1651 E. 4th St., Suite 150
Santa Ana, CA 92701
877-648.0602(voice)
714-648-0842 (fax)
Permits@patrolmasters.com

To arrange for a garage inspection, please call Patrol Masters at the phone number above and ask for the Permit Administrator.

Please note: Parking permit decals can be revoked at any time at the discretion of Patrol Masters, the Property Management, or the Board of Directors, if any of the terms or guidelines of this program are not followed accordingly.

GUEST PARKING RULES:

Day guests do not require a safelist. If you have a guest who will be parked in common area overnight, that guest's vehicle must be placed on the safelist, effective between the hours of 12:00 a.m. and 6:00 a.m. Each unit is allowed a maximum of 20 one-overnight safelist in any 180 days rolling window.

An overnight is considered anytime a vehicle is parked in a common area space anytime between 12:00 a.m. and 6:00 a.m.

If you lose, misplace or forget your code a request in writing needs to be submitted with proof of residency to ensure we are supplying the correct person with the code. Please do not give or share your code with any other residents.

To safelist your vehicle, visit Patrol Masters' website www.patrolmasters.com and use the online safelist procedures, or call (877) 648-0602 if you do not have online access.

- Enter the vehicle license plate # and city.
- Click next.
- Click on the association name, which will appear on the next screen.
- Enter **mandatory safelist code**
- Fill in your authorization information, if repeat user.
- If new user, click on "I do not have an account" and create your own account.
- Update your information, if repeat user.
- If new user, you will have to enter additional information.
- Enter the vehicle information, if you are safelisting for the first time, then click next.
- Select the dates you would like to safelist by clicking on the calendar and click on safelist.
- You will see the confirmation number, which will confirm your transaction.
- If you do not get a confirmation number, then your vehicle is NOT on the safelist and is subject to towing.
- It is important that you get and keep that confirmation number.

If you have a guest who will exceed the days allowed, please contact management for extension. Resident vehicles may not be placed on the safelist. Safelist is designed for guest vehicles only.

Should you have questions, please feel free to call PATROL MASTERS at:

714-648-0602

Or, visit our website at:

www.PATROLMASTERS.com

Thank you for working with us to provide a quality parking program for all residents of Spanish Walk.

Sincerely,
PATROL MASTERS

SPANISH WALK PARKING PERMIT REGISTRATION
RETURN THIS FORM TO PATROL MASTERS, NOT the PROPERTY MANAGEMENT
 *Denotes Areas to be filled out by Patrol Masters

OWNER INFORMATION	RENTER INFORMATION
Name	Name
Address	Address
Home Phone	Home Phone
Cell Phone	Cell Phone
Email address	Email address

GARAGE VEHICLES #1 & # 2 - WILL NOT RECEIVE A DECAL

Vehicle Registration Provided:	() Yes	() No	Year:
Plate:	Make:	Model:	Color:
Vehicle Registration Provided:	() Yes	() No	Year:
Plate:	Make:	Model:	Color:

COMMON AREA VEHICLE#1- REQUIRE A DECAL

Vehicle Registration Provided:	() Yes	() No	*Sticker #
Plate:	Make:	Model:	Color:

COMMON AREA VEHICLE#2- REQUIRE A DECAL

Vehicle Registration Provided:	() Yes	() No	*Sticker #
Plate:	Make:	Model:	Color:

OFFICE USE ONLY*

*Permit issued by:	Permit Received By:
Date:	Date:
*Garage Inspection Required? () Yes () No	Performed By:
Date:	() Oversized () \$25.00 Fee
*Replacement Pass? () Yes () No Replacement Fee? _____	*Pass # _____ *Date issued: _____

*() AGENT APPROVED	*() AGENT DENIED	*() BOARD APPROVED	*() BOARD DENIED
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Permit Request Agreement:

Owner hereby agrees that any vehicle operator (or tenant, per the CC&R's) to abide by all association rules, the CC&R's and all applicable rules at all times.

All items in this application must be completed in full. Failure to complete every line of this form completely will result in denial of the application.

Any untruthful statements made on this application will result in forfeiture of parking privileges.

The undersigned Owner ("Owner") does hereby attest that the statements made on this application are true and accurate, and agrees to be bound to all of the terms and provisions set forth on this Application and the Parking Permit Agreement. The undersigned Owner further acknowledges that they have read and understand all of the Association's parking rules and regulations and agree to follow them, and that any illegally parked vehicle may be towed as provided by law.

Parking permit decals can be revoked at any time at the discretion of Patrol Masters, the Property Management, or the Board of Directors, if any of the terms or guidelines of this program are not followed accordingly.

- Homeowner/ Renter hereby agrees that any vehicle operator (or tenant, per the CC&R's) to abide by all association rules, the CC&R's and all applicable rules at all times.
- The signature of the Homeowner below binds the homeowner, tenants, residents and guests of the subject SPANISH WALK unit.
- It is further agreed that damaged permits will be returned to Patrol Masters and a replacement will be issued once a \$25.00 (per permit) replacement fee is paid. If lost the replacement fee is \$100.00 (per permit).
- The Board reserves the right to change tags in any manner as or if the need arises. The Homeowner is responsible for the Parking Permit Tag at all times. It is clearly understood and agreed to that parking without a permit will result in a towed vehicle at the vehicle owner's expense.
- I hereby agree that the permit will be used on a licensed/operable and street legal vehicle.
- I hereby understand that receiving a permit does not guarantee me a parking space.
- I hereby agree that I will not be storing any vehicle displaying a Parking Permit Tag.
- I hereby understand and agree that any vehicle found using an altered, duplicated or invalid permit will be towed at the vehicle owner's expense.

I hereby agree to the above and request a parking permit.

Owner/Tenant Signature: _____	Date signed: ___ / ___ / 201__
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March 3, 2017

SAMPLE



**Resident – Spanish Walk
1001 Camden Drive
Palm Desert, CA 92211**

Patrol Masters is proud to announce our appointment as your new Courtesy Patrol Service as of **04/01/2017**. Our patrol officers are educated in the latest methodologies and are trained to conduct thorough inspections as directed by your Board.

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

- » Safelist your guest vehicles
- » Obtaining a parking permit. If qualified.

Patrol Masters, Inc. has issued safelisting codes to prevent unauthorized usage of safelisting days. Each address has been assigned a safelist code, listed below. You are required to supply this code when safelisting any vehicle either online or over the phone.

Your Safelist Code	22DD68
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Day guests do not require a safelist. If you have a guest who will be parked in common area overnight, that guest's vehicle must be placed on the safelist, effective between the hours of 12:00 a.m. and 6:00 a.m. Each unit is allowed a maximum of 20 one-overnight safelist in any 180 days rolling window.

To safelist your vehicle, visit Patrol Masters' website www.patrolmasters.com and use the online safelist procedures, or call (877) 648-0602 if you do not have online access.

- Enter the vehicle license plate # and city.
- Click next.
- Click on the association name, which will appear on the next screen.
- Enter mandatory safelist code
- Fill in your authorization information, if repeat user.
- If new user, click on "I do not have an account" and create your own account.
- Update your information, if repeat user.
- If new user, you will have to enter additional information.
- Enter the vehicle information, if you are safelisting for the first time, then click next.
- Select the dates you would like to safelist by clicking on the calendar and click on safelist.
- You will see the confirmation number, which will confirm your transaction.
- If you do not get a confirmation number, then your vehicle is NOT on the safelist and is subject to towing.
- It is important that you get and keep that confirmation number.

Sincerely,
Patrol Masters, Inc.

Coachella Valley Office
77564 Country Club Dr. # 106 Palm Desert, CA 92211
• PH: 877-648-0602 • 714-648-0842 Fax
www.patrolmasters.com