

SUMMIT PARK COMMUNITY ASSOCIATION

Dear Summit Park Resident:

The Summit Park Board of Directors would like to notify you that during the May 19, 2020 Regular meeting, the Board of Directors approved a new patrol company to start on June 1, 2020. Patrol One will conduct patrols, 7 days a week, and enforce the parking rules of the Association. They will be citing and towing illegally parked vehicles and respond to nuisance calls during service hours. Please see the Patrol Company information below.

Patrol One
1820 E First Street, Suite 210s
Santa Ana, CA 92705
714-541-0999

Below are some common questions that you may have:

Q: Why are we changing patrol companies?

A: Based on feedback from the community as well as board member observation the previous patrol company was not meeting the expectations of the community.

Q: Are there changes to the parking rules?

A: No changes have been made, the fees for permits remain the same however the garage inspection fee is now reduced to \$25 from \$50.

Q: Do I need to apply for a parking permit?

A: If you have more than 2 vehicles, or an oversized vehicle that does not fit in your garage, and your current parking sticker is not from 2020, then you will need to apply following the attached instructions.

Q: If I already paid for a garage inspection fee for a 2020 permit will I get a \$25 refund?

A: Unfortunately refunds for garage inspections already performed will not be issued.

Q: If I have an existing 2020 permit will I need to re-apply?

A: If you have already been issued a 2020 permit your permit has been transitioned and no action is needed.

Q: Do I need to do anything if I already applied for a 2020 permit but have not received it yet?

A: Please contact StoneKastle to follow-up on the status of any pending applications.

Q: If I have a temporary safelist will it be transitioned to Patrol One?

A: Safelists will not be transitioned to Patrol One, if you need to request a daily safelist please do so following the guidelines which are in the attached document. If you need an extended safelist please contact StoneKastle.

Q: How do I apply for a permit?

A: See the attached document for permit application and safelist process. You can also find the application on the HOA Website at http://myhoa.com/summitpark/documents_menu.htm (Patrol One Permit and Safelist Info)

Q: When will permit enforcement begin?

A: We aim to begin permit enforcement on July 1st 2020, however enforcement of Fire Lane violations is active at all times.

Q: Will my vehicle be towed if I don't have a permit or am not safelisted between now and July 1st 2020?

A: Vehicles parked in marked spots will not be towed until enforcement begins on July 1st 2020.



Dear **Summit Park** resident,

Patrol One has been contracted to administer and enforce the common area parking of your community. Please read and, if applicable, complete the below, to ensure your vehicle and your guests' vehicles are in compliance of the community's parking rules. Any/all vehicles parked in common area parking between the hours of **12:00am** and **6:00am** must either have a Patrol One Resident Plate Permit, or a Patrol One Guest Safelist, else be subject to citations and/or towing **beginning 7/1/2020**. **Please note that vehicles parked in FIRE LANES are subject to tow and/or citation at all times.**

Resident Vehicles	1	Resident vehicles must have approved Plate Permits on-file with Patrol One prior to parking in common area parking. Use the attached Resident Plate Permit Application to apply for resident Plate Permits. Also required, a copy of current DMV registration showing a Summit Park address .
	2	Garaged or carport vehicles do not need to be permitted.
	3	Permitted resident vehicles will be authorized to park in common area parking on a daily basis. The vehicle's license plate number will act as the "permit". No additional physical permits/decals will be required.
Oversized Vehicles	4	For Oversized vehicle applications, Patrol One will contact you to schedule a garage inspection upon receipt of a completed application, required vehicle registrations. A check or cash payable to Patrol One in the amount of \$25.00 is required at the time of the inspection.
Guest Vehicles	5	Guest vehicles must have approved Safelists for each and every night while parked in common area designated parking stalls. If you have an available garage or carport space, please have your guest use that before using a safelist to park in common area stalls.
	6	See the attached Guest Safelist Instructions for additional details.
Enforcement Start Date	July 1, 2020	
Enforcement Period	12:00am - 6:00am daily	

All non-permit/Safelist parking rules will be enforced per the community's parking rules. These rules may change over time, so please refer to your community's **current** parking rules for current definitions.

Resident (Long Term) Plate Permit Application for Summit Park

Complete and return this application (**and required copy of current DMV vehicle registrations showing a Summit Park address**), to Patrol One. Approvals/rejections/questions will be emailed to your address below, within 3 business days of our receipt of completed applications/documentation.

Number of permits required	1	Number of permanent/resident vehicles		
	2	Number of garage or carport spaces	-	2
	3	Subtract line 2 from line 1. This is the number of Plate Permits you must apply for (max: 2).	=	

If **Line 3** above is greater than zero, you must complete and submit the below form, and receive approval **prior** to parking vehicles in common area parking as of the Enforcement Start Date. A maximum of **two (2)** Plate Permits may be issued to each unit.

If Line 3 above is zero or a negative number, you are not eligible for any Plate Permits, unless you have an oversized vehicle.

Garaged Carport Vehicles Must equal the number on line 2	4	Make _____ Model _____ Color _____ Lic. Plate _____
	4a	<input type="checkbox"/> Copy of on-site DMV vehicle registration
	5	Make _____ Model _____ Color _____ Lic. Plate _____
	5a	<input type="checkbox"/> Copy of on-site DMV vehicle registration

Plate Permit Requests	6	Make _____ Model _____ Color _____ Lic. Plate _____
	6a	<input type="checkbox"/> Copy of on-site DMV vehicle registration <input type="checkbox"/> \$50.00 (1 st vehicle) <input type="checkbox"/> Oversized?
	7	Make _____ Model _____ Color _____ Lic. Plate _____
	7a	<input type="checkbox"/> Copy of on-site DMV vehicle registration <input type="checkbox"/> \$75.00 (2 nd vehicle) <input type="checkbox"/> Oversized?

Resident Info	8	Unit Owner name
	9	Resident name (if different from owner)
	10	Resident e-mail address
	11	On-site address
	12	Day phone number
	13	Evening phone number

Return	Mail	Patrol One 1820 E. First St., Suite 210 Santa Ana, CA 92705	Email	permits@patrol-one.com	Fax	714.541.0990
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Approved resident vehicles will be authorized to park in common area parking on a daily basis. The vehicle's license plate number will act as the "permit". No additional physical permits/decals will be required.

Application status updates will be provided within three business days of our receipt of the application. Vehicles **may not** park in common area parking until approval confirmation has been issued by Patrol One. Incomplete/inaccurate applications will not be processed and will result in significant approval delays. Any changes to a permitted vehicle's information must be immediately reported to Patrol One at permits@patrol-one.com.

Guest (Short Term) Safelist Instructions

Guest vehicles must have approved Safelists for each and every night parked in common area parking. Follow **one** of the methods below to Safelist a guest vehicle.

Each on-site address is allocated **3 Safelists**. A Safelist represents a single approved overnight stay for a single vehicle on a single date. Safelist may be used for a single vehicle over multiple nights, or for multiple vehicles on a single night. Each time a Safelist is used, that specific becomes **Locked** for a period of **30 days** (Lock Duration), before becoming unlocked and eligible for an additional use.

If you do not have access to an Internet connected computer, you may call our 24-hour Communication Center, at 714.541.0999, and our staff would be happy to complete the below process with you over the phone.

Safelist Profile Setup First time use only	1	Obtain your Safelist Profile Activation Code from the attached document
	2	Visit www.patrol-one.com
	3	Click the blue Safelisting button on the home page
	4	Click the Create/Activate button in the blue bar at the top right
	5	Enter your Profile Activation Code , then click the Activate button
	6	Complete the Resident Profile Information section, then click the Create button

Logging in to a previously configured Profile	7	Visit www.patrol-one.com
	8	Click on the blue Safelisting button on the home page
	9	Click the Login button in the blue bar at the top right
	10	Enter the Email address and password used to configure the Profile

Adding guest vehicles to a Profile	11	Enter the desired Vehicle Plate into the Vehicle Information box on the left
	12	Click the Check button
	13	If the vehicle already exists in our system, the vehicle details will appear
	13a	If the vehicle is new to our system, enter the Make, Model, and Color
	*	Once entered, vehicles are saved to your Profile, for easy future access

Selecting Safelist Dates	14	Be sure the Property Information, Vehicle Information, and Contact Information sections are complete
	15	Enter a desired Safelist Date (or use the calendar selector) into one of your available/unlocked Safelist Token slots
	16	Continue Step 2 above, until you have selected all of your desired Safelist overnight dates
	17	Click the Submit button
	18	Confirm the Safelist request information
	19	Print the Safelist Confirmation Number page (optional)

Please take note of any parking violations listed on your **Safelist Activation Document** that are not covered by Safelisting. Those violations **will** be enforced per the parking rules, **even if the vehicle has a valid Safelist**.

Resident Plate Permits – Additional Information

Complete and return this application (**and required current DMV vehicle registration(s) showing a Summit Park address**) to Patrol One. Approvals/rejections/questions will be emailed to the applicant's email address given on the application, within 3 business days of our receipt of required and completed application/documentation.

Fees

Your community imposes fees for each plate permit issued (max two). Here are the associated fees for each permit issued:

- Check made out to the Summit Park Community Association to be submitted to Patrol One with application.
- First permit: \$50.00
- Second permit: \$75.00

Vehicle Information Changes

Any changes to permitted vehicle information must be immediately emailed to permits@patrol-one.com to prevent the citing or towing of the new or updated vehicle.

Oversized Vehicles

Oversized vehicles Plate Permit applications will **only** be considered if the vehicle does not **safely** (not comfortably) fit into the garage **absent all resident or prior resident installed cabinets/work benches, boxes, storage, or any other items (except the originally installed water heater) within the garage.**

A garage inspection with ALL VEHICLES PRESENT will be required in order to validate the fit of the oversized vehicle within the garage.

Patrol One will contact you to schedule a garage inspection upon receipt of a completed application, required vehicle registrations, and permit fees.

A check or cash payable to Patrol One in the amount of **\$25.00** is required at the time of the inspection.

Company Owned Vehicles

Company owned vehicles **may** be eligible for parking permits. Please submit **both** of the following:

- Letter on company letterhead, showing your name and authority to have custody and control of the vehicle
- Current vehicle registration

Two-Wheeled Vehicles

Applications that include two-wheeled vehicles must be submitted directly to the Board of Directors for approval.