



May 2, 2024

Willow Haven Homeowners Association

Dear Willow Haven Homeowners:

Recently Nordic Security sold their company to Allied Universal Security Services. This has left our Association in a situation where neither management or the homeowners know exactly how to handle getting a parking permit or safe listing of your vehicle. Management has been contacting Allied without getting any answers and I apologize we were not able to provide you with information earlier.

On the backside of this letter is a letter from Allied, however Management felt it still leaves unanswered questions about safe listing and passes. Therefore, we have outlined below the process Allied will currently use.

Safe listing:

Email Scott.Harvey@aus.com and Chuck.Hull@aus.com provide them your address, vehicle make, model, color and license plate. Include the length of time (Dates to and from) you will need the safelist. When you send the email you will receive an email response that your request was received. Please keep this information, that is your record that you sent the email for the safe listing.

Parking Passes:

Email Scott.Harvey@aus.com and Chuck.Hull@aus.com provide them your address, vehicle make, model, color and license plate. You will also need to include a photo with your two vehicles in the garage and an additional photo of the vehicle you need a parking permit to be issued. You will also need to include the registrations for all vehicles showing each registered to the property address. At this time garage inspections are not going to be done by Allied which is why we are asking you to change the process, you also

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Community Management, Inc.

22722 Old Canal Road #B, Yorba Linda, CA 92887 Ph: 714-395-5245 Fax: 866-575-0549



will not have to pay a fee for a garage inspection. Once your information has all been verified Allied will safelist your vehicle indefinitely. If one of your vehicles is an oversized vehicle that will not fit in the garage, you will need to take a photo of the vehicle and the registration showing that you reside at the property.

Should you have any questions about the process please email Scott.Harvey@aus.com and Chuck.Hull@aus.com and they will help eliminate any of your concerns.

On behalf of Willow Haven Board of Directors,

Lori Yarborough, CCAM
StoneKastle Community Management, Inc.

STONEKASTLE

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April 30, 2024

**Willow Haven Homeowners Association
StoneKastle Community Management**

Dear Homeowners and Residents of Willow Haven –

Please allow me to officially introduce myself and Allied Universal Security Services. I would like to take this opportunity to outline some of the changes resulting from the recent integration of Nordic Security Services.

- All contracted patrol services of your community remain in place without change.
- Effective at the time of the acquisition, there will no longer be a 24-Hour telephone service.
- Moving forward, all safe-listing of vehicles may be accomplished by submitting a request to scott.harvey@aus.com or chuck.hull@aus.com.
- You may also send inquiries regarding any items of concern to the above points of contact.

We do understand and appreciate this change has been an adjustment, however, we are committed to continue providing a quality service for the residents and homeowners of Willow Haven.

Sincerely,

Charles C. Hull
Allied Universal Security Services