



Dear **Indian Hill** Resident,

PATROL ONE has been contracted to issue and track resident permits and guest safelists and to enforce the parking rules specified in the CC&Rs and Parking Rules. Following is a description of the process for permitting resident vehicles and safelisting guest vehicles. The new program will only be enforced from 11:00pm to 6:00am, **starting October 1, 2017**. All other parking rules will be enforced as stated in the parking rules (Rules and enforcement parameters are subject to change over time, please confirm with the Board or Management).

### **HOW WILL YOUR APPROVED RESIDENT VEHICLES LICENSE PLATE ACT AS AN OVERNIGHT PARKING PERMIT?**

**Once an application (attached) is approved, the approved vehicle(s) license plate number will be added to our system as authorized to be parked overnight in common area.** NO decal will need to be placed on the authorized resident vehicle. Authorized license plate numbers will act as the permit allowing the vehicle to be parked overnight in common area.

### **WHAT RESIDENT VEHICLES NEED TO BE PERMITTED?**

**Resident vehicles parked in common area open parking at any time between the hours of 11:00pm and 6:00am.** Unpermitted resident vehicles will be subject to cite and/or tow. The procedures for obtaining a permit are described later in this document.

Resident vehicles parked in a garage or driveway do not need to be permitted.

### **WHAT GUEST VEHICLES NEED TO BE SAFELISTED?**

**Guest vehicles parked in common area open parking at any time between the hours of 11:00pm and 6:00am need to be safelisted by a resident.** This means that the resident provides Patrol One with information about the vehicle by phone or website, so that it will not be in violation and cited and/or towed. The procedures for safelisting a vehicle are described later in this document.

Guest vehicles parked in common area open parking between 6:00am and 11:00pm do not need to be safelisted.

## **WHEN WILL THIS PROGRAM START?**

The enforcement of this new procedure will begin on **October 1, 2017**. Please be sure to contact Patrol One in advance to set up your safelisting profile and apply for an additional vehicle that will need to be permitted to park in common area overnight.

## **PERMITTED RESIDENT VEHICLES – NOTES AND PROCEDURES**

1. An approved vehicle's license plate number will serve as the vehicle permit and will also be linked to a specific address.
2. Permitted resident license plates are recorded after the resident has provided information which indicates they have used their **two** garage spaces to park properly registered, street legal vehicles, and therefore need a permit for an additional vehicle. There is a maximum of **two** permitted resident vehicles for each qualified household.
3. Any resident with a special situation requiring an additional permitted vehicle must submit a written request to the management company, for approval by the association's Board of Directors.
4. Residents wanting to change a permitted vehicle to another vehicle must reapply for a permit (no charge). New vehicles must reapply (no charge).
5. Procedure for Permitting a resident vehicle

Submit the following items to Patrol One:

- a. Complete application (attached).
- b. A copy of the current vehicle registration (showing your name) for your garaged **and** outside vehicles. **If the vehicle is new**, submit a copy of the sales contract or temporary registration. Approved permitted vehicles without license plates will be issued a temporary variance (max 3 months) until they obtain plates. Residents **MUST** contact Patrol One immediately when they receive their new plates to get their plate permitted.
- c. Documentation that shows your name and a Indian Hill address. Submit **one** of the following:
  - Utility bill (cell phone bills are not accepted)
  - California drivers license
  - Lease agreement
- d. Applications that include two wheeled vehicles must be submitted directly to the Board for approval.
- e. A check to the Association for **\$100.00 for a second permitted vehicle (there is no charge for the first permitted vehicle)**.
- f. If you have a company vehicle, provide **both** of the following:
  - Letter on company letterhead showing your name and authority to have custody and control of the vehicle
  - Current vehicle registration

6. Procedure for Oversized Vehicles that will not fit in the garage.
  - a. Call the Permit Administrator at Patrol One at 714.361.5008 to schedule a garage inspection.
  - b. Garage must be **clean and clear**. ALL vehicles must be present.
  - c. Pay the Patrol One officer \$25 inspection fee when he arrives. This fee is due whether or not approval is obtained.
  - d. The vehicles will need to fit safely, not necessarily comfortably, in the garage. Garages that have been modified so that vehicles will not fit safely may not be granted a permit.

## **SAFELISTING GUEST VEHICLES – NOTES AND PROCEDURES**

1. Procedure for Setting Up a Profile at Patrol One
  - a. All residents must set up a profile with Patrol One before they can safelist a guest vehicle. This process is done only once.
  - b. Set up your profile online following the instructions in the attached document titled "Safelisting by Address", or call Patrol by phone.
2. Procedure for Safelisting a Guest Vehicle Online
  - a. Go to [www.patrol-one.com](http://www.patrol-one.com) and enter your email address and password at the top right corner of the screen. Then click **Login**.
  - b. Enter the requested information.
3. Procedure for Safelisting a Guest Vehicle by Phone

**714.541.0999 or 949.367.8055 or 951.354.0999**

  1. Call Patrol One (anytime, 24 hours a day).
  2. Patrol One will ask for:
    - a. Your email and password
    - b. Your name
    - c. Your address
    - d. Vehicle description (make, model, color)
    - e. Vehicle license plate
    - f. Number of days requested to be safelisted
    - g. You will receive a confirmation number to keep as your receipt.

Each address is allowed a maximum of 20 overnights for guest vehicles in a 90-day rolling time period. This can be 20 nights for the same vehicle or a total of 20 nights for different vehicles.

**If your guest is staying longer than the maximum allowed days**, you must contact the management company for a variance

**APPLICATION FOR A RESIDENT PERMITTED VEHICLE FOR INDIAN HILL**

**Please include copies of valid DMV registrations for ALL resident vehicles.**

Number of Resident permitted vehicles Requested: [ ]1 [ ]2

Unit Owner's Name: \_\_\_\_\_

Resident's Name (if not the owner): \_\_\_\_\_

Resident Email (to receive application approval): \_\_\_\_\_

Address: \_\_\_\_\_, Laguna Hills, CA

Day Phone:(\_\_\_\_)\_\_\_\_\_ Evening Phone:(\_\_\_\_)\_\_\_\_\_

**THE FOLLOWING VEHICLE(S) WILL BE PARKED IN THE GARAGE:**

Make:\_\_\_\_\_ Model:\_\_\_\_\_ Color:\_\_\_\_\_ Lic. Plate:\_\_\_\_\_

Make:\_\_\_\_\_ Model:\_\_\_\_\_ Color:\_\_\_\_\_ Lic. Plate:\_\_\_\_\_

**THE FOLLOWING VEHICLE(S) WILL NEED TO BE PERMITTED TO PARK OVERNIGHT IN COMMON AREA:**

Make:\_\_\_\_\_ Model:\_\_\_\_\_ Color:\_\_\_\_\_ Lic. Plate:\_\_\_\_\_

Make:\_\_\_\_\_ Model:\_\_\_\_\_ Color:\_\_\_\_\_ Lic. Plate:\_\_\_\_\_

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 resident agrees that the statements made on this application are true and accurate. The undersigned resident further agrees that he/she has read and understands all of the Association's parking rules and regulations and agrees to follow them, and that any illegally parked vehicle may be towed as provided by law.

Dated: \_\_\_\_\_ Signed: \_\_\_\_\_

Name (Printed): \_\_\_\_\_

Mail, Email, or Fax to:

**PATROL ONE**

1820 E. 1st, Suite 210

Santa Ana, CA 92705

Attn: Permit Administrator

[permits@patrol-one.com](mailto:permits@patrol-one.com)

714.541.0990 fax 714.541.0999 (select option #2)