

May , 2015



Dear HILLSBOROUGH COLLECTION Residents,

Patrol Masters is pleased to announce our appointment as your new Courtesy Patrol Service effective immediately. Our patrol officers are educated in the latest methodologies and are trained to conduct thorough inspections as directed by your Property Management Team.

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

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. Effective July 1, 2015, a parking permit program will be instituted.

We have enclosed the Hillsborough Collection 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.

Failure to properly display the new 2015 Patrol Masters decal or a safelist confirmation number on any vehicle, beginning July 1, 2015, will result in removal of the vehicle from the community at the vehicle owner's expense. To obtain the new parking permit, please send the requested paperwork and application to Patrol Masters. (More information in this document)

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.

Hillsborough Collection HOA

AUTHORIZED RESIDENT PARKING PERMITS REQUIREMENTS & 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, a Parking Permit:

1. All open parking spaces are now designated as permit parking. Only permitted or safelisted vehicles are allowed to park in community spaces.
2. 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;
3. Each application must include a copy of each vehicle's valid registration certificate;
4. A residence must park, at least, three (3) vehicles in the garage & (3) in driveway 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 seven (7) vehicles, each with current DMV registration to a specific Hillsborough Collection address. Vehicles with authorized permits **MUST** be driven on daily basis. Receiving a permit does not allow for storing the vehicle in common area.

One (1) Permit will be issued on a case by case basis provided you meet the following criteria:

- A. Have a minimum of (7) vehicles all with the same Hillsborough Collection address
- B. Submit **copies of all registrations.**
- C. **Pay permit fee of \$20.00 monthly**

Two (2) Permits will be issued on a case by case basis provided you meet the following criteria:

- A. Have a minimum of (8) vehicles all with the same Hillsborough Collection address
 - B. Submit **copies of all registrations.**
 - C. **Pay permit fee of \$25.00 monthly**
5. If a vehicle is not registered with a Hillsborough Collection address it will NOT qualify. All vehicles must have Hillsborough address.
 6. 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. There are no exclusive and or dedicated parking spaces for visitors, guests, or invitees of the Management Company, residents, Board of Directors, or owners of individual units who do not reside in the community.
 7. 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
 8. Unit Owners must be current on all monthly dues, assessments, fines, collection costs, etc, at all times to be eligible to receive a permit. Patrol Masters will enforce any decision of the Board of Directors not to issue parking permits or grant any privilege to specifically named units owners seriously in default of any or all of their financial obligations to the Association, or in continued violation of rules, regulations, and CC&Rs. The Board through the Management Company will, from time to time, communicate to Patrol Masters the names of such unit owners ineligible for parking permits or any other privileges. The phrase unit owners will include tenants, residents, occupants, visitors, guests of unit owners.

9. 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 Hillsborough Collection Homeowners Association's Covenants, Conditions & Restrictions (CC&R's), whether or not a notice or citation was received on the vehicle.

SPECIAL CASE PARKING PERMITS POLICIES:

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

- 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 Hillsborough Collection address on it;
- » **Agree to the permit fee of \$20 per month for 1st requested permit & \$25 per month for 2nd requested permit, if qualified.**

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)
714-599-7204(fax)
permits@patrolmasters.com

GUEST PARKING RULES:

Day guests do not require a parking permit. If you have a guest who will be parked in a common area space overnight, that guest's vehicle must be placed on the safelist, effective between the hours of **2:00 a.m. and 6:00 a.m.**

Guests are allowed a maximum of **14 overnight stays in a 180-day** rolling window.

An overnight is considered anytime a vehicle is parked in a designated guest space any time after midnight.

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

- ☐ Enter the vehicle license plate # and city.
- ☐ Click next
- ☐ Click on the association name, which will appear on the next screen
- ☐ 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 1st 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 safelist and is subject to towing. Therefore, it is a must that you get and keep that confirmation number.

Resident vehicles may not be placed on the safelist. Safelist is designed for guest vehicles only.

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.

Sincerely,
Patrol Masters, Inc.

HILLSBOROUGH COLLECTION 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

(1) GARAGE VEHICLE #1, 2 & 3 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:
Vehicle Registration Provided:			
() Yes () No	Year:		
Plate:	Make:	Model:	Color:

(2) DRIVEWAY VEHICLE #1, 2 & 3 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:
Vehicle Registration Provided:		() Yes () No	Year:
Plate:	Make:	Model:	Color:

(3) COMMON AREA VEHICLE#1- REQUIRE A DECAL			
Vehicle Registration Provided:		() Yes () No	*Sticker #
			Issue Date:
Plate:	Make:	Model:	Color:
Vehicle Registration Provided:		() Yes () No	*Sticker #
			Issue Date:
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		*Pass # _____	
Replacement Fee? _____		*Date issued: _____	
*() AGENT APPROVED	*() AGENT DENIED	*() BOARD APPROVED	*() BOARD DENIED

Permit Request Agreement:

Owner hereby agrees that any vehicle operator (or tenant) to abide by all association rules and all applicable rules at all times.

The signature if any one Owner (or Tenant if Owner fails to respond) below binds all owners, residents and guests of the subject home/living unit.

It is clearly understood and agreed, that parking in violation of association rules may result in a towed vehicle at the vehicle owner's expense.

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.

Owner hereby agrees that any vehicle operator shall abide by all Association rules, the CC&Rs and all applicable parking and traffic laws at all times while any permitted vehicle is within the common area of the Association.

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.

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).

I agree to pay a monthly fee of \$20 for the 1st permit requested and \$25 for the 2nd permit I request.

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

Owner/Tenant Signature: _____	Date signed: ____ / ____ / 201__
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