

Survey for Night Security Services

The Board of Trustees is seeking your feedback on the continuation of night security services provided by the HOA. Your opinion matters! Please share your thoughts in this brief survey.

**Complete the survey online at [tinyURL.com/NightSecuritySurvey](https://tinyurl.com/NightSecuritySurvey)
OR return this form to the Clubhouse**

BY WEDNESDAY, SEPTEMBER 17TH

- Currently, our security guard patrols the entire community for 5 hours each night (11 PM to 4 AM), at a speed of 10-15 MPH. The guard only conducts foot patrols, including behind or around homes, if he/she sees suspicious activity. The guard may speak with individuals but cannot detain anyone. If necessary, a call or report is made to the local sheriff's department. See reverse side of this page for a list of services provided based on our current security contract.
- The cost of this service is \$33,900 for six months, totaling \$67,800 annually, which amounts to \$10.80 per month per home. This cost will increase each year.

1. How satisfied are you with the current night security services?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Dissatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neutral | |

2. How many hours of security services would you like to see the guard provide per night?

- | | |
|--|----------------------------------|
| <input type="checkbox"/> 5 hours (no change) | <input type="checkbox"/> 7 hours |
| <input type="checkbox"/> 6 hours | <input type="checkbox"/> 8 hours |

3. Currently, you pay \$10.80 per month (as part of your HOA dues) for security services. Are you willing to pay more if we change contractors or services? If yes, how much more per month?

- | | |
|--|--|
| <input type="checkbox"/> I do not want to pay more | <input type="checkbox"/> \$15 per month |
| <input type="checkbox"/> \$10 per month | <input type="checkbox"/> \$20+ per month |

4. What improvements or other services would you like to see the security company provide?

Thank you for taking the time to share your thoughts! Your feedback is valuable in helping the Board of Trustees make informed decisions regarding night security services in our community.

Services and duties listed in the Be Secure contract

- To keep crime from residents' homes and vehicles, the guard will contact the resident if a vehicle trunk or vehicle car door is observed open. A note will be left for the Property Manager regarding the details and attempts to contact the resident.
- The Security Guard will secure the Clubhouse and pool area, ensuring doors and windows are locked and pool gate is locked and there are no trespassers during the tour.
- Tickets are issued to all illegally parked vehicles and a notice of the ticket will be left for the Property Manager to review.
- Perform any additional security duties requested by the Property Manager.
- The Guard will question individuals who appear as if they are not residents. If the Security Guard determines an individual is not a resident, the individual will be informed they are trespassing on private property and be asked to vacate the community.
- If a resident calls security to report a suspicious individual, the guard will investigate the area on foot or call 911 based on the judgment of the guard.
- 911 will be called if the Security Guard observes any property vandalism or suspicious individuals/groups in and around the residential homes or common property.
- During mobile patrol, the Security Guard will look for any damages to road signs or streetlights within the village. A damage report will be turned in to the Property Manager.
- A daily digital patrol report will be completed and left for the Property Manager to review.
- Be Secure LLC will provide a cell phone for residents to contact the guard on duty during hours of operation. The cell phone number will be published in the community directory.
- Crestwood will make every attempt to update the Crestwood directory with current residents' names, addresses, and phone numbers at least twice a year.
- Be Secure LLC will provide security vehicles with magnetic company signs where they are clearly visible on the vehicles
- Be Secure LLC will coordinate cancellations due to inclement weather or other reasons with the Property Manager or President of the Board of Trustees.
- Crestwood will provide identification badges for Be Secure Guards. The badges must be kept on the guard during hours of service at Crestwood.