

**STANDARD OPERATING  
PROCEDURES**

**FOR**

**HENSONVILLE PLAZA  
SECURITY FORCE**

**July 1, 2020**

**HENSONVILLE PLAZA  
HOME-OWNERS/RESIDENTS ASSOCIATION, INC. (HPHRA)**

**STANDARD OPERATING PROCEDURES (SOP)  
FOR  
SECURITY GUARDS AND COMPOUND SECURITY**

**PREFACE AND BACKGROUND**

*Hensonville Plaza is comprised of a community of Single-Family residences situated on 99 Lots. It remains one of the best neighborhoods in Angeles. The purpose of these Standard Operating Procedures (SOP) is to help define the processes and procedures necessary to ensure we keep the neighborhood safe, peaceful and a tranquil community for all its Residents.*

*The methodologies described here are extracted from the Hensonville Plaza Home-Owners and Resident Association (HPHRA) Rules and Regulations. In the event of any ambiguity or questions, you can refer to those Rules and Regulations or contact any of the HPHRA Board Officers.*

*Your primary responsibility is to ensure the safety of the compound by being vigilant, observant and enforcing the Rules and Regulations and in accordance with all local and national laws and regulations.*

**WORKING LOCATION AND CONDITIONS**

**1. ADMINISTRATIVE:**

- a. Your work location and base of operations is defined as the Main Entrance and Guard House (MEGH) situated at the main entrance of Hensonville Plaza.
- b. Hensonville Plaza Gate will be manned 24x7.
- c. There will be a minimum of two (2) Guards on duty at all times.
- d. The Chief of Guards (COG) will and monitor work schedules to ensure 24/7 coverage and supervise other Guards.
- e. Guards are expected to show up not less than 5 minutes prior to the start of their assigned shift for proper turnover.
- f. A Log Book shall be maintained in the Guard House that will record any and all incidents and major activities. The COGs shall review the Log Book daily.
- g. Guards are expected to be in a clean Uniform shirt, long pants and shoes and wearing HPHRA Identity Badge
- h. Guards shall be polite, friendly and helpful to all Residents and their Guests.
- i. The Guard House clean shall be maintained neat and clean at all times.

## **DAILY RESPONSIBILITIES**

### **1. MAIN GATE AND GUARD HOUSE:**

- a. Monitor and control entrance and egress of all individuals, vehicles and deliveries into and out of the compound.
- b. Maintain the Gate Barricades down at all times except to allow passage of authorized vehicles.
- c. Allow only properly identified and authorized individuals and vehicles access.
- d. Verify with Homeowners their specific approval for any property being removed from the compound. If a written authorization at that time is not provided, DO NOT allow the property to be removed. This will help prevent theft.
- e. Positively identify any and all individuals and vehicles entering the compound, and obtain a valid Identification Card from any and all guest visiting the compound or making deliveries that is not a Resident or authorized visitor.
- f. Monitor video feeds from on-site security cameras.
- g. Make entrees in the Log Book in the Guard House of all daily activities and incidents of note in a neat, accurate and legible manner.
- h. Accept and forward utility bills for the HPHRA Subdivision, not Resident bills, to the Administrative Assistant.
- i. Accept, and keep-safe, any small packages that are delivered for a Resident only if prior notification by that Resident has been received. All such requests and accepted deliveries must be logged.
- j. Monitor the HPHRA cell phone for calls and requests from Residents to obtain trikes, approve deliveries, or respond to other requests or inquiries, including responding by text to any incoming text messages. The HPHRA phone shall be used only for official business, abuse or use for personal reasons may be grounds for dismissal.
- k. Display the HPHRA sign white-board with notices and distribute handouts when requested by HPHRA Board Officer
- l. Refer payments and questions about dues or decals to the Administrative Assistant.

### **2. ACCESS PROCEDURES:**

- a. Residents and Permanent Staff: All Residents and their permanent Staff are authorized entrance at all times.
- b. Guests: Authorized Guests may be allowed entrance if they have a Non-Resident Decal; OR, upon showing their Driver's License which can then be compared and validated to the identity of the driver. The driver may then "VOLUNTARILY" allow the Guard to retain the Driver's License, or keep their Driver's License and surrender a 2<sup>nd</sup> identity card. It is important that the Guard retain some sort of identity card pending departure of the visitor at which time the retained identity card will be returned.
- c. Deliveries: Food or Merchandise Deliveries may be made stating the name of the Resident the delivery is to be made and providing a valid Driver's License, or other valid photo identification, which will be held until exiting the compound.

- d. Maintenance Workers: Must provide name and address where the work will be performed and must surrender a valid ID which will be held until exiting the compound.
- e. Real Estate Agents (REA) and/or any Prospective Owner or Renter: prior to being authorized to enter the compound, all REAs or Prospective Owner or Renter must complete Attachment A - - Advisory to Potential Renters and Owners Certification. NO EXCEPTIONS. Failure to sign will be grounds for denying entry.
- f. Special Circumstances: Individuals who wish to “Trick-or-Treat” during the Halloween Holiday; or “Christmas Carol” during the Christmas Holidays; or are “Door-to-Door” salespersons or fund raisers that are not Residents or authorized in advance by a Board Officer shall be denied access to the compound.
- g. Construction Workers: any Construction Contractors working within Hensonville Plaza must provide a list of names of construction workers working on the site. A valid ID must be obtained before allowing any Construction Worker access. Construction workers must enter as a group, and may not enter before 0645 and must depart by 1745.
- h. All new Residents must report to the Administrative Assistant before being allowed to deliver and move-in in any personal belongings.
- i. No Tricycles or Jeepneys will be allowed access unless specifically making a drop-off or pick-up.
- j. Do not open the Gate Barricade for any Resident or Tenant that is on the Vehicle Access Restricted List (VARL). Residents and Tenants who have been added to the VARL must exit their vehicle and open the gate themselves, drive their vehicle through the gate, stop, then exit their vehicle and reclose the Gate Barricade.
- k. Any Resident or guest failing to agree to these access restrictions shall be denied access and reported to the HPHRA President.
- l. Deny access to any person or vehicle that is not otherwise authorized to enter the compound.

### **3. ROVING PATROL:**

- a. At least hourly, and on a random basis, one Guard must walk or ride the bicycle throughout all roads looking for any strange or abnormal activities.
- b. At least hourly, and on a random basis, one Guard must inspect the common-use Club House and Pool Compound for any inappropriate activity.
- c. At Sunset turn-on all street lights,
- d. At Sunrise, turn-off all street lights.
- e. At least twice per day, inspect any active construction site for any safety or unauthorized activity including observing any unsafe practices and keeping the job site clean.
- f. If Residents are making loud noises before 8 AM or after 10 PM that can be heard on the street or by their neighbors, give warning to the Resident and make a note in the logbook
- g. If any unauthorized construction activity not previously approved is noticed, direct stoppage of all work and report immediately to a Board Officer

- h. Take note of any non-decaled vehicle parked on the street for more than three consecutive nights and report to the Administrative Assistant (starting January 2021).
- i. Notify Administrative Assistant and Board Officer immediately if any Residence is being used for multiple-family, dormitory, hotel or transitory occupancy is observed in a single Residence for more than three consecutive days.
- j. Observe any cars parked that limit or obstruct the normal flow of traffic and any loose garbage or trash around any residence, especially if not using approved trash receptacles, and immediately stop and inform Resident that such obstruction or trash must be taken care of.
- k. **Guards should be proactive** and take immediate action, politely and respectfully. Guards should inform a Resident or Guest immediately if they see any problem during the course of their shift. Early notification and resolution of a problem can often help mitigate it from becoming a bigger problem later. If the Resident or Guest does not respond properly, take note, make a log book entry and report the incident to a Board Officer.

#### **4. LOGBOOK AND INCIDENT REPORTING:**

- a. A Log Book will be maintained in the Guard House.
- b. Any and all incidents of significance shall be logged into the book with the following information:
  - i. Date,
  - ii. Time,
  - iii. Name of person reporting or observing an incident, and
  - iv. Block, lot and name of Resident or Individuals associated with the incident
  - v. Nature of the problem or situation or incident and action taken.
- c. Examples of such incidents include, but not limited to:
  - i. Traffic or vehicle violations or infractions,
  - ii. Residential complaints such as noise or animal nuisance,
  - iii. Fights, theft, vandalism, disturbances or related criminal activity.
- d. For any serious incident, the Guard should immediately also inform one of the HPHRA Board Officers, and/or, the local Philippine National Police.

# ATTACHMENT A

## Hensonville Plaza Homeowners/Residents Association REALTOR AND POTENTIAL RESIDENT VISITOR REQUEST and ADVISORY TO POTENTIAL OWNERS AND RENTERS

This is to Certify that I, and/or any Client I represent, fully understand that Hensonville Plaza is exclusively a Single-Family Residential community and that no home may be used for transitory purposes, as a dormitory, workers quarters, or for any commercial activities. No Vacant Lot can be acquired for any purpose other than construction of a Single-Family home. NO EXCEPTIONS.

ALL individuals, including Real Estate Agents (REAs) requesting entry to Hensonville Plaza to view houses or lots, for sale or lease, must show a valid Driver's License and are required to sign this Certification - - ADVISORY TO POTENTIAL OWNERS AND RENTERS and VISIT REQUEST. Failure to complete and sign will be grounds to deny entry.

All REAs must provide their name, agency they represent and all Clients accompanying them. All Clients that accompany them must also provide their full name and contact information. NO EXCEPTIONS. If unaccompanied by a REA, and responding to a Homeowner/Lot-owner ad, each person must provide the name of the Homeowner/Lot-owner they will be meeting with, in addition to their own complete legible name, contact information, signature and date of the visit.

Potential REAs or individuals returning for follow-up visits must provide their full name and previous date of entry so their prior signature can be verified. If they cannot provide this information and/or there is no prior Certification on file, they must complete another one.

Any new Resident must obtain a copy of the Hensonville Plaza Homeowners and Residents Association Rules and Regulations and agree to abide by them BEFORE signing purchase or rental agreements and moving-in. If the Home/Lot Owner does not provide this document, it can be obtained from the Administrative Assistant in the HPHRA office during normal business hours. **Failure to obtain this document does not relieve any new Resident from abiding by HPHRA Rules and Regulations.**

Refusal to sign this Certification will result in denial of access to the compound. By affixing your signature, you acknowledge and will comply with the above Certification.

Date & time of Visit: \_\_\_\_\_

	NAME/CONTACT INFO	SIGNATURE
PROPERTY ADDRESS & OWNERS NAME		
REALTOR NAME OR INDIVIDUAL NAME		
CELL PHONE		
PASSENGER 1		
PASSENGER 2		