

SADDLE CREEK PRIVACY GATE RULES

Residents



SADDLE CREEK

**SADDLE CREEK COMMUNITY SERVICES DISTRICT
COPPEROPOLIS, CALIFORNIA**

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**HOURS OF COVERAGE
AT
SADDLE CREEK**

MANNED SCHEDULE IS AS FOLLOWS:

Monday through Friday:

Shift Hours 1700 hours to 2300 hours

Saturday and Sunday:

Shift Hours 1000 hours to 2300 hours

GATES ARE CLOSED PER THE FOLLOWING SCHEDULE:

Monday through Friday:

Gate Hours 1700 hours to 0600 hours

Saturday and Sunday:

Gate Hours 1000 hours to 0600 hours

DESCRIPTION OF FACILITY

SADDLE CREEK is an upscale planned development made up of single-family homes and several rental bungalows. In addition to owners, renters also occupy some of the residences. All of the residences within this community access their homes by coming through the gate off Little John Road.

The PRIVACY FORCE takes its direction from the Saddle Creek Community Service District Board (hereinafter "CSD"). The privacy force will not accept changes in site instructions from other than these persons.

The Calaveras County Sheriff's Department provides police services and the Copperopolis Fire Protection District provides fire and medical aid.

Calaveras County Sheriff's (non-emergency)	209-754-6500
Copperopolis Fire Protection (non-emergency)	209-785-2393
ALL POLICE, FIRE, AND MEDICAL EMERGENCIES	911

PURPOSE OF COVERAGE

The Privacy Officers are responsible for access control to Saddle Creek. In this capacity, the officers provide public relations and an atmosphere of privacy for the residents.

Privacy Officers will permit entrance to Saddle Creek on the basis of the instructions that will be explained in detail in pages to follow.

RESIDENT ACCESS

All residents of Saddle Creek should have a transmitter. If they do not have a transmitter they must verify that they are a resident to obtain entry, as explained below.

Entry is authorized by their use of the resident lane and using their transmitter to operate the gate. Authorized residents may obtain a gate control device from the sales office (Linda Stephanick) or Greg Heberd, CSD Site Manager.

Those residents who have not received a gate transmitter or who have forgotten their transmitter must enter using the visitor's lane. The resident must give his name, address and phone number. If all information is correct, the resident shall be admitted. If only the name is correct, or the address is correct, or the address is correct but not the telephone number, **THE RESIDENT MUST PRODUCE THEIR DRIVER'S LICENSE**. If this properly identifies them as the same person on the computer, access will be allowed. If there is still a question of identity the individual will have to be treated as a visitor. See visitor's instructions further on.

Some residents may have notified the privacy officer of former residents not to be admitted such as ex-spouses. The Privacy Officers **WILL** be aware of these notices and be able to deny entrance even though they know the correct computer data and have driver's license with correct name, address, etc.

Please Note: These admission rules for residents may seem a little strict for someone without a gate control device. But remember, this is the exception. Also, it is relatively easy to obtain this data without being a resident. The CSD would rather receive complaints about being too strict rather than allowing just anyone in on the pretense of being a resident.

Transmitters: Each resident is entitled to have 4 transmitters programmed at no cost. The CSD will provide the first transmitter at no cost; the resident must supply or purchase from the CSD any additional transmitters. All transmitters, in excess of 4, will require a \$25.00 programming fee. Greg Heberd, CSD Site Manager, will program transmitters by appointment only. Contact him at 209-768-5678 to schedule an appointment.

PERSONS VISITING A RESIDENT

At any time, night or day, a visitor (other than a process server, see separate instructions), may be admitted to visit a resident home as long as the conditions below are met.

NOTE: This does not apply if the resident has left WRITTEN AND SIGNED notice of a specific procedure to be followed. Always comply with those special, individual instructions.

The same procedure must be followed at any time of day. While there may be some delay at busy visitor times, carefully follow these procedures and work as quickly as possible.

The Privacy Officer will ask the visitor if they can help them. When the visitor indicates the name of the person they wish to visit, the Privacy Officer will check to see if the person is an allowed visitor. If they are listed and approved they will be let in; if they are not listed on the approved visitor list for that resident, the Privacy Officer will assist the visitor in using the entry call box, and if necessary call the resident and obtain permission to allow entry.

If the visitor or the Privacy Officer is unable to contact the resident in a reasonable period of time, the visitor will be informed that entry cannot be allowed and for them to try later.

If permission to visit is denied, the visitor will be informed that they cannot be allowed in.

For service persons such as landscapers, house cleaners, pool cleaners, etc., refer to the appropriate section.

EMERGENCY CALLS AND COMPLAINTS

If the Privacy Officer receives a call from a resident concerning emergencies or complaints the following procedure will be used:

Burglaries, fires, or medical emergencies.

- The Privacy Officer will ask the homeowner to call 911, as this will be much faster than the gate getting all the information necessary to do it for them.
- The Privacy Officer is not to leave the gate to respond to emergencies or complaints. They are to stay at the gate to direct responding fire, police or medical services, etc.

Remember that this is a privacy service and not a security service. The Privacy Officer has no peace officer authority.

EMERGENCY SERVICES AND NEWS SERVICES

POLICE, FIRE EQUIPMENT, AMBULANCES, etc., will be admitted without delay whether they have emergency lights or not.

NEWS SERVICES, (RADIO, TELEVISION, REPORTERS) will not be admitted at any time, unless authorized by a resident, Castle & Cooke, the Site Manager or the CSD Board.

GOLF COURSE ACCESS

The golf course is a SEMI-PRIVATE course that is not connected with Saddle Creek Community Service District. If someone is looking for the golf course, they will be directed to the Pro-shop.

The golf course is open daily from 0700 hours until dusk.

PACKAGE / PARCEL DELIVERIES

The Privacy Officers are not to accept parcels or deliveries of any sort for residents. Also, they are not to accept keys from the residents for passing on to expected visitors, deliverymen, etc.

MOVING VANS

When a moving van arrives, the Privacy Officer will verify the name and address of owner moving in or out before entry is permitted. NO EXCEPTIONS.

REALTORS AND PROSPECTIVE BUYERS

All prospective buyers should be directed to the Sales Office. There are sales models at Saddle Creek. The Sales Office will determine the hours of operation. All perspective buyers will be directed to the Sales Office for access.

Prospective residents accompanied by a Realtor may be admitted to see a home for sale.

BUNGALOW RENTERS

All Bungalow renters will be directed to the Bungalow rental desk at the Lodge.

SOLICITORS

The rules for solicitors, even if they are residents, are very simple, THEY ARE NOT ALLOWED!

ACCESS OF SERVICE PERSONS

Whenever a service person indicates they have been called to a residence, they must be in the computer or on the resident's entry list or the resident must be called. This includes persons such as house cleaners, yard maintenance, plumbers, carpet installers, pool cleaners, etc. If they are not in the computer or on the approved entry list and no contact is made, they don't get in!

PROCESS SERVERS ACCESS

The procedure for all process servers, whether uniformed police officer or private servers, once they have identified their purpose of entry to the Privacy Officer, will be to let the server enter. The resident will be called by the Privacy Officer to notify them that process server has been allowed access; we are legally required to permit process servers to enter.

GATE INFORMATION SHEET

Privacy Officers will maintain a supply of gate information sheets to be given to residents who request them for additions or deletions of their guest list. A sample of this form is shown on the following page. Residents must fill out all gate information sheets personally. The information sheets are for verification that the resident actually authorized the listed individuals and firms.

There are 10 spaces on this form to list children and provide space for a permanent guest list. This information should be updated periodically.

1. Residents may have a "MUST CALL FOR ANY GUEST TO BE ADMITTED" instruction or a "SPECIFIC GUEST LIST". A permanent "ADMIT ALL" is not allowed.
2. For guest clearance longer than seven (7) days the resident must either add the guest to their permanent guest list or call down each week to readmit them. If the time limit has expired then the guest is denied access-unless you can get clearance by calling the resident or the resident calls you.
3. There may be occasions where a resident is having a party. If the number of guests is no more than five, the resident may call the gate and give the individual names of the guests. These would be admitted for that day/weekend only! If the list of guests exceeds five, the resident they will have to provide a written guest list. **NO EXCEPTIONS!**

GATE INFORMATION SHEETS

TO: THE RESIDENTS OF SADDLE CREEK COMMUNITY SERVICES DISTRICT

FROM: Saddle Creek CSD Board

Below please find an information sheet for the entry gate. We are requesting that you fill out and drop it off at the guard gate as soon as possible, as we would like to get the records updated and complete. Thank you for your cooperation.

SADDLE CREEK COMMUNITY SERVICES DISTRICT RESIDENT INFORMATION AND AUTHORIZED GUEST LIST DATA

RESIDENT'S NAMES: (Last name, First name)

LOCAL ADDRESS:

HOME PHONE:

WORK PHONE:

OTHER PHONE:

CHILDREN AND AUTHORIZED GUESTS

- | | |
|----|-----|
| 1. | 6. |
| 2. | 7. |
| 3. | 8. |
| 4. | 9. |
| 5. | 10. |

OWNER'S NAME (IF DIFFERENT):

DAY/WEEKEND ONLY GUESTS:

You may call the gate at 785-8700 with a maximum of five guests that you are expecting. These five guests would only be good for entry on the day/weekend and would not be on the permanent guest list. If you have more than five guests, you must either give the guards a written list.

NO EXCEPTIONS: NAME/ADDRESS OF NEIGHBOR WHO HAS ACCESS TO YOUR HOME IN CASE OF EMERGENCY: