

SIN VACAS PROPERTY OWNERS ASSOCIATION

P.O. BOX 40790 TUCSON, AZ 85717 ♦ (520) 795-6500 FAX: (520) 795-6501

GATEHOUSE POLICIES AND PROCEDURES

The Sin Vacas Property Owners Association (Association) Gatehouse policies and procedures were designed to provide a logical and comfortable degree of controlled access to Sin Vacas with a minimum of inconveniences to you and your visitors.

Our Gate Attendants need your cooperation in order for them to best serve you. In general, if you are expecting guests, please notify the Gate Attendant and provide him or her with proper instructions. This is particularly important if you will not be at home when these visitors are expected to arrive.

If you experience problems with the Gatehouse service or personnel, please notify Stratford Management (795-6500) of the date and time the problem occurred. Please do not contact the Gate Attendants or his or her supervisors directly.

The Gate Attendants have been instructed to follow the policies and procedures outlined below. Please do not ask them to deviate from these requirements. It is not practical for them to keep track of special procedures for individual residents.

Please take the time to review these policies and procedures with your family.

**SIN VACAS GATEHOUSE
(520) 297-9054**

RESIDENTS AND PROPERTY OWNERS

VEHICLE DECALS: All residents and property owners should have a decal affixed to the inside of their vehicle's windshield in the upper left-hand corner. If you do not have a decal on your vehicle, the Gate Attendant may request identification from you.

You may obtain decals from Stratford Management by filling out a "Vehicle Decal Request," available at the Gatehouse and returning it to Stratford Management. Residents of the Villas at Rancho Sin Vacas and Santa Catalina Villas/La Rosa may also obtain their vehicle decals through Stratford Management.

Only property owners and residents of Sin Vacas are eligible for vehicle decals. Please do not provide decals to employees, service personnel or even frequent visitors.

NEW RESIDENTS: When entering Sin Vacas, as a courtesy, please stop at the Gatehouse and introduce yourself to the gate attendant on duty.

NEW GATE ATTENDANTS: As a courtesy, we ask that you acknowledge the residents as they enter the community.

GATE ATTENDANT SAFETY: For the safety of our Gate Attendants, *please slow down when entering and exiting Sin Vacas.*

VISITORS

GENERAL POLICY: The Gate Attendant will detain all guests, delivery people, etc. at the gate. The Gate Attendant will phone you for permission to admit your visitors, **UNLESS THEY ARE ON YOUR PERMANENT GUEST LIST.** If no one is home, the visitors will not be admitted unless you have made arrangements in advance.

If you have not provided a list of visitors, such as friends, nonresident family members, service personnel, etc. to the Gate Attendant, he or she will detain them and call you for permission to admit them. If they are not on the list, these visitors will be detained no matter how often they visit.

NOTIFICATION OF GATE ATTENDANTS: We encourage you to notify the Gate Attendant, in advance, when you are expecting guests. Please inform the Gate Attendant at that time if you do *not* want to be called when you guest arrives.

You are asked to notify the Gate Attendant if:

- You are expecting a guest who is not on your permanent list
- You do not want your guests detained while the Gate Attendant calls you
- You are having a party, in which case you must provide a guest list, *in writing*
- You are expecting delivers of food, furniture, packages, flowers, etc.
- You are expecting construction work or repair personnel on your property
- You are expecting a Real Estate Agent or potential buyer
- You are expecting a Builder or Architect
- You are expecting service personnel such as housekeepers, pool cleaners, etc.
- You are expecting utility company workers, moving company personnel, etc.

PERMANENT LIST: You may establish a Permanent Visitors List at the Gatehouse. This list may be used for frequent visitors, service personnel, etc. If a visitor is on the permanent list, the Gate Attendant will admit him or her without calling you first.

IMPORTANT NOTE: *Parties on the Permanent List will be admitted even if no one is home.*

We encourage you to update your Permanent List as needed.

EMERGENCIES

NOTIFY GATE ATTENDANT: If you are expecting an emergency vehicle (fire truck, ambulance, Sheriff, etc.), please notify the Gate Attendant so he or she will be prepared to direct it to your home.

PARTIES

NOTIFY GATE ATTENDANT: You *must* notify the Gate Attendant when you are having a party, and provide an alphabetized guest list in writing – *not* by phone.

DELIVERIES

GENERAL DELIVERIES: The Gate Attendant will verify that someone is home to accept deliveries. If there is no one home, the Gate Attendant may accept the package or a notice of attempt to deliver, unless the delivery is a perishable or extremely large or heavy item. If you are expecting a delivery and will not be home, please notify the Gate Attendant and provide him or her with instructions.

FOOD DELIVERIES (Pizza, etc.): All food deliveries will be admitted only if the driver has a name and phone number. The Gate Attendant will call to announce the delivery. **FOR YOUR CONVENIENCE, PLEASE NOTIFY THE GATE ATTENDANT IF YOU ARE EXPECTING A FOOD DELIVERY.**

FLOWERS AND OTHER PERISHABLES: The Gate Attendant will call to verify that someone is home. If there is no answer, the driver will not be admitted. The Gate attendant will not accept the flowers or food at the gatehouse. They will not be left with a neighbor unless you provide specific instructions to do so. If you are expecting a flower or food delivery and no one will be at home to accept them, please notify the Gate Attendant and provide instructions.

NOTIFICATION OF RESIDENT: If a Gate Attendant accepts delivery at the Gatehouse, Gate Attendants on all

shifts will attempt to notify you.

REAL ESTATE AGENTS AND OPEN HOUSES

REAL ESTATE AGENTS: All Real Estate Agents will be logged in. They must present a valid driver's license or other picture ID and a business card or other proof of employment.

PROSPECTIVE BUYERS: A Real Estate Agent or the Property Owner must accompany Prospective Buyers of property within Sin Vacas. Property Owners, however, may authorize entry in their absence.

REALTOR OPEN HOUSES: Realtors may conduct Realtor Open Houses for other Realtors. They must, however, provide identification as outlined above.

OPEN HOUSES: Open houses for the general public are permitted only on Sundays, between the hours of 1 p.m. and 4 p.m., with prior notification to Stratford Management. You must notify Stratford Management no later than the Wednesday prior to your Sunday open house. Stratford Management then prepares a consolidated list of open houses along with a map, and this information is given to the gatehouse to present to potential buyers. Please contact Stratford Management with any questions you may have concerning open houses or approved realtor signs.

CONSTRUCTION WORKERS AND SUPPLIERS

SUBCONTRACTORS LISTS: All General Contractors must submit a list of company names of all subcontractors that will be working on their projects. This list must be provided to the Gate Attendant *prior* to the start of construction. The Gate Attendant will check the list to ensure that workers entering Sin Vacas work for one of these companies. *Please note that no workers will be admitted until this list has been provided.* The General Contractor will also be responsible for notifying the Gate Attendant of changes to this list.

UNIMPROVED PROPERTIES: The Gate Attendant will record auto license numbers and the destination for all construction workers and suppliers. All construction workers, etc. in private vehicles (no visible business ID) also must provide their names and driver's licenses or other picture ID.

IMPROVED PROPERTIES: You must provide the Gate Attendant authorize to admit construction workers or suppliers destined for your existing residence. The Gate Attendant will also record vehicle license numbers and destinations. If you are expecting construction workers and you will not be home, you must give special permission in writing to the Gate Attendant.

CONSTRUCTION REGULATIONS: The Gate Attendant will provide construction workers and suppliers with a copy of the "Construction Regulations," and will instruct them to obey the 25 MPH speed limit and all regulatory signage. A color-coded entry hang tag will also be provided to construction workers who are regular visitors to a construction site.

DAYS AND HOURS FOR CONSTRUCTION: Construction and related deliveries are permitted Monday through Saturday. No construction is permitted on Sundays or holidays (Labor Day, Memorial Day, Christmas, New Years, Thanksgiving and the Fourth of July). Construction materials may not be delivered on Sundays, holidays or before or after normal construction hours.

CONSTRUCTION HOURS ARE AS FOLLOWS:

WINTER (October 1 to March 31) = 7:00 a.m. to 6:00 p.m.
SUMMER (April 1 to September 30) = 6:00 a.m. to 6:00 p.m.

MOVERS

MOVING IN OR OUT: You must notify the Gate Attendant if you are expecting a moving company, especially a moving company with a large vehicle. No moving company vehicles or personnel will be admitted under any circumstances, without prior notification from you. Any damage to the Association's private streets by a large moving van or vehicle will ultimately be the responsibility of the property owner to repair in the event the moving company does not accept responsibility for the damage.

SANTA CATALINA VILLAS (SCV) AND LA ROSA (LR) HEALTH CENTER

RESIDENT NOIFICATION: Gate attendants will call the apartment of a resident with a waiting guest. If there is no one home, they will call the receptionist. The receptionist must have authorization from the resident before giving approval to the Gate Attendant.

CURRENT EMPLOYEE LIST: SCV/LR must also provide and regularly update a list of current employees and vehicle license numbers.

EMPLOYEE PASSES: No employee will be issued a vehicle decals or passes of any kind. However, they will be provided with hang tags on a monthly basis.

Employees who expect to be picked up after work must request the receptionist or Executive Staff to notify the Gate Attendant. The Gate Attendant will not accept direct notification from the employee.

PROSPECTIVE RESIDENTS: SCV/LR staff should notify the Gate Attendant of scheduled appointments for prospective residents. The Gate Attendant will have to detain unexpected visitors by phoning SCV/LR to verify admittance.

GATEHOUSE POLICES AND PROCEDURES: Each apartment and new resident should be provided with a copy of these Gatehouse Policies and Procedures.

OTHER

TRAFFIC CONTROL: The Gate Attendant will instruct all visitors to observe the 25 MPH speed limit.

DISTURBING THE PEACE: If you are disturbed by noise such as loud music or parties, please notify the Gate Attendant and call the Pima County Sheriff Department.

UNAUTHORIZED ENTRY: If a Gate attendant asks your visitor to pull to the side of the gatehouse and wait while he or she calls you and the visitor does not wait, the Gate Attendant will inform you of the situation and that an unauthorized guest is on the way to your home. If someone is home and gives permission, no further action, other than an incident report, will be required. If no one is home and you have not authorized this visitor, the Gate Attendant will call the Pima County Sheriff and write an incident report. This visitor may be subject to arrest for trespassing.

PIMA COUNTY SHERIFF DEPARTMENT: For most problems, such as peace disturbance or illegal entry, the Gate Attendant will assist you, if requested, to contact the Sheriff. Residents who have an emergency should call 911 directly or contact the Pima County Sheriff's Department non-emergency number at 741-4600.

Revised July 2004