

February 15, 2018

Brookhollow Residents

RE: Security

I don't know about you, but encountering scenes such as the one attached really ruin my day and soil my soul. Unfortunately we can never completely do away with vandalism and mistreatment of property, but we can certainly try to lessen them. We have recently observed an uptick in such occurrences. In following up on the incidents we have been informed that it may be greatly attributable to the City of Santa Ana's recent policy to drive the homeless away from the Riverbed areas, resulting in them spreading out elsewhere in the City.

Here is what we are doing about it:

- We have met with the security patrol supervisor and have secured two additional patrol per night until the situation is contained.
- Security patrol vendor is installing QR Codes for check-in throughout the property to increase the on-duty officer's compliance with required patrol process.
- We have implemented an incentive program for the officers on duty whereby they get a bonus every time their efforts result in apprehension of individuals responsible or verifiably avoid such incidents.

Please note below the scope of the Knowles Security, Inc. services:

- Respond to investigate suspicious activity
- Respond to crimes in progress
- Provide after hours escorts to personal vehicles for employees (must have a specific circumstance i.e. threats made, hostile customers or employee termination)
- Respond to remove vagrants from property
- Take and file incident reports for vandalism, property damage, crimes committed against employees
- Respond to emergency maintenance situations in the event property management or maintenance cannot be reached
- Monitor any employee's vehicle that will be left over night or for an extended period of time. (must call Dispatch and request vacation watch of vehicle)
- Officers will respond to any situation that is occurring in the common areas of the business center. Officers will not enter your business to detain or arrest shoplifters or persons causing a disturbance inside of your business. Once said person has exited your business Officers will deal with said person in the parking lot or the common areas of the business center. (This is strictly for liability reasons)

But to be effective we need assistance from everyone:

- Report any suspicious and/or illegal activities, day or night, while in progress to the Security Patrol vendor by calling the Dispatch Center at **(866) 404-4461** and provide best information possible. Please follow up with an email to us (Brian@AyZarInc.Com) and the security vendor (JComminey@KnowlesSecurityInc.com) with information on the incident and any pictures/videos you may have been able to take. Suspicious/illegal activities may include:
 - A vagrant that frequents the property with the best description you can provide.
 - A suspicious vehicle constantly driving the business center.
 - Hostile situations occurring near or in your business.

- Signs of homeless taking shelter at the park.
- Acts of vandalism going on.
- A safety concern that can cause injury.
- Report any theft or break-in's that are occurring or have occurred. Contact local police as well and provide with a report number for our records.
- Email us at (Brian@AyZarInc.Com) and the security vendor (JCcomminey@KnowlesSecurityInc.com) with any concerns you may have (i.e. graffiti/attach pictures, shop lifters, hostile employees). Please provide name and description of person, stalkers or domestic abuse/restrained person. Please provide copy of restraining order if possible.
- You may call the the Dispatch Center at **(866) 404-4461** for escort to your car as you feel needed.
- Notify us with an email to (Brian@AyZarInc.Com) and the security vendor (JCcomminey@KnowlesSecurityInc.com) when you are leaving your vehicle on property for an extended period of time.
- The park is a smoke free environment, except in designated areas (map attached). The park's rules and regulations prohibit loitering. Please report any violations to the Association.
- And my pet peeve, any assistance leading to identification of the "plant & turtle thieves" will be met with my personal thank you gift.

Best Regards



Shirin Zarkesh