SCENIC HILLS GUARD AND PATROL
STANDARD OPERATING
PROCEDURES

This Publication has been reviewed by the Scenic Hills Guard & Patrol Services Committee, Guard & Patrol Services Contractor, and reviewed and approved by the Scenic Hills Board of Directors, June 24, 2009; Rev. May 10, 2010

Previous editions of the Guard Guidelines are no longer valid and should be destroyed.
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The following publication is a Standard Operating Procedures (SOP). It has been prepared to assist the Guards & Patrols in the performance of their assigned duties as a Guard or Patrol Officer with Scenic Hills Community. It covers various subjects that they will encounter on the job. All Guards and Patrol Officers should read and familiarize themselves with this publication.

1. **CHAIN OF COMMAND:** As with every organization, there is a Chain of Command established to inform the employee of to whom they are to report. Here, at Scenic Hills Community, the Chain of Command begins with the Contractor. The Contractor reports directly to the Board of Directors. The Chairperson of the Scenic Hills Guard and Patrol Services Committee reports directly to a member of the Board of Directors. The Chairperson of the Guard and Patrol Services Committee is charged with monitoring the contract. There are six (6) members on the Guard & Patrol Services Committee, consisting of a Chairperson, Vice Chairperson and four members. ALL are voting members. Together they are charged with designing and proposing to the Scenic Hills Board of Directors, systems and procedures for guard and patrol Services in the community and the R.V. Park. The Site Supervisor is responsible to the Contractor and the Guard & Patrol Services Committee for the daily guard and patrol Services operation. The Guards and Patrol Officers are responsible to the Site Supervisor for discharging all assigned duties.

It is the duty of the Site Supervisor to insure the accuracy of all schedules, reports and time cards. Time cards and other pay actions are submitted to The Contractor NOT Scenic Hills Community Association. The Site Supervisor is responsible for ordering forms and supplies (weekly) and maintains harmony with his/her staff.

2. **TOUR OF DUTY:** Upon arrival for duty, the outgoing Gate Guard will brief the incoming Gate Guard concerning any information received during his/her watch. The Daily Activity Report is opened with the relieving Officer’s last name and listing all the equipment on site. It then continues with an hourly entry of “ALL SECURE” or any other information that occurs within the hour. Change the name plate in the gate house window at the beginning of the tour. Tours of duty are: 0700-1500, 1500-2300, and 2300-0700. The additional Roving **Staggered** Patrol is 2300-0300.

3. **CONDUCT:** Guards and Patrol Officers are expected to discharge their assigned duties in a professional manner. **BE COURTEOUS.** Don’t forget
that “Thank You, Yes Sir/Yes Ma’am and Please” go a long way in talking to visitors and contractors. The Gate Guard is the first person seen when visitors arrive at Scenic Hills. The Gate Guard needs to make them feel like VIP’s (Very Important Persons) because to us they are. First impressions are lasting impressions. There is no place for rudeness. Hold conversations to official business only. Remember the Gate Guard’s job is to admit Scenic Hills authorized residents, guests and contractors and to turn away those not authorized.

Due to the possibility of Association and Contractor liabilities, Gate Guards are NOT to sign, accept or hold packages, keys, garage door openers, money, flowers, etc. from or for residents to pick up at the Gate.

4. **EQUIPMENT:** The following equipment is furnished for Guard Personnel usage, and remains the property of Scenic Hills Community Association:

   2 Keys to Lodge
   3 Keys to RV Park
   1 Gate Key of Pool Pump House
   1 CB Radio for Patrol Unit
   1 CB Radio for Gate House
   1 Gate Arm Box Key
   3 Flashlights
   1 Fire Extinguisher

   Gate Guards will inventory the above and make an entry in their log. Officers will maintain their logs in a clear, concise and orderly fashion. All incidents must be reported on an incident report. All information pertaining to the incident must be recorded. Sloppy reports and reports not containing all required information i.e. Name, Date, Time and Facts, as to what did actually occur, will be returned to the Contractor for correction. Correct spelling is required. If in doubt as to spelling of a word, please use a dictionary. These reports could be used in a legal matter in the future.

5. **APPEARANCE:** Guards and Patrol Officers are expected to present a professional appearance at all times. Shirts will be white for the Summer season and dark blue or navy for the Winter season, with epaulets. Shirts
may have long or short sleeves with appropriate patches and accouterments, **CLEAN**, buttoned up, tucked in, and pressed. Trousers will be clean and pressed. Shoes will be shined and clean. Trousers and Bermuda Shorts will be black or navy blue (as authorized in the contract). **BLACK** or **DARK COLOR BLUE** socks will be worn. No anklets or quarter crew socks will be worn. Remember Guards and Patrol Officers represent The Contractor and must look their best at all times. Hair will be combed. Beards will be neatly trimmed as well as mustaches. Black or Dark Blue ball caps may be worn with “SECURITY” written on it. No other caps are allowed. Suspenders are authorized and can be worn with the uniform.

6. **PARKING OF PERSONAL VEHICLES:** Gate Guards shall not park in the front or back of the gate house. Gate Guards may park on Country Club Drive west of Portage Drive or on Portage Drive, which is the street facing the gate house or in the lot of the Convenience Store, providing they have permission from the store owner. Officers must park at least twenty (20) feet from the intersection.

7. **CELL PHONE:** There two cell phones and a charger in the gate house furnished by the Contractor for use by the Guards. Leave on and in the charger, until used. No personal calls will be made on them. These phones are for “Official Business Only”.

8. **LONG DISTANCE TELEPHONE LOG:** Gate Guards will enter all Long Distance Calls that are made from the Gate House. No personal calls are allowed.

9. **SMOKING:** In accordance with the City of Schertz Ordinance #34-89, the Gate House is a **NO SMOKING BUILDING**.

10. **COMPLAINTS AGAINST GUARDS & PATROL OFFICERS:** All complaints against Guards and Patrol Officers will be investigated by the SHCA Chairperson of the Guard & Patrol Services Committee. These findings will be turned over to the Board of Directors and the Contractor for further action.
11. **EMERGENCY VEHICLES:** When an Emergency Vehicle (Fire, Police, or EMS) approaches the entrance to Scenic Hills running CODE 3 (this is with Overhead Lights and/or Siren on) immediately open the gates and let them through. They are on a life or death situation. **DO NOT ATTEMPT TO STOP THEM AND FIND OUT WHERE THEY ARE GOING.** This is a private/personal matter between EMS and the party calling. Gate Guards will not get involved. Gate Guards will not call and notify anyone. They will probably receive calls from residents wanting to know where the ambulance went. Their reply will be “I am sorry but I have no knowledge of where they went”. Their function is to open the gates and let them in and out. Non-emergency law enforcement vehicles (Schertz Police, Guadalupe County Constables or Deputies) will be allowed entrance to Scenic Hills; as they are either patrolling or serving papers. Log an entry in the Daily Activity Report with the time in and time out and destination, if known.

12. **LODGE VISITORS:** Scenic Hills Administrative Offices will be notified of anyone wanting to rent an RV space, or delivering packages or for other reasons. Gate Guards will call the Lodge and advise them of the situation. Upon receiving approval from the Office, issue a visitor’s pass. Under destination, indicate “Lodge”.

13. **VACATION SHEET:** When a resident drops off a Vacation/Out of Town Form at the Gate House, place it with the other paperwork going to the Administrative Office at the Lodge. The Guards will **not** fill out the Vacation Forms for residents. This paperwork is picked up in the morning (Monday thru Friday) by Lodge personnel. The Lodge Administrative personnel will stamp it and return a copy to the Gate House. Place the copy on the Roving Patrol Officer’s clipboard, for the Patrol Officer’s use while the resident is out of town or on vacation. This form is used for nightly house checks until they return. When the resident(s) return, the Gate Guard will annotate the Vacation Form with the date and sign the form. The form will then be forwarded to the Administrative Office.

14. **LODGE USE:** MEMBERS ARE ALLOWED USE OF THE LODGE facilities in the evening after hours and on the weekends. Upon receipt of
the resident’s “BLUE” member’s card, the Gate Guard will give the member a key to the Lodge along with a Scenic Hills Lodge Use Checklist. This form is completed by the member prior to turning in the keys. Upon return of the key by the member, take the Checklist and keys back and give member back the “Blue” Member’s Card. Note in the Log the time the key was returned.

15. RESIDENTS: Scenic Hills Residents’ vehicles are identified by a Red and White diamond shape sticker with a number on it. The sticker is normally placed around the Texas Inspection Sticker on the windshield. Not all residents comply with the sticker area, placing it all over the windshield. RESIDENTS COME AND GO AS THEY PLEASE. After verification that they are residents, allow them to enter the property. They will normally use the resident entrance gate.

16. FREQUENT VISITORS LIST: Residents have a card filed at the Gate House, with the name of their frequent visitors. This could be children, grandchildren, family members or former classmates. If the visitor is on the card of the resident they are going to visit, the Gate Guard is to issue a Visitors Pass. The Gate Guard will complete the visitor’s log, by entering their name, license plate number, destination and time in. In the event a resident specifically requests he/she be notified each time a guest arrives, make every effort to contact the resident before admitting the guest.

REMINDER: There is no such thing as a monthly pass. EACH TIME a visitor enters or leaves Scenic Hills, the old pass MUST be returned and upon re-entry a new pass issued. Simply DO NOT open the gate to allow them access without the correct pass.

17. EXTENDED VISITORS PASS: Residents occasionally have visitors that either are or are not on their frequent visitors card and need to stay longer than a short period of time. To accommodate these visitors a NEW pass and corresponding Log on which to issue and log EXTENDED STAY VISITORS (no less than five days – no more than 3 weeks) has been established. This pass MUST be displayed at all times on the dash in front
of the steering wheel on the driver’s side of the car. Inform the visitor that they MUST enter and leave through the “Visitor” side of the gates so the guard can check dates.

The guards must also stress to the visitor that this pass DOES EXPIRE and if they are required to extend their visit beyond the expiration date, it MUST be renewed. At that time a new pass will be issued with new dates.

18. OTHER VISITORS: When a visitor drives up to the Gate House seeking entry to Scenic Hills and the Gate Guard has not been notified by the resident that the person is expected, the Gate Guard will call the resident and advise them they have a guest seeking to visit them. If the resident vouches for the individual, then issue a Visitor Pass, complete the visitors log information and open the gate and let the visitor pass. If the resident does not agree with letting the visitor in, then DENY entrance to the visitor.

EMPLOYEE ENTRANCE POLICY:

All Scenic Hills Community Association employees will be issued a "Red Sticker" which will be appropriately affixed to their vehicle windshield. It is valid for entrance to Scenic Hills Community Association during normal working hours, Monday through Friday (7:30 AM through 5:30 PM).

Outside those hours, and on weekends, the sticker is not valid for entrance into the community. Employees will be considered a "visitor". If you must return to the property after normal hours or on weekends, you must go through the visitor’s entrance, obtain a "visitors pass" and be logged in/out by the guard on duty. As with all visitors, the resident you will be seeing will need to call the gate and advised the guard they are expecting you.

19. CONTRACTORS: Normally a resident will notify the Gate House that they have a contractor or delivery coming. If not, the Gate Guard will notify the resident that there is a contractor seeking entrance to Scenic Hills to do some work at his/her residence. If the resident vouches for the contractor then the Gate Guard will complete the Contractor’s log and issue a Contractor’s Pass. Indicate the name (first and last) of the driver, plus any
others with them. Place the number of other workers in the box alongside the driver’s name, followed by their Company Name and their destination. Upon completion of their job, the pass will be turned in at the exit gate and the Gate Guard will log them out.

**NOTE:** If the resident declines entrance to Scenic Hills of a visitor or contractor the Gate Guard will make an entry in the daily log.

The City of Schertz approved working hours for contractors is: 7:00 AM to 6:30 PM Monday through Friday; 9:00 AM TO 5:00 PM on Saturdays, and NO hours on Sunday’s. For the peace and quiet of the residents in the Community, Scenic Hills does NOT admit Contractors prior to 7:30 AM unless a resident has called the Gate to authorize entry prior to 7:30 AM. Otherwise, Contractors are not to be allowed admittance before or after these specified hours **UNLESS** it is a Plumber or an Electrician on an Emergency Call.

**New Home Contractors:** Contractors building homes in Scenic Hills must have a schedule of approved individuals posted at the Guard Gate that will be associated with the building of a new home.

**Approved Individuals:** For any home under construction, only those individuals listed on the schedule will be allowed through the gate.

**Schedule Expiration.** The new home construction schedules of approved contractors are only valid for a 6-month period from the time the schedule is provided to the Gate. Ensure that you date the list on the first date it is given to you.

20. **GATES:** The front entrance gates will be closed at all times, except to let a vehicle in. When a vehicle approaches the gate an alarm will sound, alerting the Gate Guard that a resident, visitor or contractor has arrived. After verification of a resident (red sticker in the windshield) the gate will be opened and the resident allowed entrance. The Gate Guard will close the gate and the verification process starts all over again. **ONLY ONE**
**VEHICLE** will be allowed through at a time. There will be no exceptions. The visitor and contractor must be signed in and should use the visitor’s gate.

21. **EXIT GATES:**
   1. **DURING THE HOURS OF DAYLIGHT:**
      A. Resident gate will be left open.
      B. Visitor gate – will be closed until a visitor returns their pass, then the gate will be opened and they can exit Scenic Hills. The Gate Guard will indicate on the log the time out. This procedure applies to contractors, repairmen, etc.
   2. **DURING THE HOURS OF DARKNESS:**
      Both gates will be closed at all times. The resident gate will be opened as the resident approaches the gate and closed after they depart. The visitor’s gate will be kept closed until the visitor returns the pass, then opened for their departure and then closed again.

22. **REAL ESTATE AGENTS:** Real Estate Agents will be logged in/out on the Real Estate Agents Log. The Real Estate Agent must agree to have prospective buyers ride in his/her vehicle. Prospective buyers will not be allowed to enter Scenic Hills Community property in their own vehicles. If the Agent does not possess a current Real Estate License, they will not be given a pass. They must agree to ride along with a resident tour guide, together with their clients. They will be provided a “GREEN” entry pass bearing a four hundred (400) number; upon verification of a current real estate license.

**PROSPECTIVE BUYERS:** Prospective buyers, not accompanied by a Real Estate Agent, will **not** be issued a Visitor’s Pass. They **will not** be allowed to drive their own vehicle on Scenic Hills Community property. They must agree to ride with a Tour Guide.

The Gate Guard will call for a Tour Guide only when the Lodge Office is closed (After Business Hours, Weekends and on Holidays). Lodge personnel will call for Tour Guides during normal business hours (Monday thru Friday 9:00AM until 5:00 PM).
FOR SALE BY OWNER: Owners wishing to sell their own home must agree to abide by the same procedure as Real Estate Agents for the purpose of maintaining the Security of Scenic Hills.

This means that the owner will drive prospective buyers from the Front Gate to their home for the showing. The prospective buyers will not be issued a Visitor’s Pass. Upon the prospective buyer’s arrival at the Front Gate, the Guard will call the homeowner to pick-up their prospective buyer at the gate. The buyer may park on Country Club Drive west of Portage Drive, on Portage Drive, or in the parking lot of the Convenience Store, if they receive permission from the store owner.

AT NO TIME, will the prospective buyer be permitted to drive his/her own vehicle on Scenic Hills’ property. The seller must use his/her own personal vehicle to drive the prospective buyer around Scenic Hills to show the amenities of living at Scenic Hills.

The Gate Guard will make an entry in the DAR showing the time-in, prospective buyer’s name and seller’s name. Upon exit, an entry will be made showing the time-out along with the same identifying information.

If any homeowner refuses to comply with this section, the Guard is NOT to confront the homeowner. Instead, they are to call the Chairperson of the Guard and Patrol Services Committee and have the Chairperson explain the process.

23. LAWN CARE: The Lawn Care Contractor personnel have authorized entry during working hours Monday thru Friday from 0730 until Dusk. They will be logged in on the Contractor Log. The RV Park key can be charged out only to the foreman for cutting grass at the RV Park. If they are doing landscape work for residents after duty hours and on weekends, they are treated like other Contractors. They must be authorized by the resident.

24. SUPPLIES: The Site Supervisor will complete a “Request for Supplies” form weekly. He/She will put the form in the envelope going to the Lodge.
Supplies will be delivered by the end of the business day. Supplies consist of Paper Towels (folded and rolled), Toilet Paper, Hand Soap and other needed supplies. Forms will be ordered the same way.

25. RV PARK: The RV Park is secured by a padlock. All tenants are to obtain a key from the Gate Guard on duty, to get into the RV Park/Storage Area. Each tenant is issued an “RV Card” which must be surrendered to the Gate Guard before a key is issued. If the RV Card is expired, contact the Lodge Administrative Office and advise them. Lodge Personnel will authorize a pass. Log them in and let them drive to the Lodge to obtain a new card. **DO NOT ISSUE A KEY AT THIS TIME.** After the new card is obtained, use the RV Card to complete all blocks of the sign in/out log. Upon return of the key, log in the time, secure the key and return the RV Card back to the person.

**HOURS OF DARKNESS:** NO ONE (tenants) is allowed in the RV Park/Storage Area from sunset to sunrise. **NO KEYS WILL BE ISSUED.** If an emergency entry is requested during the hours of darkness, the Gate Guard will contact the Chairperson of the Guard & Patrol Services Committee. The Chairperson must accompany the person requesting the entry. If the Chairperson is not available, contact another member of the Guard & Patrol Services Committee.

**RV IN/OUT OF SCENIC HILLS:** All RV’s owned by residents or guests of a resident are allowed in Scenic Hills, and can be parked on the street in front of the residence. The RV may be parked for a period not to exceed seventy-two (72) hours, within any one week, after which they must be moved. Gate Guard will log the RV into the Log.

26. ROVING PATROLS:

A. Upon beginning the tour of duty the Roving Patrol Officer should have a flashlight, a CB Radio and a key to the RV Park Storage Area. Indicate in the log if any equipment is missing or not available. An hourly log entry will be made of the Roving Patrol Officer’s radio checks with the Officer on duty at the Gate House. Indicating location and time for each
check. CB Channel 8 will be used for this purpose. The Roving Patrol Officer will place magnetic “Security” signs on the patrol vehicle doors.

1) The Roving Patrol Officer will drive thru the entire Scenic Hills Community. The Roving Patrol Officer will be checking for open garage doors, people out and about, fires and other suspicious activities. If a garage door is found open, notify the Gate Guard of the location. The Gate Guard will call the resident and advise them to secure the garage door. Be sure to make a note in the Patrol Log. If the garage door is still open by the time of the Roving Patrol Officer’s second drive thru, the Gate Guard will again make personal contact with the resident. **DO NOT ENTER THE RESIDENCE.** If the Gate Guard fails to get any response, the Gate Guard shall call the Chairperson of the Guard & Patrol Services Committee. If it is deemed necessary by a joint decision between the Roving Patrol Officer and the Chairperson of the Guard & Patrol Services Committee then call the Schertz Police Department Dispatcher and advise them of the situation. Enter on the log all subsequent actions.

2) The Roving Patrol Officer will insure the walk gate behind 3824 Pheasant is locked and secure and note the patrol log accordingly.

3) The roving Patrol Officer needs to observe and report any yard or street lights that are out, both residential and City of Schertz lights.

B. The Roving Patrol Officer will then go to the RV Park Storage Area located on Chelsea Drive in Northcliffe. The Roving Patrol Officer will unlock the gate, drive his/her vehicle through the gate and lock the gate behind him/her. He/She will first drive around the entire complex, checking the condition of the perimeter fence.

1) The Roving Patrol Officer will then walk the entire fence line, checking for cuts in the fence. The RV’s, autos and boats on the outer perimeter will be checked for doors being secured and no windows being broken out.

2) Should the Roving Patrol Officer notice any unlocked or damaged RV’s, autos boats, etc. he/she will note same on the Patrol Log and
leave a note with the Gate Guard indicating what was found and
the space number, so that during the 1st shift the Gate Guard on
duty can notify the appropriate owner.
3) The Roving Patrol Officer will then check the other vehicles,
trailers, boats and RV’s for the same. The Roving Patrol Officer
will then exit the complex locking the gate with the padlock, and
return the RV Park key to the Gate House.
4) The Roving Patrol Officer needs to observe and report any street
lights that are out in the RV Storage Facility and note same on the
Patrol Log.

27. RV PARK ALARM SYSTEM

1) Alarm. The alarm system at the RV Park will sound if any of the
alarm wires are cut and/or permanently grounded.

Beeping will start and transmit a signal on Channel 8 of the C.B. radio
at the park. Channel 8 must be monitored at all times during the day
and evening by the Gate Guard.

a) When the Roving Patrol Guard comes on duty and makes
his/her initial check of the RV Park, he/she will test the alarm
system by switching on the alarm test control toggle located
under the alarm control box. He/She is to activate the signal for
a few seconds and then turn off the alarm test control toggle.
The alarm control panel does not have to be opened to test the
alarm system.

b) The Roving Patrol Guard will contact the Gate Guard by C.B.
radio or cell phone to verify that the alarm signal was heard
during the test.

2) Reporting. When an alarm (not a test) is heard by the Gate Guard
in the evening and into the early morning hours, he/she will
immediately call 911. He/She should inform the City of Schertz
Police that he/she is receiving an alarm signal that indicates:
“A Break-In is in Progress” at the Scenic Hills RV Park located off F.M. 1103 and Chelsea Street on the southwest side of Northcliff”. Use words “Break-in is in progress” to convey the idea that an immediate response is needed.

a) The Gate Guard shall contact the Roving Patrol Guard to insure that he/she is responding to the alarm in the RV Park and to pick up the RV Park gate and alarm box keys. The Roving Patrol Guard will proceed to the RV Park to open the RV Park for Police access and turning off the alarm system.

b) To turn off the alarm, the Roving Patrol Guard must unlock the control panel, remove the panel and turn the alarm off. There is NO reset switch on the alarm system.

c) To turn the alarm back on, you must once again unlock the control panel, remove the panel and simply turn the alarm on. This can only be done AFTER the cut wires are repaired or ungrounded alarm system wire is repaired. The alarm will continue to sound if turned back on and the system has not been fully repaired.

d) The Gate Guard shall contact the Chairperson of the Guard & Patrol Services Committee regarding the fact that the RV Park alarm system has activated.

3) Daylight Hours. When an alarm (not a test) is heard by the Gate Guard during the daylight hours, he/she shall call the Chairperson of the Guard & Patrol Services Committee and ask if they would check the RV Park alarm system. During daylight hours it may possibly be some type of false alarm. If the fence has actually been cut or permanently grounded, the alarm signal will continue to sound on Channel 8 until the power is shut off. The City of Schertz Police should be contacted if a “break-in” has occurred or been determined. Someone will need to pick up the RV Park gate and alarm box key from the Gate Guard before going to the RV Park. They will have to unlock the alarm control panel box, remove the panel and turn off the alarm system. The alarm system will be out of Services until the cut wires are repaired.
or ungrounded and the alarm system is turned back on. There is NO reset switch on the alarm system.

4) Continuous Alarm. If we continue to let the alarm at the RV Park sound over a long period of time on the C.B. radio, we may get into trouble with the FCC. All indications of a “Break-In” at the RV Park should be reported to the City of Schertz Police Dept. through 911, the Gate Guard, and the Chairperson of the Guard & Patrol Services Committee.

5) Camera Maintenance: On the last Saturday nightly patrol of the RV Park, OR after a “Break-In” has occurred, the Roving Patrol or the Chairperson of the Guard & Patrol Committee shall remove all camera Chips AND/OR Batteries and replace them with new components.

i. IF there has been a “Break-In” the Camera Chips are to be given to the Chairperson of the Guard & Patrol Committee for review and appropriate copies made to be given to the Schertz Police Department for their use.

ii. If there have been no problems, ALL chips are to be placed in a small separate envelope and given to Management on Monday morning. They will then be reviewed by the appropriate parties, processed, then returned to the Gate Guards for further use.

ROVING PATROLS Continued:

C. Upon returning to Scenic Hills the Roving Patrol Officer will check all the residents homes listed on the Vacation Form. The Roving Patrol Officer will check all exterior doors and windows. If a door or window is found open, he/she will notify the neighbor who has the keys listed on the Vacation Form. **DO NOT ENTER THE RESIDENCE BY YOURSELF – THIS IS FOR YOUR PROTECTION.** A check of the residence will be made by the neighbor and the Roving Patrol Officer together. If found to be in order, secure the door(s) or window(s) and
note the log. If no neighbor is listed on the form, the Chairperson of the Guard & Patrol Services Committee will be called. The Roving Patrol Officer will stand by until his/her arrival. Together they will check the residence and secure it. **THERE WILL BE NO EXCEPTIONS.**

D. The Lodge Area will be checked next. This includes the Tennis Courts, Swimming Pool, Cart Storage Area and the Lodge itself. If the Roving Patrol Officer finds any Lodge door(s) open, he/she is to notify the Gate and have the Gate Guard call the Chairperson of the Guard & Patrol Services Committee. The Roving Patrol Officer will stand by at the Lodge until the arrival of the Chairperson. **Together** they will conduct a room to room search. Under no circumstance will the Roving Patrol Officer conduct a search by him/herself. After the check is completed the building will be secured, lights by the pool will be left on, as well as the pool lights, but the fans and ceiling lights under the overhangs will be turned off. Checking of the Lodge will be accomplished at least twice nightly on a staggered schedule.

E. The Roving Patrol Officer will make staggered additional checks on the RV Storage Area. The final check on the night will be an external check on the fence on Chelsea Drive. A total of at least three (3) checks will be made nightly to the RV Storage Area, more if needed, consisting of at least one total walk-through checking the fence and vehicles at midnight AND at least two drive-bys between the hours of 1:00 AM and 3:00 AM.

F. The Roving Patrol Officer will continue to patrol Scenic Hills Community streets, being observant for any suspicious activities. Upon completion of the Roving Patrol Officer’s tour of duty, the Roving Patrol Officer will return the equipment to the Gate House and log out.

28. **LODGE MANAGER:** The Lodge Manager shall review the Daily Activities Report, Visitors and Contractors Logs and, if unusual activity is noted, place a copy of said forms in the Chairman of the Guard & Patrol Services Committee Box in the Lodge. No further action is required.
TELEPHONE NUMBERS

POLICE
- EMERGENCY: 911
- NON-EMERGENCY: 210 619-1200

ELECTRIC: GVEC: 210 658-7033

WATER: (CITY OF SCHERTZ): 210 619-1100
- AFTER DUTY HOURS (POLICE DISPATCH): 210 619-1200

SWIMMING POOL/SPA:
- GEORGE MAURER (FACILITIES CHAIRMAN)
  - Inform him of the problem: 624-4183

LAWN SPRINKLER SYSTEM LEAKS:
- JIM SKAGGS (LAWN CHAIRMAN): 210-568-3815
- ODOM DYESS: 643-0661
- MATT DUNDA: 624-7206
- BILL WEBB: 632-9493

BREAVEMENT COMMITTEE:
- MARGARET DIRR (CHAIR-PERSON): 629-9074
- BETTY SICKLES: 606-5015
- JO WARD: 609-2650

GUARD & PATROL SERVICES COMMITTEE:
- TERRY ODY (CHAIRMAN): 210-722-4832
- VACANT (VICE CHAIRMAN): VACANT
- ODOM DYESS: 643-0061
- C A ROBERSON: 609-6605
SCENIC HILLS TOUR GUIDES

TOUR GUIDES ARE ONLY AVAILABLE BETWEEN THE HOURS OF

9:00 A.M. UNTIL DUSK.

PRIMARY LIST

Call these people first in rotating order.

1. Pat Blazek.................................................................609-6180
2. Joan Chapman.........................................................214-0666
3. Caroline Dunda......................................................624-7206
4. Matt Dunda..............................................................624-7206
5. Olga Hatch..............................................................606-2250
6. Janeen Kane............................................................214-6255
7. Joan Lloyd..............................................................609-3404
8. Harriet Lowry..........................................................606-1499
9. Barbara Pirch..........................................................624-4288
10. Joan Skaggs.........................................................210-568-3815
11. Linda or Bill Webb..................................................632-9493

SUBSTITUTES

Call these people if no one is available on the two lists above.

Irene Beebe.................................624-7260
Bruce Polkinghorne.........................629-9961