

GATE OPERATIONS MANUAL
HIDDEN HILLS COMMUNITY ASSOCIATION

Adopted November 16, 2004

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ARTICLE 1 ADMINISTRATION

1.1 Purpose. The Association owns and pays to maintain the guard houses, entrance gates, and roads within Hidden Hills. Since Hidden Hills is a private community, entrance by nonresidents is a privilege, not a right. In order to protect the privacy of the residents, and the condition and integrity of our roads and other common areas, a comprehensive set of entry rules has been established by the Gate Operations Committee and ratified by the Board.

1.2 Organization and Authority. The members of the Gate Operations Committee (Committee) are appointed by the Board of Directors (Board) and serve at the pleasure of the Board. The Committee and any actions taken are subject to review and approval by the Board. A total of seven (7) people, including the chairperson, sit on the committee. Committee members must be Members of the Association who qualify for Committee membership as outlined in the By-Laws.

1.3 Responsibility for Compliance. The Gate Operations Company and each of its employees, agents and representatives shall make themselves familiar with and shall comply with all provisions of this Gate Operations Manual as well as any other applicable provisions of the Governing Documents and directives issued by the Association. Similarly, all Residents are responsible for being aware of and complying with the rules and procedures that govern ingress and egress of the Property as described in this Manual and in the other Governing Documents.

1.4 Duties and Responsibilities - Gate Operations Committee. The Gate Operations Committee is charged with the following duties and responsibilities:

- a. Develop and maintain a Gate Operations Manual outlining the policies and procedures for gate operations and propose amendments of such document to the Board from time to time.
- b. Administer and interpret provisions of Gate Operations Manual and all gate operations procedures.
- c. Assist the Board in contracting for gate operations services.
- d. Resolve complaints pertaining to the operation of the gates.
- e. Monitor and review the performance of contracted Gate Operations Company.
- f. Establish an operating budget each year for gate operations services.
- g. Make every effort to meet at least once per month to carry out business related to the operations of the gates.

1.5 Reference Documents.

- a. Declaration of Covenants, Conditions and Restrictions governing the Property (CC&R's).
- b. By-Laws of the Hidden Hills Community Association.
- c. Articles of Incorporation of the Hidden Hills Community Association.
- d. Rules and Regulations.
- e. Hidden Hills Municipal Code (as updated and amended from time to time by the City of Hidden Hills).

1.6 Definitions.

- a. ***Access Control:*** The means of influencing and regulating the flow of people and/or vehicles through an entry or exit point.
- b. ***Admit List:*** A computerized list of visitors who are authorized to enter the Property at any time (subject to the rules relating to contractors and/or service people).
- c. ***Association:*** The Hidden Hills Community Association.
- d. ***Barcode Decal:*** Decal which is attached to a vehicle and which is used to regulate ingress into the Property.
- e. ***Barcode System:*** The hardware and software used to identify vehicles and regulate access to the Property.
- f. ***Board:*** The Board of Directors of the Hidden Hills Community Association.
- g. ***CC&R's:*** The Declarations of Covenants, Conditions and Restrictions governing the Property.
- h. ***City:*** The City of Hidden Hills.
- i. ***Code:*** The Municipal Code of the City of Hidden Hills.
- j. ***Committee:*** The Gate Operations Committee.
- k. ***Cut-Through:*** A visitor on a resident's admit list who uses the community for the express purpose of cutting through the Property.
- l. ***Gate Arm:*** An electrically operated barrier that regulates the flow of vehicular traffic.
- m. ***Gate Operations Officer:*** An employee of the independent company hired by the Association to provide Access Control.

- n. ***Gate Operations Company:*** Independent company hired by the community to provide Access Control.
- o. ***Gate House:*** A structure at the entrance to the Property from which Gate Operations Officers regulate ingress into the Property. There are three (3) such structures within the Property.
- p. ***Governing Documents:*** See Definitions in the Bylaws.
- q. ***Manual:*** The Gate Operations Manual.
- r. ***Resident:*** See Definition in the Bylaws.
- s. ***Property:*** The physical boundary of the Common Interest Development (as that term is defined in the Davis-Stirling Common Interest Act) in its entirety including all Building Sites and all Common Area.
- t. ***Visitor:*** Anyone who is not a Resident.

ARTICLE 2 GATE OPERATIONS OFFICERS

2.1 Gate Operations Officers. Access to the Property is regulated by Gate Operations Officers at the three Gate Houses 24 hours per day, 7 days per week.

2.2 Limits of Authority and Responsibility. Gate operations services are provided under an independent contract between the Association and the Gate Operations Company. The gate operations officers work for that company and are not employees, agents or representatives of the Association. While the entrance gates and officers do provide a small measure of security to the community, they are in no way intended to ensure or guarantee anyone's safety or security nor are they adequate to do so. The Association does not have the duty, expertise, or resources to fully secure the community or protect and defend the residents and their property. Thus, the Association stresses that the gate operations officers are not a substitute for police services, which are provided under a separate contract between the County of Los Angeles (Sheriff) and the City of Hidden Hills. In contracting with the Gate Operations Company, and providing the limited services they furnish, the Association assumes no responsibility for any damages or injuries which result directly or indirectly because of the acts or omissions of the gate operations officers or the Gate Operations Company, and shall incur no liability for acts or omissions inside the community by residents, visitors, or trespassers. For any emergency or law enforcement issues, residents are advised to call 911.

2.3 Duties and Responsibilities - Gate Operations Officer. Following are the duties and responsibilities of the Gate Operations Officers as they relate to access to the Property.

- a. Identify and admit residents and visitors pursuant to the rules and procedures provided in this Manual.
- b. Identify process servers and admit pursuant to this Manual or superseding laws.

- c. Notify proper authorities of problems or potential problems relating to Gate Operation issues including computer system, barcode system, visitors, residents, accidents or injuries.
- d. Provide admit list change forms and complaint forms to residents upon request.
- e. Prevent loitering in or around the Gate House.
- f. Comply with the Association's Governing Documents as they respect to gate operations.
- g. Provide communication between the Association office (or City's Public Safety Commission, in the event of an emergency) and the roving patrol via two-way radio or other forms of communication provided by the Association or the Gate Operations Company.
- h. Maintain meeting notice and holiday signs to alert residents of upcoming Board and Committee meetings and/or holidays.
- i. Maintain Gate Houses and the property and/or equipment associated with them and immediately report any problems to the Association.
- j. Properly display Gate Operations Officer's individual engraved name sign in the designated holder at all times.
- k. Follow procedures for maintaining the Gate Houses outlined in the Gate Maintenance Manual.

ARTICLE 3 ROVING PATROL OFFICER

3.1 Roving Patrol Officer. Activities within the Property are monitored by a Roving Patrol Officer who drives around the community in a patrol vehicle supplied by the Gate Operations Company during certain hours determined by the Association.

3.2 Limits of Authority and Responsibility. Roving Patrol Services are provided under an independent contract between the Association and the Gate Operations Company. Roving officers are subject to the same admonitions and limitations on the Association's responsibility as are described above in 2.2.

3.3 Duties and Responsibilities - Roving Patrol Officer. Following are the duties and responsibilities of the Roving Patrol Officers as they relate to the Members, Residents, and Visitors to the Property.

- a. Provide support to Gate Operations Officers at the Gate Houses.
- b. Observe activity within the Property and report any issues or problems to the appropriate authority.

- c. Act as liaison between Association office and Gate Operations Officers, relaying information, distributing notices, overseeing Gate Operations activity, and bringing Gate Operations Officers' concerns to the Association. This requires checking in with the Association office on at least a daily basis during regular office hours (9:00 a.m. to 5:00 p.m., Monday through Friday).
- d. Assist Association office in communicating with Board of Directors and Committees by delivering packets to Board and Committee members' homes as requested by Association.
- e. Issue Barcode Decals to resident vehicles in strict compliance with established procedures outlined in this document as well as with directives issued by the Association.
- f. Prepare accurate, detailed daily report upon completion of each shift and turn it in to Association. Form for report shall be approved by Association but shall, at a minimum, include a list of Barcode Decal appointments, any Sheriff activity within the community, times doors checked at community center and findings.
- g. Remain within the Property during designated shift hours except to fuel the vehicle unless expressly permitted to leave by Association.
- h. Attend monthly Committee meetings.

ARTICLE 4 BARCODE DECALS

4.1 Resident Barcode Decals. A valid Barcode Decal affixed to a vehicle enables the driver to access the Property automatically through the "Resident Lane." Because no verification of the identity of the driver in a vehicle with a valid Barcode Decal is possible, great care is taken to ensure that every vehicle receiving a Barcode Decal is owned and operated by a Resident. Barcode Decals can be obtained by presenting proof of residency and ownership to the Association office.

- a. ***Roving Patrol Officer - Procedures for Affixing Barcode Decals.*** In the event the Resident is unable to come to the Association office during its open business hours, the Resident may make an appointment to have the Roving Patrol Officer affix the Barcode Decal to the Resident's vehicle at the Resident's home after hours. Following are the duties and responsibilities of the Roving Patrol Officer in affixing Barcode Decals:
 - (i) **Appointments.** Appointments may only be made by the Association office and will be provided to the Roving Patrol Officer in writing. Under no circumstances shall the Roving Patrol Officer or Gate Operations Officer make appointments with Residents for Barcode Decals. The Roving Patrol Officer shall check in with the Association office each weekday, during the Association's business hours, to pick up the appointments for that evening or weekend. The Roving Patrol Officer

shall show up at the appointment on time or, if circumstances prevent an on-time arrival, shall call the Resident to explain the reason for the delay and reschedule, if so desired by the Resident. In any case, the Roving Patrol Officer shall notify the Association office of any deviations from the given appointment time.

- (ii) Establish Resident's Identification. Positively identify the Resident using a valid, government-issued photo I.D. Residents not able to produce a valid, government-issued photo I.D. shall be denied Barcode Decals until their residency is verified by the Association Manager.
- (iii) Establish Resident's Ownership of Vehicle. In order to be eligible for a Barcode Decal, a vehicle must be owned by a Resident. In order to be considered a Resident Vehicle, a vehicle must be:
 - Registered in the Resident's Name at the Hidden Hills Address: or
 - Registered in the Resident's Name at a Business Address: or
 - Registered in the name of a Business owned by the Resident and proof of ownership of the Business has been provided to and accepted by the Association.

4.2 Visitor Barcode Decals. A valid Visitor Barcode Decal affixed to a vehicle enables expedited access the Property automatically through the Visitor Lane. Because verification of the identity of the driver in a vehicle with a valid Visitor Barcode Decal is not always possible, great care is taken to ensure that every vehicle receiving a Visitor Barcode Decal is owned and operated by the visitor who's name is on a Resident's permanent list. Visitor Barcode Decals may be obtained at the association office during regular business hours only. A Visitor Barcode Request form must be completed and signed by the sponsoring resident.

- a. ***On Resident's Permanent List:*** Residents may request Visitor Barcode Decals for any visitor on their permanent list.
- b. ***Hours of Entry:*** The resident may allow full 24 x 7 access or may limit the visitor's access to the property to specific days of the week and times of the day.
- c. ***Establish Visitor's Ownership of Vehicle.*** The association must positively identify the visitor using a valid, government-issued photo I.D. Visitors not able to produce a valid, government-issued photo I.D. shall be denied a Visitor Barcode Decal until their identity is verified by the Association Manager.
- d. ***Establish Visitor's Ownership of Vehicle.*** In order to be eligible for a Visitor Barcode Decal, a vehicle must be owned by the visitor or their employer for a service related visitor.
- e. ***Cost:*** There is a nominal fee for Visitor Barcode Decals.

ARTICLE 5 RULES OF ENTRY

5.1 General. The Rules of Entry contained in this Manual have been adopted by the Board of Directors as a means of regulating the ingress into and, in some cases, egress from the Property. Not only is each and every employee, agent and representative of the Gate Operations Company expected to have a working knowledge of these Rules and to comply with same, so is every Resident. A violation of these rules and procedures may be grounds for (a) a complaint to be filed against the Gate Operations Officer on duty by any member of the community, (b) restrictions to be placed on access by a Guest, and/or (c) disciplinary action to be taken against a Resident. Absent an emergency which endangers life or property, no Gate Operations Officer or individual Resident has authority to deviate from, alter or modify these rules except as provided herein.

5.2 Right of Entry - Visitors. Visitors to Hidden Hills, whether they be family members, vendors, contractors, or friends, shall be admitted in accordance with the Governing Documents, all applicable laws, and the provisions in this Manual. VISITING HIDDEN HILLS IS A PRIVILEGE, NOT A RIGHT, AND VISITORS WHO DO NOT COMPLY WITH THE GOVERNING DOCUMENTS OF HIDDEN HILLS MAY BE DENIED ACCESS.

5.3 Short-Cutting. Hidden Hills is not a public thoroughfare. Visitors who are admitted to the Property are ONLY permitted to visit the Resident who granted them access. Visitors are not permitted to enter the Property through one gate and exit through another gate without visiting that Resident, and they are not permitted to visit any Resident other than the Resident who admitted them. Failing to adhere to this rule, also known as “short-cutting” and “cutting through” is tantamount to trespassing on private property and will not be tolerated. Any visitor found to be short-cutting, regardless of the circumstances, will be notified that their access to Hidden Hills is in jeopardy, and the Resident who admitted the Guest will be offered an opportunity for a hearing before the Board. Following the hearing, the Resident will be notified of the Board’s decision regarding the visitor’s future use of the community streets. Possible consequences of a Guest’s “short-cutting” include being denied access to the Property, either during hours and days determined by the Committee or, in extreme cases, removal from any and all Admit Lists.

5.4 Use of the Resident Lane. Only those vehicles displaying a valid Resident Barcode Decal may enter automatically through the Resident Lane. Any vehicle who’s Barcode Decal does not automatically open the Resident Lane gate arm MUST be identified and admitted through the Guest Lane using the procedures outlined below.

5.5 Use of the Guest Lane. All vehicles not displaying a valid Resident Barcode Decal must use the Guest Lane in order to be identified and admitted by the Gate Operations Officer.

ARTICLE 6 PROCEDURES FOR ENTRY

6.1 General. Gate Operations Officers shall control access to the Property by positively identifying every person entering the community (except as provided below) and by verifying that the person is authorized for entry.

6.2 Admitting Residents Without Valid Resident Barcode Decals.

- a. **Identification.** Residents entering the community through the Guest Lane (whether driving OR riding in a vehicle without a valid Barcode Decal) must be identified as a current Resident. As a courtesy, Residents may verify their identity in a number of ways: they may produce picture I.D., they may give their name, address, and some other piece of information on their computerized resident record that only they would know (OTHER THAN THEIR CODE - DO NOT ASK A RESIDENT FOR HIS OR HER CODE IN PERSON), or the Gate Operations Officer may know them personally.
- b. **Residents in Limousines.** Residents arriving at the Gate House in a limousine shall *either* be positively identified as noted above or be processed as a guest limousine, as described below.
- c. **Resident Minors.** Resident Minors (i.e. Children of Residents) arriving in vehicles without Barcode Decals shall be identified in any way possible using the utmost care and sensitivity. CHILDREN MUST NEVER BE ASKED THEIR CODE. Absent any picture or other conclusive identification, the Gate Operations Officer should first attempt to reach an adult at the Residence using the phone numbers listed in the resident's computer file for authorization to admit the child. If this is not possible and there is no other way to verify the child's identity, the Gate Operations Officer shall ask the child to identify a piece of information contained in the resident's computer file (such as the housekeeper's name, the dad's vehicle description, etc.). If the child cannot verify any information in the resident's computer record, a Gate Operations Committee or Board Member must be contacted. IN NO EVENT SHALL A CHILD BE TURNED AWAY WITHOUT EXHAUSTING ALL POSSIBLE AVENUES FOR ADMITTANCE.
- d. **Admittance.** Once a Resident (adult or child) is positively identified, the Gate Operations Officer shall follow the following procedures in admitting the Resident:
 - (i) Access the Resident's computer record.
 - (ii) Locate the name of the individual Resident on the Census list or Admit List.
 - (iii) Log the vehicle identification in the spaces provided, as well as any other relevant information (such as the identities of other passengers in the vehicle, circumstances, efforts taken to identify the Resident, etc.)
 - (iv) Press the Enter key in order to create a log of the entrance and automatically open the gate arm.

6.3 Admitting Visitors.

- a. **Identify Visitor.** Except for visitors displaying a valid Visitor Barcode Decal and as provided below, every visitor entering the Property must show a valid, government-issued photo I.D. before being granted access into the Property. If the authorized visitor is a passenger in a vehicle being driven by someone else, then the driver must also be identified and cleared before the vehicle can be admitted.
- b. **Family and Friends (i.e., Non-Tradespeople).**
- (i) Check the computer to see if the guest/visitor has been authorized for automatic entry (on the permanent admit list).
 - (ii) If not on the permanent admit list, check the temporary access list (in the Temp Screen).
 - (iii) The computer must be checked every time a guest visitor vehicle enters the community, even if the Gate Officer recognizes the vehicle and/or driver. Failure to check the computer for visitors claiming to be on a permanent or temporary list is grounds for disciplinary action, including possible termination.
 - (iv) If not on the admit list or temporary list, call the resident to verify authorization for entry (before 10:00 pm.) If no answer, try any secondary numbers listed (e.g. mobile phone). After all reasonable attempts to contact the resident are unsuccessful, inform the guest/visitor they may not enter at this time. Log the guest/visitor name and vehicle license number and ask them to turn around. It is preferred they back up and turn around if there is no line behind them. If there is a line, and the gate must be raised to allow them to turn around and leave, ensure they indeed do leave.
 - **Running the Gate.** If a visitor denied access ignores instructions to turn around and leave, and “Runs the Gate” (enters the community) immediately call the roving guard/supervisor and call the Sheriff. Give the Sheriff the visitor’s name, vehicle license number and description, and the address of the resident they were trying to visit. This is considered trespassing, a violation of the law.
 - **Guests Visitors Arriving After 10:00 p.m.** No phone calls will be made to residents by Gate Operations Officers after 10:00 p.m. If resident has not called down to the gate to authorize the visitor, the visitor must go to a telephone (cellular phone, pay phone) and call the resident, who must in turn call the Gate Operations Officer to admit the visitor.
- c. **Limousines.** Occasionally Guests arriving in limousines do not desire to be identified. In such cases, the Resident must add the limousine driver’s name to

his/her Admit List or Party List (see rules for Parties, below), and the limousine driver must be positively identified as provided in this document. If the limousine driver's name has not been previously authorized, then each passenger in the limousine must be properly identified, authorized by the Resident (including the driver), and logged prior to admittance. As with any vehicle, the license plate of the limousine must also be logged.

6.4 Parties. Because street parking in Hidden Hills is limited and because of damage to property resulting from unsupervised parties necessitating intervention by the Sheriff, special rules are applicable to party guest visitors.

- a. ***Determining the existence of a party.*** For purposes of this document, a Party is considered to be in progress if 3 vehicles arrive to be admitted to a single Residence within any one-hour period after 5:00 p.m. If a written party list has not been submitted in accordance with the provisions outlined below, the fourth vehicle arriving for admittance to a single Residence within the one-hour time period will be denied access, and no further Guests will be admitted to that Residence until an appropriate party list is provided *or authorization is obtained from a Gate Committee member.* The guard shall prepare an incident report and advise supervisors that a party is in progress. Ask for back-up if necessary.
- b. ***Party Lists.*** Prior to the arrival of the first guests to a party, the adult Resident/Owner must create a written guest list, sign it, and present the list in person to EACH Gate House. Party lists submitted by anyone other than the adult Resident/Owner will not be accepted and will be considered a violation of these gate procedures.
 - (i) ***Formal Invitations.*** For large parties, a unique formal printed invitation (no photo copies) may be used to identify an authorized guest for a party or event. *A signed party list with a copy of the invitation must be presented to the Association Office for approval by the adult Resident/Owner at least 48 hours before the arrival of the first guests.*
 - (ii) If the Resident fails to provide an appropriate party list make a log entry, notify the other gates, and refuse all additional Guests. Call the Sheriff if there are any problems.
 - (iii) Admit guests/visitors shown on the party list. Check off the names on the list as the individual visitors are admitted.
 - (iv) Retain the guest visitor list or letter authorizing entry by invitation and attach it to that days' log sheet, along with the names and arrival times of all guests visitors admitted that were not on the guest visitor list.
- c. ***Open Parties.*** "Open Parties" are not permitted in Hidden Hills. Every visitor must be cleared in advance according to the provisions of this Document.

- d. **Noise/Complaints.** If the Gate Officer receives any complaints about a loud party in progress after 10:00 p.m., the Sentry should advise the resident to call the Sheriff.
- e. **Traffic.** If a traffic problem arises due to a party, the Gate Officer should call a Supervisor and request assistance to help with traffic control. If cars are blocking the streets, inform the resident that parking should be off the street, parallel, and ask they direct their guest to move their cars immediately. If needed, the Sheriff should be summoned and the party disbursed.
- f. **Halloween.** No Party Lists are permitted on Halloween. Furthermore, no temporary admits are permitted. The Gate Officer must call the residence and obtain verbal approval from an adult for every visitor not on the Permanent List. Additionally, the names of all the persons in a vehicle and the vehicle's license number must be recorded. In accordance with the policy prohibiting the Gate Officer from calling the residence for admittance after 10:00 p.m., the only visitors that will be admitted after 10:00 p.m. on Halloween night will be those on the Admit List or where the adult resident has called down to the gate with the visitors' names. *A Gate Committee member should be contacted for any clarification of this policy.*

6.5 Tradespeople. Tradespeople, including contractors, gardeners, pool service, vendors, etc., have limited hours for conducting work or business within the community.

- a. **Hours of Entry.** The hours of entry for tradespeople, contractors, vendors, etc., are limited to the following:

Monday through Friday:	*7:00 am to 8:00 pm
Saturday:	8:00 am to 8:00 pm
Sundays and Holidays:	No Entry Permitted except for emergencies (plumbing, electrical, etc.) where authorization for entry is approved by a Gate Committee member or Association Board member.

* No Tradespeople will be admitted through the Round Meadow Gate between 7:30 am and 8:15: am on weekdays.

- b. **Holidays.** The following Holidays are observed per the Municipal Code of the City of Hidden Hills (Code § Title 1 - Chapter 8)
 - (i) New Year's Day
 - (ii) Martin Luther King Day
 - (iii) Presidents Day
 - (iv) Memorial Day

- (v) Independence Day
- (vi) Labor Day
- (vii) Veteran's Day
- (viii) Thanksgiving Day
- (ix) The day after Thanksgiving
- (x) Christmas Day

Note: When the holiday falls on a Saturday, it will be observed the preceding Friday. When it falls on a Sunday, it will be observed the following Monday.

c. ***Admittance on Sundays and Holidays.*** The following list shall assist Gate Officers in the determination of vehicles to be admitted on Sundays and Holidays who do not have valid Barcode Decals. This is not a complete list; it is simply a guideline. If a vehicle/activity is not listed below, the Sentry shall contact a member of the Gate Operations Committee to determine whether or not they would be permit to enter the community.

(i) Non-Approved Vehicles/Activities

- Construction related deliveries, i.e. building supplies
- Drop off or pick up of construction supplies, machinery or equipment
- Drop off and pick up of "roll off" bins
- Delivery of landscaping/tress, etc. (see exception below)

(ii) Non-Approved Services / Service Providers

- Gardeners/Landscapers
- Contractors (including contractors coming to pick up paperwork, checks, give estimates, etc.
- Pool Service
- Window Washers
- Fish Tank Maintenance
- House Plant Services

(iii) Approved Vehicles/Activities

- Newspapers
- UPS, Federal Express
- Courier Companies, Messenger Services

- Firewood
- Food, Milkman, animal feed
- Home Health Care Services (i.e. Oxygen, etc.)
- Water (Sparkletts, Arrowhead, etc.)
- Flowers
- Retail Store deliveries (i.e. Macy's, Circuit City, Sears, etc.)
- Moving vans (Requires prior notification to Association office)
- Dry Cleaning Delivery vehicles
- Mobile Grooming Vehicles

(iv) Approved Services / Service Providers

- Plumbers and Electricians responding to an actual emergency condition as approved by a member of the Gate Committee and/or Board of Directors
- Domestic Help
- Party Planners
- Caterers
- Florists
- Moving Companies (to move in/out a resident – requires prior notification to Association office)
- Utility Companies (i.e. Edison, SBC, So Cal Gas, LVMWD)
- Trash Pick up (normal rubbish companies, see above)
- Veterinarians
- Stall Cleaners/Animal Feeders
- Farriers
- Trainers

- d. ***Temporary Construction Lists.*** Residents with construction projects must provide a list of their contractors and subcontractors to the Gate Operations Officer, along with the dates of duration of the construction project. The Gate Operations Officer will then enter the contractors in the Temp Screen. Contractors not on the approved building list (as shown on the Temp Screen) should be identified and admitted as any other tradesperson (see above). Persons identifying themselves as employees of the contractors or subcontractors should be admitted after being logged in (name, contractor, license number).

6.6 Emergency Vehicles. Any emergency vehicle operating lights and/or siren is to be given clear access (open the gate) as soon as it is seen or heard. These situations involve extreme danger to life or property and every consideration is to be given. A log entry shall be

made noting the date, time and type of emergency vehicle admitted Official *Vehicles*. The following official vehicles should be admitted without delay or demand for identification:

- a. Police, Sheriff or Fire Department, in marked cars.
- b. Paramedic or Ambulance.
- c. Veterinarians in marked vehicles on emergency calls. The veterinarian must provide the destination address.
- d. Other clearly marked City, County, State or Federal emergency vehicles.
- e. A log entry shall be made noting the date, time, type of vehicle, and nature of the visit.

6.7 Miscellaneous Delivery Services. Persons claiming to be making a delivery to a resident are not granted automatic entry to the Property and must be approved similar to any other visitor as outlined above, except that the following list of companies may be admitted without calling the resident for approval if the delivery is made in a clearly marked commercial vehicle and a log entry is made by the Gate Operations Officer noting the license plate number and identification of the driver

- a. Federal Express or similar service.
- b. United Parcel Service.
- c. Utility companies.
- d. US Postal Service.

6.8 Marshal and/or Process Servers. Pursuant to Civil Code §415.21, effective January 1, 1995, Marshals and Registered Process Servers may not be denied admittance. The following procedures shall be followed when admitting a Marshal or Process Server:

- a. ***Identification.*** The Gate Operations Officer shall require that the person show documentation proving that he or she is a Sheriff, Marshal or registered process server.
- b. ***Escort.*** The Gate Operations Officer shall summon the Roving Patrol (if available) to escort a registered process server into and out of the Property. The process server does not have the right to "camp out" on the resident's doorstep. The process server may only stay a reasonable period of time (at the discretion of the Roving Patrol) after which he/she shall be escorted off the Property.
- c. Before allowing entry, the Gate Officer shall inform the resident by telephone whenever possible that a registered process server, sheriff or marshal has been granted access to their property.
- d. Process servers are not restricted by Civil Code to certain hours of the day. Homeowners are notified of service as a courtesy only and therefore must advise

the Gate Officer if they prefer this courtesy is not to be extended them. A resident who does not wish to be notified should make sure that their resident profile reflects this information.

- e. Gate Operations Officers are not permitted to accept service on behalf of the resident under any circumstances whatsoever.

6.9 Pedestrians, Cyclists and Horseback Riders. Pedestrians, cyclists and horseback riders are considered to be visitors and are treated under the same rules as described above.

6.10 Real Estate Agents and Home Seekers. Home seekers are to be admitted only when accompanied in the same vehicle by a Real Estate Agent.

- a. ***Admittance.*** Real Estate Agents may access the Property at any time upon producing a current valid Real Estate License prior to entry and upon identifying the address(es) to be visited. The Gate Operations Officer shall log the Agent's visit (including license plate number) in the admit list for each residence to be visited.
- b. ***Open Houses.*** During open houses for home seekers, the real estate agent must leave a cellular phone number or pager number with the Gate Operations Officer. The Officer must then call the Agent for every visitor, and the visitor must wait for the agent to arrive at the Gate House to escort the visitor to the open house.
- c. Unless given the Security Code by the resident, Real Estate Agents are not permitted to authorize the entry of repairmen, contractors, vendors, etc.

6.11 Sales Persons and Solicitors. No person or persons shall be admitted to Hidden Hills for the purpose of solicitation of any kind.

6.12 School buses. School buses with valid pick-up and drop-off routes through the community will be granted access. School busses not performing pick-up or drop-off should not be admitted for the express purpose of "cutting through" the community to avoid traffic, etc.

ARTICLE 7 PROBLEM ESCALATION

7.1 In the event that the Gate Officer determines he/she does not have specific instructions in the Gate Operations Manual or the resources to handle or diffuse a given situation, he/she shall proceed as follows until the problem has been resolved:

- a. Contact his or her supervisor.
- b. Contact a member of the Committee.
- c. Contact the President of the Community Association or other Board member.
- d. Notify the Sheriff.

END OF DOCUMENT