

# **Oaktree Residential Homeowners Association Inc.**

Professionally Managed by SBB Management Company

An Accredited Association Management Company

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**May 8, 2020**

**TO: HOMEOWNERS AND RESIDENTS – IMPORTANT NOTICE**

**RE: Security Company/Front Gate**

**Dear Homeowners/Residents:**

It has become apparent that the role and expectations of the Security Company/front gate guards is not clearly understood. The Board of Directors is taking this opportunity to **remind** Homeowners of the functions the Security Company/front gate guards perform and the basis of our contract with the Security Company.

The Oak Tree Security Officers who are stationed at the front gate are there to provide **access control**. They do that by identifying all visitors, vendors, and guests, verifying each person's permission to enter the community, managing the gates, and logging everything in for the record. While doing this, they also attempt to deter unauthorized access via tail gating, receive and document all requests from in-bound calls, frequently call residents to verify permission for unregistered people to enter, monitor the gate cameras, and report incidents like traffic backing up to the road, complaints, and other various front gate access related matters.

While the gate guards try to be accommodating, any additional activities they perform take attention away from these functions. The front gate is not staffed to provide a broad spectrum of services beyond those described above. When residents request guards call emergency services or leave the front gate to respond for assistance inside of the community, this exceeds the scope and responsibilities of our contract agreement. Also, the Security Staff that we contract for do not normally possess the physical attributes necessary to respond to a situation such as an intruder in the neighborhood. Please do not ask or expect the front gate guards to address any personal safety issues.

Homeland Security says: **“If you see something, say something”** (to the proper authorities - Dallas Police Department).” Dallas PD's non-emergency phone number is 214-744-4444. Dallas PD's emergency phone number is **911**. Please call the Dallas PD if any security concerns exist outside of having to do with access control at the front gate. The Dallas Police Officer stated at the January Board Meeting, “homeowners **MUST** call the police not the guards, or post on next door, etc.” The more contacts to the police, the more involvement there is by the police. Another consideration is that calling the front gate only slows the response time down and may add confusion as to where the real need may lie.

The Board recently wrote an article in the Spring Newsletter to remind owners that getting involved and taking ownership of the problems is the best way to get things resolved. Pushing responsibility off to third parties will not work effectively. For example:

- ❖ Criminal mischief, vandalism, porch pirates, gunshots
  - Any and all of these activities should be reported to Dallas Police by calling 911. The guards at the gate are not authorized nor equipped to handle this sort of activity. You can obtain crime information specific to Oaktree at Dallas Police website: [www.dallasareawatch.com](http://www.dallasareawatch.com) and selecting our subdivision "Oaktree" to obtain information and also report, make comments and engage with our police officers. Online police reports can be filed at [www.dallaspolice.net](http://www.dallaspolice.net) and is the official website for the Dallas Police Department.

- ❖ This is our neighborhood and we **all** need to be involved. It isn't someone else's job it's all of our jobs. Attend meetings, be aware of what is going on, get to know your neighbors and report suspicious activity. Become a board member or join a committee and get to know the details of what is going on.

Recently, there have been several vehicles vandalized and items taken. As summer approaches, owners are reminded, keep your vehicles locked and valuables out of sight. Do not keep garage doors open and add motion sensor lights to your alley or side yards if there is not enough light.

Once again, our neighborhood **is** a "Limited Access Community" - it **is not** a "Secure" community. The guards at the gate are access monitors and not police. If you have a suspicious activity, a speeding car, a trespasser - the Dallas Police Department is the appropriate entity to contact. **DO NOT EXPECT THE FRONT GATE PERSONNEL TO RESPOND TO THESE ISSUES.**

Thank you,

The Oaktree Board of Directors.