

# Vida Security Policies – (Updated 06-12-21)

## **1. GENERAL RULES**

### **Introduction**

Vida Del Mar utilizes a contracted Security Service to provide security to Vida. This results a dual/split management system. The Guards at Vida report to their company supervisor who reports to the Director of the Security Company. This supervisor delivers the guards to Vida at the beginning of their shifts and picks up the guards at the end of their shifts. He also comes to Vida for non-scheduled visits when he checks to ensure the guards are performing their duties in an appropriate manner.

At all times when the Security Company Supervisor is not on-site at Vida the Guards report to the General Manager of Vida, who reports to the Vida Board of Directors. This establishes the clear **Chain of Command** for the Guard Service at Vida. that is:

**- the Guards report to their Company Supervisor and in the absence of the Company Supervisor the Guards report to the General Manager of Vida and through to the Vida Board of Directors.**

Security involves confidential matters and, at times, emergency matters. Combined with the special nature of a dual/split management system, it is imperative to have strict enforcement of the chain of command. The Guards must know who they report to and who can and who cannot give them orders or directives. There can be no interference with operational matters, nor discussions on any operational matters between guards by anyone other than those in the chain of command. This means that Owners/Renters/Guests/Visitors or staff in Vida shall not enter into any discussions with Guards on any matters that involve security operations or administration. The only persons from Vida excluded from this rule are the General Manager and current members of the Board of Directors.

Any person who contravenes this policy will be subject to the penalties provided under the Vida Rules of Conduct.

### **1. General Rules:**

- a) Guards will treat owners/renters and guests with respect and owners/renters and guests will treat Guards with respect.

- b) Guards have the right to stop any person entering Vida and request information that will clarify that person's right to enter Vida in accordance with these Security Policies.
- c) Guards are not authorized to provide any information about the owners in Vida Del Mar.
- d) Guards are not authorized to sign for the receipt of legal/judicial documents. Nor are they authorized to receive cash, checks or documents with value, unless prior authorization has been received from the General Manager
- e) Guards will properly fill in all required control sheets as required by DUL/Vida del Mar.
- f) No vehicles or persons will be allowed on the Vida Premises unless specifically authorized in accordance with these policies or by authority of the Front Office staff in accordance with the General Manager's orders. The General Manager and/or the Chair of the Security Committee has the authority to amend or adjust these protocols for special circumstances on a 'case-by-case' basis as dictated necessary.
- g) For the purposes of these policies a 'guest' is defined as a person who has been invited by an owner/renter to come to Vida and stay for more than one day. Guests must register at the front office before entering Vida and must check out at the front office upon their final departure from Vida.
- h) A 'visitor' is defined as a person who has been invited by an owner/renter, or guest when such owner/renter, or guest is in residence at Vida, to enter Vida for a visit that is not overnight. When travelling by vehicle, all visitors must enter and exit Vida by the Front Gate and will be issued a 'Temporary' Placard upon entry and this must be turned in upon exiting the premises.
- i) Vehicles with Las Lomas stickers will be treated the same as Vida owners and are permitted to enter and exit by either security gate.
- j) If a Vida unit is in arrears for 90 days or more, the Guards will be instructed not to open the gates for owners/renters/guests/visitors to such units. Such owners/renters/guests/visitors must open the gate themselves.
- k) All vehicles entering the Front Gate must do so in the right-hand lane unless directed otherwise by the Guard on duty.

- l) Any complaints about Guards or the Guard Service must be filed immediately at the Vida office in writing on the appropriate complaint form.

## **2. OWNERS – VEHICLE TRAFFIC**

Owners will be required to have an accredited Vida Sticker affixed to the passenger side of the vehicle windshield on. These Stickers will be obtained from the Front Office upon the owner's arrival for the season. Owners with Vida stickers on their vehicle are authorized to enter and exit Vida through both security gates.

If an owner is using a rental vehicle the owner must notify the front gate upon his/her initial entry that they are using a rental vehicle and they will be issued a temporary 'Vida Owner-Rental' placard which will be displayed on the passenger side of vehicle's dash for the duration of their stay. These owners will also be allowed to use either gate, providing they have the placard with them. These placards must be returned upon their final departure with the rental vehicle.

Owners must notify the front office of the pending arrival of renters/guests/visitors and the duration of the stay of such guests. Without this notification, renters/guests or visitors will not be allowed entry until the owner has been contacted and the owner er

The Guards will not open the gate until they have determined that there is an appropriate Vida or Las Lomas Sticker affixed to the windshield of the vehicle, or they have cleared other vehicles appropriately

For the purposes of Security only, owners are defined to include those persons who can demonstrate that they have purchased a unit in Vida but are still waiting for documents from the Bank, or elsewhere, to finalize the legal details of such sale. This definition is not to be confused with other legal matters at Vida which require final documents before such persons are classified as owners. This definition is for Security Policy only.

Owners in Buena Vista are permitted to drive through Vida on the main road only provided that their Administrator has provided Vida with an owner list that includes the name of the vehicle owner along with the make, model, vehicle color and license plate number.

### **3. RENTERS/GUESTS – VEHICLE TRAFFIC**

When travelling by vehicle, Renters/Guests and their visitors must enter and exit Vida via the front main gate only.

Renters/Guests will be required to display a 'Temporary' Placard on the passenger side of their vehicle's dash. Renters will obtain their placard from the front office when they initially sign in prior to gaining access to the Vida Grounds. These Placards shall be turned in to the Front Office upon final departure from Vida.

Renters/Guests must notify the front gate of the pending arrival of their visitors. Without this notification, visitors will not be allowed entry until the Renter/Guest has been contacted and the Renter/Guest authorizes the Guard to allow entry.

#### **(Amendment 2019)**

*Long Term Renters (defined as those who are renting for 3 months or longer or those who have rented at Vida for 3 or more years consecutively) may be issued an owner's rental placard/sticker for their vehicle allowing them to use the back gate.*

### **4. CONTRACTORS/SERVICE PROVIDERS**

The hours for entrance and exit of Contractors and Service Providers are as follows:

Monday to Friday	-	9:00AM – 6:00 PM
Saturday	-	9:00 AM – 1:00 PM
Saturday PM and Sunday	-	Emergencies only

Contractors/Service Providers must enter and exit Vida by the Front Gate only.

Contractors/Service Providers must check-in at the Front Gate and advise the Guard as to how many workers he/she has and where they will be working that day. The Guard will retain the Contractor's/Service Provider's Drivers License and record the number of workers with the Contractor/Service Provider. Upon departure, the Contractor/Service Provider and his workers must check at the gate and the guard will return the Drivers License and check off the number of workers exiting the premises.

All Contractor/Service Provider's vehicles will be issued a 'Temporary' placard before entering Vida and it must be displayed on the dash of the vehicle. The placard must be turned in at the front main gate upon exiting Vida at the end of the day.

Deliveries (such as refrigerators etc.) will be allowed after 'contractor hours' if approved by an owner/renter and such owner/renter shall notify the front gate guard of the pending arrival.

## 5. **UTILITIES**    (Telmex, Infinitum Inernet, Gas, Hydro etc.)

Utility vehicles must enter and exit via the front main gate. If any of these vehicles are visiting a particular unit, they must notify the front gate guard of such unit number.

## 6. **PRIVATE MAIDS**

A list of approved private maids/helpers will be maintained by the front office and supplied to the guards at each gate. Private maids and their helpers must sign in at the gate and get approval to pass after the guard has confirmed they are on the approved list. If not on the list the maid/helper must get approval from the front office prior to admission. It is the maid's responsibility to ensure his/ her assistant is on the approved list.

If an owner is giving a maid any items to take with him/her the owner must give the maid a note to show to the guard upon exiting the grounds.

## 7. **TAXIES**

Taxies must enter and exit Vida by the front Gate only. Owners/Guests/Visitors arriving by Taxi must be cleared by the Front Gate Guard who will have a list of owners/Guests to check with, if necessary. Taxies will not be issued placards but their time of arrival, departure, and the unit being visited will be noted by the guard. If an owner/guest is ordering a taxi for a pick-up in Vida, the front office/gate must be notified in advance of the arrival of the taxi or the taxi will not be allowed access to Vida.

Guests/Visitors arriving by taxi will only be allowed in if an owner/guest has notified the front gate of the pending arrival of such guest/visitor. If the front gate has not been notified about the pending arrival of a guest/visitor such guest/visitor will not be allowed in unless they can contact the owner/renter and have them clear the guest// visitor with the Front Gate Guard.

## **8. CHURCH VISITORS**

Visitors arriving at the front gate on Sunday morning who advise they are attending Church Services will be allowed to enter and exit the front gate only and will be issued a 'Temporary' placard which must be returned upon exit.

## **9. PEDESTRIAN TRAFFIC**

Guards have the discretion to check any person walking through our gates to enter Vida property. Resident walkers should be prepared to give the Guard their name, condo number, and their status at Vida – Owner, Guest or Visitor. The Guard will have a list to verify the information against the list and permit passage, if appropriate. If the guard is not satisfied, the matter shall be referred (by radio) to the Main Office personnel who will determine whether passage shall be permitted.

Walkers from the immediate neighbourhood outside Vida must visit/contact the Vida office and ask that their name be put on an 'Approved Non-Vida Walkers' List which will be retained at each Guard House. Walkers that are on this List are only permitted to walk on the main road going through Vida. If any such walker wants to visit someone's Condo in Vida the owner of such Condo must be in Contact with the appropriate guard gate to authorize such entry before entry will be allowed. Owners from Las Lomas and Buena Vista are permitted to visit at Vida Condo's without prior authority being sent to either guard gate by a Vida owner. Such owners from Las Loma and Buena Vista must have their name put on the 'approved walkers' list but they will be identified on such list as an owner and entitled to visit condo's in Vida. Any walker who is found not conforming to these rules may be banned from entering the Vida premises.

Generally, walkers do not present a security risk in the daytime during high season (Nov 1<sup>st</sup> – April 30<sup>th</sup>) and Guards will act accordingly. However, at night and during both the daytime and night-time in low season, Guards will check all persons walking into Vida to verify their bona-fides before allowing entry.

