

- What should I do if someone ‘tailgates’ into the neighborhood behind me?

If the car behind you does not have a Roseheart sticker, try to get the license number and then file a Flex Citizens on Patrol Log. The Flex Log is on the Roseheart website under the Citizens On Patrol button.

We do not recommend residents confront tailgaters

If the tailgater appears to be following you, follow the SAFE HOUSE instructions below.

SAFE HOUSE

The following procedures are offered as a way to deal with tailgaters who appear to be following you in the neighborhood.

- Rather than drive to your home, consider driving to any one of the following addresses (Safe Houses) where residents have volunteered and agreed to help deal with tailgaters.
- Safe House locations and contact information includes:
 - 18 Twynbridge—Richard Cope
384-9053 (Home) - 563-0171 (Cell)
 - 34 Littlemill—Joe Drane
465-9335 (Home) - 744-9106 (Cell)
 - 10 Littlemill—Rolf Ehrlich
468-5521 (Home) - 773-531-3503 (Cell)
 - 94 Grassmarket—John Mitchell
437-3256 (Home) - 288-8045 (Cell)

Procedures

- If able, telephone any one of the Safe House locations and let them know you are on your way.
- Drive directly to the Safe House and park in the driveway. The Safe House volunteer will meet you outside and help with the tailgater.

ROSEHEART



Quick Reference Contact Information

<u>Agency</u>	<u>Phone Number</u>
Emergency (Police, Fire, Medical)	911
Police—Non-emergency	210-207-SAPD (7273)
Constable Precinct 3	210-335-4750
Constable Precinct 3 Duty Officer	210-246-2263
Intruder Alert (Normal Hours)	210-494-4900
Intruder Alert (After Hours Technician)	210-494-4996
Association Management Services	210-829-7202

Roseheart Gate Operations Brochure



Your Board of Directors continues to highlight areas within the neighborhood where information might benefit residents. The material contained in this brochure is provided to help residents with security concerns. It is designed as a guide only—it is not a substitute for common sense.

Created by the neighborhood security committee, this brochure focuses on gate operations. Presented in a frequently asked questions (FAQ) format, it is intended to educate residents about the capabilities and limitations of Roseheart’s gate system. It is our hope its contents are useful. We solicit your recommendations to improve it.

Any criminal activity or suspected criminal activity should be reported immediately to the police by calling 911.

Frequently Asked Questions

□ What is a pedestal number?

A pedestal number is the three digit number preceded by a # sign that facilitates gate entry.

□ How does the pedestal number work?

- Your pedestal number can be provided to guests to allow you to grant them access to Roseheart. When they enter your pedestal number on the keypad at the gate, the gate controller dials the phone number you have previously provided.
- If your guest arrives at the gate unannounced, they can simply scroll through the names on the gate keypad controller until your name and related pedestal number is located and dialed.

□ How do I control the gate from my house?

When a guest enters your pedestal number on the gate keypad, it will dial the telephone number you have provided. After answering the call you can talk to the person at the gate to verify their identity. Press '9' on your phone to open the gate. Simply hang up the phone if you do not want to open the gate.

□ I've forgotten my pedestal number—how can I retrieve it?

You can retrieve your pedestal number two ways:

- Scroll through the names on the gate controller at the pedestal until you find your name and related number.
- Contact Steve Brown, Association Management Services (AMS), at 829-7202, ext. 127. Leave a voicemail message or send Steve an email at: steve@ams-sa.com.

Remember—entering your pedestal number does not open the gate—it only dials the telephone number you've previously provided.

Frequently Asked Questions

□ How do I establish or change the phone number associated with my pedestal number?

When you first moved into Roseheart, the Clubhouse Manager gave you an introduction to the gate system and established the contact phone number. To change the number, contact Steve Brown (AMS) at 829-7202, ext. 127. Leave a voicemail message or send Steve an email at: steve@ams-sa.com.

□ How do I gain entry if I don't have my remote with me?

For security reasons, Roseheart does not provide individual gate access codes to residents. If you don't have your remote, press #007 on the gate keypad to connect to the support line. They will verify your identity by asking for your previously coordinated gate password. When confirmed, they will open the gate.



□ How do I establish or change my gate password?

On the Roseheart website under the eforms button, open the *Roseheart Virtual Gate Guard Information* form. Fill in the form, print it and provide it to the Clubhouse Manager. If you don't have computer access, contact the Clubhouse Manager at 497-1557. Information on the new form will override information submitted previously.

Frequently Asked Questions

□ How do I obtain a code for a worker at my house?

List workers you employ on the *Roseheart Virtual Gate Guard* form. They will be able to gain access during the day only by pressing #007 and providing the proper password.

□ How do I obtain a party code?

A party code allows your guests to enter a four digit code at the gate to gain access and is valid for a 24-hour period. On the Roseheart website under the eforms button, open the *Gate Code Request* form. Fill in the form, print it and provide it to the Clubhouse Manager. If you don't have computer access, contact the Clubhouse Manager at 497-1557.

□ Who do I notify if the gate is broken?

Contact Steve Brown, (AMS) at 829-7202, ext. 127 or by email at: steve@ams-sa.com.

□ Who do I contact for more assistance?

Again, Steve Brown (AMS) is our go-to guy for gate issues. He can be contacted at 829-7202, ext. 127. Leave a detailed voicemail message or send him an email at: steve@ams-sa.com.

□ What about emergency vehicles—do they have access to Roseheart?

Yes. Arrangements have been made to ensure all emergency vehicles have unfettered access to Roseheart 24 hours a day, seven days a week, 365 days a year.