

# GATE OPERATIONS MANUAL

## HIDDEN HILLS COMMUNITY ASSOCIATION

### 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. Violation of these rules may result in a hearing being held before the Board of Directors and the possible imposition of fines and/or other disciplinary action. See Section 7 of the Rules & Regulations for more details.

**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 Duties and Responsibilities - Gate Operations Committee.** 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 into the Property as described in this Manual and in the other Governing Documents. 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.

**1.4 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).

**1.5 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.
c.	Association	The Hidden Hills Community Association.
d.	Access Control Device	Device which is attached to a vehicle and which is used to regulate ingress into the Property.
e.	Access Control 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 who accesses the Property for the express purpose of cutting through the community.
l.	Gate Arm	An electrically operated barrier that regulates the flow of vehicular traffic

m.	Gate Operations Officer	An employee of an independent Gate Operations Company who provide gate operation services to the Association.
n.	Gate Operations Company	Independent company hired by the Association 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 Definition in the By-Laws.
q.	Manual	The Gate Operations Manual.
r.	Resident:	A person who legally resides in or owns property governed by the Hidden Hills Community Association.
s.	Property	The physical boundary of the Common Interest Development (as that term is defined in the California Civil Code) in its entirety including all Building Sites and all Common Areas.
t.	Tradespeople	Visitors hired to work on a Resident's home or property. Includes, but is not limited to, contractors, laborers, handymen, workers, gardeners, vendors, painters, electricians, landscapers, etc.
u.	Visitor	Anyone who is not a Resident.

## **ARTICLE 2**

### **GATE OPERATIONS**

**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 are not employees, agents, or representatives of the Association. While the Gates and Gate Operations Officers do provide a small measure of security to the community, they are in no way intended to 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 Visitors pursuant to the rules and procedures provided in this Manual.
- b. Identify process servers and admit pursuant to this Manual or superseding laws.
- d. Notify proper authorities of problems or potential problems relating to the Gate operations, including computer system, Access Control system, Visitors, Residents, accidents or injuries. This can be done via the Access Control system, email, written note, text message, etc.
- e. Provide admit list change forms and complaint forms to Residents upon request.
- f. Prevent loitering in or around the Gate House.
- g. Comply with the Association's Governing Documents as they respect gate operations.
- h. Provide communication between the Association's offices (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.
- I. Maintain holiday signs to alert Residents of upcoming "no construction" holidays.
- j. Maintain Gate Houses and the property and/or equipment associated with them and immediately report any problems to the Association.
- k. Properly display Gate Operations Officer's individual engraved name sign in the designated holder at all times.
- l. Follow procedures for maintaining the Gate Houses outlined in the post orders.

**ARTICLE 3**  
**ROVING PATROL**

**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. The Roving Patrol Officers are subject to the same admonitions and limitations on the Association's responsibility as are described above in Article 2, Section 2 of this Manual.

**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 Access Control Devices 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 Activity Report upon completion of each shift and turn it in to supervisor. Form of report shall be approved by Association but shall, at a minimum, include a list of Access Control Device appointments, any Sheriff activity within the community, times doors checked at community center and findings.
- g. Remain within the Property during shift hours except to fuel the vehicle or respond to emergencies, unless expressly permitted to leave by Association.
- h. Attend monthly Committee meetings.

**ARTICLE 4**  
**ACCESS CONTROL DEVICES**

**4.1 Access Control Devices.** A valid Access Control Device affixed to a vehicle enables the driver to access the Property automatically through the “Resident Lane.” Because it is impossible to verify the identity of the driver in a vehicle with a valid Access Control Device, great care is taken to ensure that every vehicle receiving an Access Control Device is owned and operated by a Resident. Access Control Devices can be obtained by presenting proof of residency and ownership to the Association office.

- a. *Access Control Devices for Visitors.* Access Control Devices may be issued to Visitor vehicles, enabling them to use the “Resident Lane” when entering the community. Following are the parameters for issuance:
- (i) Each Resident is limited to a maximum of three (3) Visitor Access Control Devices at any one time.
  - (ii) Access Control Devices may only be issued to Visitors who have permission to enter the community anytime, without prior notification to the Resident, i.e., Visitors on the Permanent List who are not construction workers, gardeners, pool cleaners, etc.
  - (iii) Visitor Access Control Devices must be renewed periodically as determined by the Board of Directors. A fee is required for each Device and an agreement must be signed by both the resident and the Visitor.

**4.2 Roving Patrol Officer - Procedures for Affixing Access Control Devices.** 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 Access Control Device 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 Access Control Devices:

- a. *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 Access Control Devices. The Roving Patrol Officer shall check in with the Association office each day to pick up the appointment for that evening or weekend during the Association’s business hours. 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.
- b. *Establish Resident’s Ownership of Vehicle.* In order to be eligible for a Access Control Device, a vehicle must be owned by a Resident. In order to be considered a Resident Vehicle, a vehicle must be:

- (I) Registered in the Resident's Name at the Hidden Hills Address: or
- (ii) Registered in the Resident's Name at a Business Address: or
- (iii) 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.

## **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 legally 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. If a Visitor is found to be "short-cutting," regardless of the circumstances, the Resident who admitted the Visitor will be notified that their Visitor has violated the rules and that future infractions could result in the Visitor's access to the Property being restricted and/or sanctions being imposed against the Resident. Prior to any restrictions or sanctions being imposed, the Resident who admitted the Visitor 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 streets within the Property as well as about any other sanctions.

**5.4 Use of the Resident Lane.** Only those vehicles displaying a valid Access Control Device may enter automatically through the "Resident Lane." Any vehicle whose Access Control Device does not automatically open the Resident Lane gate arm MUST be identified and admitted through the Guest Lane using the procedures outlined below.

- a. *Gate Arm Comes Down After Each Vehicle.* Residents must permit the gate arm to come down after each car. Residents who attempt to follow another car through the gate before the gate arm has come all the way down, and who subsequently break the gate arm or gate arm motor, are in violation of this rule and may be scheduled for a hearing before the Board and subjected to any or all of the sanctions listed in the Rules & Regulations, including fines.

**5.5 Use of the Guest Lane.** All vehicles not displaying a valid Access Control Device 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 Access Control Devices**

- a. *Identification.* Residents entering the community through the Guest Lane (whether driving OR riding in a vehicle without a valid Access Control Device) 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 (a.k.a.: children of Residents) arriving in vehicles without Access Control Devices shall be identified in any way possible using the utmost care and sensitivity. CHILDREN MUST NEVER BE ASKED THEIR CODE or any other information that could be used by the other passengers in the vehicle to gain entry at a later date. Absent any picture or other conclusive identification, the Gate Operations Officer should first attempt to reach an adult at the Residence 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's license plate and admit the Resident.
  - (iv) If the Resident is not driving, log the name of the driver.

### **6.3 Admitting Visitors**

- a. *Identify Visitor.* Every Visitor entering the Property must show a valid, government-issued photo I.D. before being granted access into the Property. Every visitor entering the Property driving a motor vehicle must show a valid Driver's License before entering the Property.
- b. *Family and Friends (i.e., Non-Tradespeople).*
- (I) Check the computer to see if the Visitor has been authorized for automatic entry.
  - (ii) The computer must be checked every time a guest visitor vehicle enters the community, even if the Gate Operations Officer recognizes the vehicle and/or driver.
  - (iii) If not on the Admit list or temporary list, call the resident to verify authorization for entry. If after 10:00 p.m., check the Resident Instructions to ensure that the Resident has not restricted their call-ups. If no answer, try any secondary numbers listed (e.g. mobile phone). If attempts to contact the resident are unsuccessful, inform the Visitor they may not enter at this time. Log the 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 do, indeed, leave.
    - A. *Running the Gate.* If a Visitor who has been denied access ignores instructions to turn around and leave and instead "runs the gate" (enters the community), immediately call the Roving Patrol Officer 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.

- c. *Minor Visitors Without I.D.* If the minor Visitor is not on the Resident's admit list, the Resident must be contacted to identify the minor Visitor. If no such identification can be obtained, the minor Visitor shall be denied.
- d. *Visitors Arriving in Hired Cars.* Visitors arriving in hired vehicles (limousines, Uber, Taxi cabs, etc.) should be identified and admitted in the same way as any other Visitor. Log the vehicle license plate of the hired car. The driver's name does not need to be on the admit list, nor does it need to be logged.
- e. *Hired Vehicles Arriving to Pick Up Residents or Visitors.* When a Resident or Visitor calls for a limousine or other hired car, the Resident must admit the hired car in the same way as they would admit any other Visitor. Log the name of the driver as well as the name of the company, if applicable.

**6.4 Parties.** Because the admittance process for unexpected visitors is considerably more time-consuming than the process for admitting Visitors on a Resident's permanent or temporary list, and this process puts an additional burden on the guards and creates long lines at the gates, special rules are applicable to party Visitors.

- a. *Visitor Passes.* Residents are encouraged to issue Visitor passes to every Visitor, especially in the case of a party. Visitor passes can be emailed to the Visitors, or the Resident can email the passes to themselves, print them, and then distribute them to their Visitors. Call the Association office for assistance with Visitor passes.
- b. *Parties with 1-10 Visitors.* Party lists are not required, however Residents are strongly encouraged to either call down the names of all of their Visitors or enter them in their Temporary Admit List online.
- c. *Parties with 11-100 Visitors.* Typed, alphabetized, signed party lists are required. Party lists may be submitted by taking a copy of the list to each of the three gates, submitting it to the office and having the office distribute it to the gates (time permitting), or entering the names in the Resident's Temporary Admit List online. It is recommended that the Resident hire additional Gate Operations Officers to assist in Visitor Management. Call the Association office for assistance.
- d. *Parties with more than 100 Visitors.* Contact the Association office for further procedures.
  - (i) **Formal Invitations.** For parties with more than 100 Visitors (including vendors), a unique formal printed invitation (no photo copies) may be used to identify an authorized Visitor for a party or event in lieu of the Visitors showing their government-issued identification. All Visitors in the vehicle

must be verified and be on the party list. The license plate of each vehicle must be entered into the computer.

- (ii) Extra Gate Assistance. In order to speed up the entry of Visitors for parties with more than 100 Visitors (particularly if the majority of the Visitors will be arriving at one gate), the Resident is strongly urged to employ additional Gate Operations Officers to assist in the clearance of Visitors.
- e. *Party Buses/Shuttles.* All Visitors in a party bus or other type of shuttle (SUV, limousine, etc.) must be on the party list and must be identified in the same way as any other party Visitor.
- f. *Failure to Provide Party List.* If the Resident fails to provide an appropriate party list, make a log entry, notify the other gates, and refuse all additional Visitors. Call the Sheriff if there are any problems.
- g. *Open Parties.* "Open Parties" are not permitted in Hidden Hills. Every Visitor must be cleared in advance according to the provisions of this Document.
- h. *Noise/Complaints.* If the Gate Operations Officer receives any complaints about a loud party in progress after 10:00 p.m., he/she should advise the Resident to call the Sheriff.
- i. *Traffic.* If a traffic problem arises due to a party, the Gate Operations Officer should inform the Resident that parking should be off the street, parallel, and ask they direct their Visitor to move their cars immediately. If needed, the Sheriff should be summoned.
- j. *Halloween.* No call-ups or call-downs will be accepted after 5:00 p.m. on Halloween. All other party rules apply. The Board of Directors may restrict parties on Halloween as the need arises.

**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 are limited to the following:

Monday through Friday	*7:00 am to 8:00 pm
Saturdays - EXCEPT FOR PROPERTIES APPROVED FOR WORK BY THE ARCHITECTURAL COMMITTEE	8:00 a.m. to 8:00 p.m.

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
*Round Meadow Gate	No entry permitted at the Round Meadow Gate until 9:00 a.m. when school is in session
PROPERTIES APPROVED FOR WORK BY THE ARCHITECTURAL COMMITTEE	*7:00 a.m. to 8:00 p.m., Monday through Friday only. A list of Properties with Architectural Committee Approval will be provided to the Gate Operations Officers. Except in emergencies, all visitors to those Properties will be denied.

b. *Admittance on Saturdays.* Only limited construction-related activity is permitted in the community on Saturdays. No admittance will be granted for any vehicle to access property where the owner is engaged in work that has received Architectural Committee approval. A list of such Properties will be provided to the Gate Operations Officers each Friday, and no admittance will be permitted by the Officers to those properties on Saturdays. Additionally, no large commercial vehicles or heavy pieces of equipment will be admitted on Saturdays, nor may any such equipment be used in the community on Saturdays. Finally, gardeners and tree trimmers will only be admitted between the hours of 8:00 a.m. and 4:00 p.m.

c. *Holidays.* The following Holidays are observed:

- (I) New Year's Day
- (ii) Martin Luther King Day
- (iii) President's Day
- (iv) Memorial Day
- (v) Independence Day
- (vi) Labor Day
- (vii) Veteran's Day
- (viii) Thanksgiving Day
- (ix) The day after Thanksgiving
- (x) Christmas Eve
- (xi) 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.

d. *Admittance on Sundays and Holidays.* The following list shall assist Gate Officers in the determination of vehicles to be admitted on Sundays and Holidays. This is not a complete list; it is simply a guideline. If a vehicle/activity is not listed below, the Gate Operations Officer 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
  - A. Construction related activities or deliveries, i.e. building supplies
  - B. Drop off or pick up of construction supplies, machinery or equipment
  - C. Drop off and pick up of "roll off" bins
  
- (ii) Non-Approved Services / Service Providers
  - A. Gardeners/Landscapers
  - B. Contractors (including contractors coming to pick up paperwork, checks, give estimates, etc.)
  - C. Pool service
  - D. Window washers
  - E. Fish tank maintenance
  - F. House plant services
  - G. Mobile vehicle washers and/or detailers
  - H. Water delivery (Sparkletts, Arrowhead, etc.)
  - I. Mobile pet grooming vehicles
  
- (iii) Approved Vehicles/Activities
  - A. Newspapers
  - B. Delivery services (UPS, Fed Ex, etc.)
  - C. Courier companies, messenger services
  - D. Food, animal feed
  - E. Home health care services (i.e. Oxygen, etc.)
  - F. Flowers
  - G. Retail store deliveries
  - H. Dry cleaning delivery vehicles
  - I. Party rental vehicles
  
- (iv) Approved Services / Service Providers
  - A. Plumbers and electricians responding to an actual emergency condition
  - B. Domestic help
  - C. Party planners
  - D. Caterers
  - E. Florists
  - F. Utility Companies (i.e. Edison, SBC, So Cal Gas, LVMWD)
  - G. Veterinarians
  - H. Stall cleaners/animal feeders
  - I. Farriers
  - J. Trainers
  - K. Rental companies

- e. *Temporary Construction Lists.* Residents with construction projects must provide a list of their contractors and subcontractors to the Association office, along with the dates of duration of the construction project. The Association 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 plate 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, Marshall 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. *Notification.* Time permitting, the Gate Officer shall inform the Resident by telephone that a registered process server, Sheriff or Marshal has been granted access to their property. Process servers are not restricted by Civil Code to certain hours of the day. Residents are notified of service as a courtesy only and therefore must advise the Gate Operations Officer if they prefer this courtesy not be extended them. A Resident who does not wish to be notified should make sure that their resident profile reflects this information.
- d. *Accepting Service.* 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.** Non-Resident 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.**

- a. *Admittance of Real Estate Agents.* 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. *Home Seekers.* Home seekers may enter in the vehicle of a licensed Real Estate Agent or may follow the Real Estate Agent in a separate car. The Real Estate Agent is responsible for accompanying the home seeker while in Hidden Hills and upon exit from the city. Real Estate Agents may escort up to two (2) cars at a time.
- c. *Agents Authorizing Visitors.* 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 Procedures for Escalation of a Problem.** 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 Gate Operations Committee
- c. Contact the President of the Board of Directors or other Board member
- d. Notify the Sheriff

END OF DOCUMENT



**GATE OPERATIONS MANUAL**  
**TABLE OF CONTENTS**

ARTICLE 1 - AMINISTRATION.....	<a href="#">Page 1</a>
1.1 Purpose.....	<a href="#">Page 1</a>
1.2 Organization and Authority.....	<a href="#">Page 1</a>
1.3 Duties and Responsibilities - Gate Operations Committee.....	<a href="#">Page 1</a>
1.4 Reference Documents.....	<a href="#">Page 2</a>
1.5 Definitions.....	<a href="#">Page 2</a>
ARTICLE 2 - GATE OPERATIONS.....	<a href="#">Page 3</a>
2.1 Gate Operations Officers.....	<a href="#">Page 3</a>
2.2 Limits of Authority and Responsibility.....	<a href="#">Page 3</a>
2.3 Duties and Responsibilities - Gate Operations Officer.....	<a href="#">Page 4</a>
ARTICLE 3 - ROVING PATROL.....	<a href="#">Page 5</a>
3.1 Roving Patrol Officer.....	<a href="#">Page 5</a>
3.2 Limits of Authority and Responsibility.....	<a href="#">Page 5</a>
3.3 Duties and Responsibilities - Roving Patrol Officer.....	<a href="#">Page 5</a>
ARTICLE 4 ACCESS CONTROL DEVICES.....	<a href="#">Page 6</a>
4.1 Access Control Devices.....	<a href="#">Page 6</a>
4.2 Roving Patrol Officer - Affixing Access Control Devices.....	<a href="#">Page 6</a>
ARTICLE 5 - RULES OF ENTRY . . . . .	<a href="#">Page 6</a>
5.1 General.....	<a href="#">Page 6</a>
5.2 Right of Entry - Visitors.....	<a href="#">Page 7</a>
5.3 Short-Cutting.....	<a href="#">Page 7</a>
5.4 Use of the Resident Lane.....	<a href="#">Page 7</a>
5.5 Use of the Guest Lane.....	<a href="#">Page 7</a>
ARTICLE 6 - PROCEDURES FOR ENTRY.....	<a href="#">Page 8</a>
6.1 General.....	<a href="#">Page 8</a>
6.2 Admitting Residents - Without Valid Access Control Devices.....	<a href="#">Page 8</a>
6.3 Admitting Visitors.....	<a href="#">Page 9</a>
6.4 Parties.....	<a href="#">Page 10</a>
6.5 Tradespeople.....	<a href="#">Page 11</a>
6.6 Emergency Vehicles.....	<a href="#">Page 13</a>
6.7 Miscellaneous Delivery Services.....	<a href="#">Page 13</a>
6.8 Marshal and/or Process Servers.....	<a href="#">Page 14</a>
6.9 Pedestrians, Cyclists and Horseback Riders.....	<a href="#">Page 14</a>
6.10 Real Estate Agents and Home Seekers.....	<a href="#">Page 14</a>
6.11 Sales Persons and Solicitors.....	<a href="#">Page 15</a>
6.12 School Buses.....	<a href="#">Page 15</a>
ARTICLE 7 - PROBLEM ESCALATION . . . . .	<a href="#">Page 15</a>
7.1 Procedures for Escalation of a Problem.....	<a href="#">Page 15</a>

# **HIDDEN HILLS COMMUNITY ASSOCIATION**

## **GATE OPERATIONS MANUAL**

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