



Dear **Serrano at Glenrose Ranch** resident,

Patrol One has been contracted to administer and enforce the common area parking of your community. Please read and, if applicable, complete the below, to ensure your vehicle and your guests' vehicles are in compliance of the community's parking rules. Any/all vehicles parked in common area parking between the hours of **12:00am** and **6:00am** must either have a Patrol One Resident Plate Permit, or a Patrol One Guest Safelist, else be subject to citations and/or towing.

Resident Vehicles	1	Resident vehicles must have approved Plate Permits on-file with Patrol One prior to parking in common area parking. Use the attached Resident Plate Permit Application to apply for resident Plate Permits. Also required, a copy of current DMV registration showing the resident's name .
	2	Garaged vehicles do not need to be permitted.
	3	Permitted resident vehicles will be authorized to park in common area street and stall parking on a daily basis. The vehicle's license plate number will act as the "permit". No additional physical permits/decals will be required.
Oversized Vehicles	4	Patrol One will contact you to schedule a garage inspection upon receipt of a completed application, required vehicle registrations, and permit fee(s).
	5	A check or cash payable to Patrol One in the amount of \$25.00 is required at the time of the inspection.
Guest Vehicles	6	Guest vehicles must have approved Safelists for each and every night while parked in common area parking.
	7	See the attached Guest Safelist Instructions for additional details.
Enforcement Start Date	April 1, 2020	
Enforcement Period	12:00am - 6:00am daily	

All non-permit/Safelist parking rules will be enforced per the community's parking rules. These rules may change over time, so please refer to your community's **current** parking rules for current definitions.

Resident (Long Term) Plate Permit Application for Serrano at Glenrose Ranch

Complete and return this application (and required copy of current DMV vehicle registrations showing resident's name), and applicable permit fee(s) to Patrol One. Approvals/rejections/questions will be emailed to your address below, within 3 business days of our receipt of completed applications/documentation.

Number of permits required	1	Number of permanent/resident vehicles		
	2	Number of garage parking spaces.	-	2
	3	Subtract line 2 from line 1. This is the number of Plate Permits you must apply for (max: 1).	=	

If **Line 3** above is greater than zero, you must complete and submit the below form, and receive approval **prior** to parking vehicles in common area parking as of the Enforcement Start Date. A maximum of **one (1)** Plate Permits may be issued to each unit.

If **Line 3** above is zero or a negative number, you are not eligible for any Plate Permits, unless you have an oversized vehicle.

Garage Vehicles Must equal line 2 above	4	Make _____ Model _____ Color _____ Lic. Plate _____
	4a	<input type="checkbox"/> Copy of DMV vehicle registration
	5	Make _____ Model _____ Color _____ Lic. Plate _____
	5a	<input type="checkbox"/> Copy of DMV vehicle registration

Plate Permit	8	Make _____ Model _____ Color _____ Lic. Plate _____
	8a	<input type="checkbox"/> Copy of DMV vehicle registration <input type="checkbox"/> Check \$100.00 <input type="checkbox"/> Oversized?

Proof of Residency Include copies of document	8	<input type="checkbox"/> Lease agreement or <input type="checkbox"/> utility bill or <input type="checkbox"/> Driver License
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Resident Info	12	Unit Owner name	12	
	13	Resident name (if different from owner)	13	
	14	Resident e-mail address	14	
	15	On-site address	15	
	16	Day phone number	16	
	17	Evening phone number	17	

Return	Mail	Patrol One 1820 E. First St., Suite 210 Santa Ana, CA 92705	Email	permits@patrol-one.com	Fax	714.541.0990
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Application status updates will be provided within three business days of our receipt of the application. Vehicles **may not** park in common area parking until approval confirmation has been issued by Patrol One. Incomplete/inaccurate applications will not be processed and will result in significant approval delays. Any changes to a permitted vehicle's information must be immediately reported to Patrol One at permits@patrol-one.com.

Temporary Guest (Short Term) Safelist Instructions

Guest vehicles must have approved Safelists for each and every night parked in common area parking. Follow **one** of the methods below to Safelist a guest vehicle.

Each on-site address is allocated **20 Safelists**. A Safelist represents a single approved overnight stay for a single vehicle on a single date. Safelist may be used for a single vehicle over multiple nights, or for multiple vehicles on a single night. Each time a Safelist is used, that specific becomes **Locked** for a period of **90 days**, before becoming unlocked and eligible for an additional use.

If you do not have access to an Internet connected computer, you may call our 24-hour Communication Center, at 714.541.0999, and our staff would be happy to complete the below process with you over the phone.

Safelist Profile Setup First time use only	1	Obtain your Safelist Profile Activation Code from the attached document
	2	Visit www.patrol-one.com
	3	Click the blue Safelisting button on the home page
	4	Click the Create/Activate button in the blue bar at the top right
	5	Enter your Profile Activation Code , then click the Activate button
	6	Complete the Resident Profile Information section, then click the Create button
Logging in to a previously configured Profile	7	Visit www.patrol-one.com
	8	Click on the blue Safelisting button on the home page
	9	Click the Login button in the blue bar at the top right
	10	Enter the Email address and password used to configure the Profile
Adding guest vehicles to a Profile	11	Enter the desired Vehicle Plate into the Vehicle Information box on the left
	12	Click the Check button
	13	If the vehicle already exists in our system, the vehicle details will appear
	14	If the vehicle is new to our system, enter the Make, Model, and Color
	*	Once entered, vehicles are saved to your Profile, for easy future access
Selecting Safelist Dates	15	Be sure the Property Information, Vehicle Information, and Contact Information sections are complete
	16	Enter a desired Safelist Date (or use the calendar selector) into one of your available/unlocked Safelist Token slots
	17	Continue Step 2 above, until you have selected all of your desired Safelist overnight dates
	18	Click the Submit button
	19	Confirm the Safelist request information
	19	Print the Safelist Confirmation Number page (optional)

Please take note of any parking violations listed on your **Safelist Activation Document** that are not covered by Safelisting. Those violations **will** be enforced per the parking rules, **even if the vehicle has a valid Safelist**.

Resident Plate Permits – Additional Information

Complete and return this application (**and required current DMV vehicle registration(s) showing resident's name**) to Patrol One. Approvals/rejections/questions will be emailed to the address below, within 3 business days of our receipt of completed applications/documentation.

Fees

Your community imposes fees for each plate permit issued. Here are the associated fees for each permit issued:

- Check made out to the Association to be submitted to Patrol One with application.
- Permit Fee: \$100.00

Vehicle Information Changes

Any changes to permitted vehicle information must be immediately emailed to permits@patrol-one.com to prevent the citing or towing of the new or updated vehicle.

Oversized Vehicles

Oversized vehicle Plate Permit applications will **only** be considered, if the vehicle does not **safely** (not comfortably) fit into the garage or on the driveway.

A garage inspection will be required in order to validate the fit of the vehicle within the garage or on the driveway.

Patrol One will contact you to schedule a garage inspection upon receipt of a completed application (and required vehicle registrations).

A check or cash payable to Patrol One in the amount of **\$25.00** is required at the time of the inspection.

Company Owned Vehicles

Company owned vehicles **may** be eligible for parking permits. Please submit **both** of the following:

- Letter on company letterhead, showing your name and authority to have custody and control of the vehicle
- Current vehicle registration

Two-Wheeled Vehicles

Applications that include two-wheeled vehicles must be submitted directly to the Board of Directors for approval.