

DESERT CITIES HOA COUNCIL

Recap of Meeting November 19, 2015

HOA Members Represented

Canyon Sands	Mira Vista HOA
Canyon Vista Estates	Montage at Mission Hills
Cathedral Canyon #12	Personalized Property Mgmt.
Cathedral Canyon #17	Sun City Palm Desert
Cathedral Springs	Terra Lago
Desert Falls Master Assn.	Versailles
La Pasada	Versailles Condominiums
Legal Counsel – Jennifer James – Affordable HOA Legal Services	

Welcome: Mike Traidman, Chair

Treasurer's Report – Mike Traidman announced that the current treasury balance is \$185.75.

Guest Speakers – Kevin See, Owner –
Personalized Security Services

Steve Shuey, Property Coordinator –
Personalized Property Management

“HOA Cameras & Security”

Sam Cross, President -
Crime Stoppers and LEAPS

“HOAs Expectations of Security Contractor and Security
Contractor's Expectations of HOAs.
How can LEAPS Help Your HOA?”

Guest Speaker – Mike Traidman welcomed Kevin and Steve.

Kevin began by stating that he has been a resident of the Coachella Valley for over 35 years and involved in various aspects of the security business for over 30 years. He started Personalized Security Services about 6 years ago to provide alarm monitoring and security consulting and surveillance system installations.

His firm has installed cameras at the Betty Ford Center, Tuscany HOA, Vista Montana HOA and many others within the Coachella Valley.

Each job is different depending on what the customer is trying to achieve. With cameras they normally install overview down cameras to look down on vehicles, license plate cameras and kiosk cameras at access panels to allow homeowners to see who is calling from the gate.

DESERT CITIES HOA COUNCIL

Most important is the first step – get a consultant to review your problem or what you would like to achieve. Identify what you want to see. Most common is protecting gates. The location of cameras is very important. They should be mounted 10 to 12 feet high and vandal proof. He had one installation where the same camera was stolen 3 times. He had an iron worker fabricate a special cage to surround the camera to protect it.

The cameras need a digital video recorder (DVR) to record activity. If you desire wireless viewing you will also need a network video recorder. With that any cell phone or smart device can be programmed to receive the images.

Systems can be augmented with motion sensors to cut down on the recorded footage. Also with detectors that turn on strobes or lights activate alarms and/or send a signal to a central location can be incorporated. Invisible electronic beam sensors are most useful in communities with low walls or no walls.

With any such system it is important to contract for ongoing maintenance and support to insure the devices installed are working properly. Someone needs to sit down periodically and view the images being recorded and make any adjustments necessary.

HOA Boards are responsible to maintain and enhance the value of the assets of the community, not provided security. Police and security guards are responsible for protecting the community, not people. Homeowners are responsible for their own security and the level of security they desire for their homes.

Police are rarely able to identify someone involved in a crime from camera video footage.

Also it is a very arduous task to try to look through hours of video footage to try to find something that may be of use following a crime.

Steve recommends that Boards do not use the word SECURITY when discussing cameras or other access control and monitoring devices. All such measures are merely for surveillance, access control and as a deterrent for criminals. They only provide homeowners with a sense of comfort. And may result in insurance cost savings.

They also recommend that before initiating any such projects the community needs to be surveyed as to what they want and want to pay for.

Guest Speaker – Mike Traidman welcomed Sam Cross.

Sam has extensive experience in law enforcement. He has worked with the FBI, Riverside County Sheriff and the City of Indio. He retired in 1985 and since then has been consulting and has started Crime Stoppers. He is still very active in law enforcement.

There has been an overall increase in crime of traditional types and some new types being superimposed including cybercrime and terrorism.

DESERT CITIES HOA COUNCIL

The Department of Justice has initiated a program for all law enforcement agencies: Operation Cooperation. It has resulted in a significant increase in information sharing between law enforcement agencies.

He pointed out that there are just fewer than 1,000,000 police officers in the US and for every police officer there are 3 to 4 contract security officers. That is a significant number of law enforcement personnel. Yet it is forecast that 1 in 20 people will experience a crime within the next 12 months.

Security staff and law enforcement personnel are not infallible. They only try to prevent crime.

Before a HOA contracts for security they should have a professional security assessment done. And it is recommended that professional assessment be repeated every 3 to 5 years to ensure you are staying current with technology.

When developing a contract for security services there are several important things that should be considered:

- A provision for the ability to remove any officer, even the supervisors and company executives at no cost.
- Company representative be available to attend Board and Homeowner meetings
- Respond to any requests for activities/actions or incidents observed in writing.
- Be proactive at all times, continually reviewing procedures and practices
- Provide continuity of staff – don't move personnel around, it results in confusion for homeowners
- Officers avoid favoritism and being over familiar with homeowners
- Avoid officers from accepting gratuities – if homeowners wish to provide give to property manager to distribute
- Emphasis that uniforms/appearance are very important to the image of the community
- Provide ongoing training to officers – the lack thereof can become liability for community
- Provide copies of employee selection, training and operations manuals; post orders for the site and policy for officer/homeowner relations
- Require officers to be firm but friendly
- Require officers to carry their licenses at all times
- Provide profile on all officers
- The supervisors and officers be familiar with everything going on in the community
- Be alert to observed safety hazards and provide written reports
- Understanding that officers need to be trained to be the first responders within the community – proficient in first aid and CPR
- Annually review contract for manpower, equipment and technology
- Provide articles for community newsletter

Security companies expectations of HOAs:

DESERT CITIES HOA COUNCIL

- Payment of invoices in a timely manner
- Courtesy and respect of officers from Board and homeowners
- Managers and homeowners stay within boundaries of responsibilities – recruiting them to do “ancillary tasks” (providing rides, delivery services, “help” with trash cans, etc.) put community at risk for being considered co-employer and be liable for Workers Compensation

The question of whether to contract for services or to create an in-house security function:

- It won't save that much when all costs considered
- Will require significant management effort commitment – and headaches

Forum: Mike Traidman explained a news release he received from the City of Rancho Mirage “Preparing for El Nino”

Handouts: “Crime Stoppers – What is it?” information sheet; XXXXXXXXXXXX – have not received – can I get Sam’s email address?; “Preparing for El Nino” news release City of Rancho

Next Meeting – Thursday, January 21, 2016 at the Cathedral City – City Hall

Tom Tousignant, Recorder