

## SERVICES INCLUDED

### Schedule A

*We would like to remind our clients of ALL the services that are available to your community. We encourage you to take advantage of as many of the Services offered as you like, as they are ALL included in your Agreement.*

*Curtis Protective Services, Inc. is a State Licensed Corporation with Liability Insurance, Workers' Compensation Insurance and Auto Insurance.*

#### SECURITY SERVICES:

- *Mobile patrol in fully marked cars - available 24 hours a day every day*
- *Dispatch service - 24 hours a day every day*
- *Lock up/Open up amenities (pools, gates, exercise areas, etc.)*
- *Alarm Response/Investigations*
- *Locks and chains provided*
- *Radar enforced speed zones*
- *Trespass Warnings issued (photo and thumbprint taken of trespassers)*

#### OFFICERS:

- *ALL Curtis Officers are fully trained by State standards*
- *Fully trained professional security force*
- *Fully uniformed*
- *All armed officers are fully certified by State standards*

#### OTHER SERVICES:

- *Police liaison*
- *Crime analysis with local police*
- *Emergency Call System (in-office for passive emergency call)*
- *Safety Evening*
- *Crime Watch Programs*
- *Signage - interior and exterior*
- *Lock up/Open up amenities (pools, gates, exercise areas, etc.)*
- *Noise Abatement Program*

- *Rewards offered (at no cost to Community)*
- *Sexual Predator list for zip code (updated quarterly)*
- *Engraver Service (Patrol Officers will engrave ID on items – no charge)*
- *In-house displays (attractive static display and information dispensers)*
- *New Resident Welcome Kits (sent to every new resident)*
- *Maintenance and Lighting Inspections*
- *Legal Notices served (non-financial)*
- *\$1000.00 Reward for information leading to the arrest of anyone committing criminal act(s) on any of our client's properties*
- *Court appearances (at no cost to client when subpoenaed)*
- *Notary Service at no cost to clients or residents*
- *Kid's Club Program (birthday cards, tee shirts with logo, newsletter, etc.)*
- *Children's safety videos with inside and outside safety tips*
- *Coloring books (safety tips for families with children)*
- *Pepper Spray Training and Supply (for staff only)*
- *Severe Weather Instructions (check list for community)*
- *National Weather Service Alerts/FEMA Alerts and training*
- *State Alerts and Reports/Police Alerts and Reports*
- *Newsletter flyers (400 lots three to four times a year)*
- *Parking Management Program*
  - *Parking Tickets provided and issued (at no cost to client)*
  - *Parking Tickets faxed daily*
  - *Parking Ticket Extensions faxed daily*
  - *Parking (long term registration and management)*
  - *Towing (as per Community Policy)*

**REPORTS:**

- *Incident Reports – "Everything we know . . . you know!"*
- *Daily email of all Reports by 9 A.M. each business day*
- *C.I.B.S. (Commercial Information Broadcast Services)*
- *R.I.B.S. (Residential Information Broadcast Services for tenants)*
- *Notice of Safety*
- *Crime Letters*

- *Letter of Introduction to Residents with rules and regulation of Community*
- *Monthly Comprehensive Report including all Incident Reports, parking tickets and C.I.B.S. delivered in ring binder*
- *Monthly Maintenance and Lighting Reports*
- *Suggestions request sent to Community Manager quarterly*
- *Customer Satisfaction Reports (self-addressed stamped envelope provided)*