

HIDDEN VALLEY VILLAGE SECURITY & SAFETY CONCERNS

Uniform Entry Door Locks and Hardware Policy for Individual Units

By Board of Directors Secretary Ruthie Wheeler on behalf of the Board

Security concerns resulting from the extended and unwanted squatting in the upper HVV Manager's Residence of a renegade former MRB resident manager and the discovery of many missing unit entry door keys, the Board of Directors recognizes its duty to rectify any possible security lapses to the greatest extent possible.

BACKGROUND: When the new management company [Old Faithful Property Management] commenced at HVV on May 15, 2019; it was quickly discovered that the keys to owner units held in the manager office were in absolute disarray. Several owners found that their keys were missing from the office. There is no way to know precisely how many owner keys disappeared and where they may be now. As an example, one owner had left a set of keys that included not only an entry door key but keys to locks for interior owner's storage spaces. These keys that were clearly marked with a tag marked: "for owner use only" are nowhere to be found.

Security of the Hidden Valley complex must be a concern for all homeowners and our management company.

Having been compelled to review the entire issue of HVV security there are two major concerns that the Board in conjunction with our new management company believes must be considered.

1. Management employees' access to units:

Management must have to access units. This has been an issue discussed previously at Board meetings and in newsletters. Owners must accept their responsibility. The Board authority is provided by **CC&R, Article V, Section 5.2.D** :

D. Access: For the purpose of performing construction, inspection, maintenance, or emergency repair for the benefit of the common area or the owners in common, the association's agents or employees shall have the right, to enter any unit or to enter any portion of the common area at reasonable hours. Such entry shall be made with as little inconvenience to the owners, renters and/or authorized guests as practicable, and any damage caused thereby shall be repaired at the expense of the association.

And **Article VII, Section 7.17:**

7.17 Keys and Contact Information: To help insure protection of the units and the common area, owners shall furnish the manager with both a copy of the key to his or her unit and their contact information.

The CC&Rs, By Laws, etc are downloadable from the HVV website.

Currently, management does not have access to 15 units on the complex. The remaining 69 units are accessible by a mish-mash of keys. This mess of keys make it extremely challenging for the managers to get work done efficiently and timely, to respond to emergencies, and to make certain that condos when vacated are left according to HVV rules.

In mid-June a 911 call reported a heart attack victim who was in and out of consciousness at Hidden Valley. The ML Fire Department arrived. OFPM owner Klark Tapia was onsite at the time and met the fire rescue crew when they arrived. There was no response from inside the unit. Because he had no entry key he was unable to unlock and open the unit door. The Fire department was about to begin breaking down the door. Then at almost the last moment, a second call from the victim clarified that the location the location was on Hidden Valley Road, not at

Hidden Valley Village Condos. A Hidden Valley unit was spared a destroyed door by seconds. Damage for which the owner would be responsible due to the manager's inability to unlock the door.

B) Uniformity of Door Locks:

Over the last several years of lackadaisical onsite management HVV owners were not reminded of CC&R sections 1.7 and 7.10. Several homeowners have made changes to the exterior *common area* doors. Doors have been re-drilled and a wide variety of door locks have been installed.

The Board has three aspects to consider:

- 1) Unit Security,
- 2) Management Access to each unit,
- 3) Unsightly mismatched door locks.

Solutions:

The Board has attempted to address these three problems with a minimum disruption to homeowners. It has also taken into consideration how to balance the mandates of the CC&Rs with concerns of homeowners regarding the security of their units.

- 1) Unit Security: In the first week of August all door locks that are either Schlage or Kwikset will be rekeyed. Homeowners will be issued three new door lock keys for their unit. Owners will not be billed for this service.
- 2) Management Access: When locks are rekeyed management will have a backup master key that is different from the one that the homeowner receives. This will mean that management will need only one of two keys to access any unit. One will be a Schlage master key and the other a Kwikset.

Units that have installed door locks that are not Kwikset or Schlage will need to upgrade their door locks to allow management access. Units that have door knob handles and dead bolts will be required to replace their door knob with a specified keyless door knob so that entry to their unit requires only one use of a key.

It is understood by the Board that several of the 15 homeowners who have refused to supply management with access keys to their unit have had great concerns with management integrity over the last several years. The Board has addressed this problem in two ways:

- A) We have hired a new bonded management company with honest onsite managers.
- B) We have provided a list of future upgrade door lock options for homeowners. On this list is a Wi-Fi compatible door lock that will allow you to know who opens the door to your unit and when.

The following two sections of our CC&R's will hopefully clarify the regulations concerning management access and the requirement of supplying management with Keys and contact information: 5.2.D and 7.17.

- 3) Unsightly mismatched door locks: Unfortunately there are 23 units that have a variety of doorknobs and dead bolts. It is not the intention of the board to require any change in these door locks at this time, other than to require a single key entry that is either Schlage or Kwikset. However, going forward desired entry door lock changes must be selected from the attached list to insure uniformity and an improved aesthetic for Hidden Valley.

If you would like to upgrade your door lock you can purchase the lock of your choice and have it delivered to the Hidden Valley office. By July 31. You must make certain that the shipping label for a replacement lock sent to the Hidden Valley management office must have as a special instruction or other means indicate that the lock is intended for Unit "[your unit number]."

HVVOA is paying for the rekeying. Management has agreed to help the locksmith with re-keying and the installation of new locks at no additional charge. Management's contribution has significantly reduced the cost of this necessary re-keying.

The Board and management have worked very hard to minimize the inconvenience of the "lock and security" problem. We thank you for your understanding. Please be aware that the Board is attempting to recover as much of the financial losses incurred resulting from actions or inactions of previous HVV managers.

Sincerely,

HVVOA Board of Directors and OFPM Management Team:

Tony Cole, President, Steve Latshaw, Vice President, Kinoka Ogsbury, Treasurer, Ruth E. Wheeler, Secretary, and Members at Large Mike Murphy, David Natali, and Jeff Risse, and Klark & Sarah Tapia, Curt & Karen House, Jorge Garcia

ATTACHMENT:

[Proposed] Hidden Valley Exterior Door lock Policy

A) All Locks installed after June 15, 2019 must be Schlage brand and have a master key that is consistent with the key that management uses to access all units.

B) The color of the Door lock must be the Schlage color called "Aged Bronze" If Aged Bronze is not available "Oil Rubbed Bronze" is acceptable.

C) Door knobs must be round. Lever style knobs are not acceptable.

D) Homeowners must always check with onsite management prior to changing an exterior door lock.

E) The following 5 options are acceptable entry door locks and knobs. The prices and item numbers are taken from Amazon in June 2019. Other Schlage, Aged Bronze colored locks that are similar in style may be acceptable.

1) Schlage Wi-Fi compatible keyless entry deadbolt \$249 Schlage Encode Smart WiFi Deadbolt with Camelot Trim in Aged Bronze (BE489WB CAM 716)

2) Keyless entry deadbolt (not Wi-Fi compatible) \$111.33, Schlage BE365-CAM Camelot Electronic Keypad Single Cylinder Deadbolt, Aged Bronze

3) Key entry deadbolt \$43 Schlage B60N716 Deadbolt, Keyed 1 Side, Aged Bronze

4) Schlage door knob with key entry to be used if you have a keyed deadbolt or just a keyed door knob. (Deadbolt and door lock must use the same key) \$27.80, Schlage F51 GEO 716 Georgian Knob Keyed Entry Lock, Aged Bronze

5) Door knob without key entry to be used if you have a keypad deadbolt \$15.82, Schlage F10GEO716 Georgian Passage Knob, Aged Bronze

6) Door Knob with keypad entry. Note! These will not work for buildings G, H, I, J or K because these buildings have inset Door Knobs. Installing this door knob would require re-drilling and covering the old door knob hole. This is not acceptable at Hidden Valley. Buildings A-F are OK for this type of entry lock: \$116.68, Schlage FE595 CAM [716 16-211 10-063](#) Camelot by Georgian Keypad Knob with Flex Lock, Aged Bronze \$116.68