



Dear **Villas at Rancho San Joaquin** 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 "Digital Hangtag" Permit, or a Patrol One Guest Safelist, else be subject to citations and/or towing.

<b>Resident Vehicles</b>	<b>1</b>	Residents must have approved "Digital Hangtag" permit on-file with Patrol One prior to a vehicle being authorized to park on the streets or in open stalls. The approved vehicle's license plate number will act as the "digital hangtag" permit. No additional physical permit/hangtag will be required.
	<b>2</b>	Garaged vehicles DO NOT need to be permitted or have a "digital hangtag".
	<b>3</b>	Use the attached Resident Digital Hangtag Application to apply. <b>Applicants MUST have a minimum of THREE vehicles to qualify (unless oversized)</b> . Also required, a copy of current DMV registrations (three) showing a resident's name and on-site address.

<b>Oversized Vehicles</b>	<b>4</b>	For Oversized vehicle applications, Patrol One will contact you to schedule a garage inspection upon receipt of a completed application, required vehicle registrations. A check or cash payable to Patrol One in the amount of <b>\$35.00</b> is required at the time of the inspection.
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<b>Guest Vehicles</b>	<b>5</b>	Guest vehicles must have approved Safelists for each and every night while parked in common area open stalls.
	<b>6</b>	Residents please see the attached <b>Guest Safelist Instructions</b> for additional details.

<b>Enforcement Start Date</b>	November 15, 2023
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<b>Enforcement Period</b>	12:00am - 6:00am daily
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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) Digital Hangtag Permit Application for Villas at San Joaquin

Complete and return this application (and required copy of current DMV vehicle registrations showing an on-site address to Patrol One. Approvals/rejections/questions **will be emailed to your address below**, within 3 business days of our receipt of completed applications/documentation.

<b>Number of permits required</b>	<b>1</b>	Number of permanent/resident vehicles ( <b>minimum 3 required to qualify unless oversized</b> )		
	<b>2</b>	Number of garage parking spaces.	-	2
	<b>3</b>	Subtract line 2 from line 1. This is the number of Digital Hangtags you may apply for ( <b>max: 1</b> ).	=	1

A maximum of **one (1)** Digital Hangtag permit may be issued to each unit.

<b>Resident Vehicles</b> Include DMV registrations	<b>4</b>	Make _____ Model _____ Color _____ Lic. Plate _____
	<b>4a</b>	<input type="checkbox"/> Copy of <b>on-site</b> DMV vehicle registration <input type="checkbox"/> Oversized?
	<b>5</b>	Make _____ Model _____ Color _____ Lic. Plate _____
	<b>5a</b>	<input type="checkbox"/> Copy of <b>on-site</b> DMV vehicle registration
	<b>6</b>	Make _____ Model _____ Color _____ Lic. Plate _____
	<b>6a</b>	<input type="checkbox"/> Copy of <b>on-site</b> DMV vehicle registration

<b>Resident Info</b>	<b>7</b>	Unit Owner name
	<b>8</b>	Resident name (if different from owner)
	<b>9</b>	Resident e-mail address <b>Required to get approval PERMIT CODE</b>
	<b>10</b>	On-site unit address
	<b>11</b>	Day phone number
	<b>12</b>	Evening phone number

<b>Return</b>	<b>Mail</b>	Patrol One	<b>Email</b> permits@patrol-one.com	<b>Fax</b> 714.541.0990
		1820 E. First St., Suite 210 Santa Ana, CA 92705		

**Once Approved**, you will receive your Digital Hangtag Permit Code by email. Go to [www.patrol-one.com/pc](http://www.patrol-one.com/pc). Enter your PERMIT CODE, click "change vehicle assignment" and update the plate number you wish to be approved for common area parking, then click "update". That vehicle's license plate number will act as the "permit".

To change or switch your permitted vehicle, go to [www.patrol-one.com/pc](http://www.patrol-one.com/pc) and enter you PERMIT CODE, click "change vehicle assignment", then enter the new vehicle's plate number and click "update".

**BE CAREFUL when putting in your plate number**, as you will be responsible for any changes made to your account. Each and every plate change will be time/date stamped in our database.

## 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 **2 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 Safelist becomes **Locked** for a period of **30 days** (Lock Duration), 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.

<b>Safelist Profile Setup</b>  First time set up only!	<b>1</b>	Obtain your <b>Safelist Profile Activation Code</b> from the attached Safelisting document or your Manager. This step is only required once.
	<b>2</b>	Visit <a href="http://www.patrol-one.com">www.patrol-one.com</a>
	<b>3</b>	Click the blue <b>Safelisting</b> button on the home page
	<b>4</b>	Click the <b>Create/Activate</b> button in the blue bar at the top right
	<b>5</b>	Enter your <b>Profile Activation Code</b> , then click the <b>Activate</b> button
	<b>6</b>	Complete the Resident <b>Profile Information</b> section, then click the <b>Create</b> button

<b>Logging in to a previously configured Profile</b>	<b>7</b>	Visit <a href="http://www.patrol-one.com">www.patrol-one.com</a>
	<b>8</b>	Click on the blue <b>Safelisting</b> button on the home page
	<b>9</b>	Click the <b>Login</b> button in the blue bar at the top right
	<b>10</b>	Enter the <b>Email address</b> and <b>password</b> used to configure the Profile

<b>Adding vehicles to a Profile</b>	<b>11</b>	Enter the desired <b>Vehicle Plate</b> into the <b>Vehicle Information</b> box on the left
	<b>12</b>	Click the <b>Check</b> button
	<b>13</b>	If the vehicle already exists in our system, the vehicle details will appear
	<b>14</b>	If the vehicle is new to our system, enter the <b>Make, Model, and Color</b>
	<b>15</b>	Once entered, vehicles are saved to your Profile, for easy future access

<b>Selecting Safelist Dates</b>	<b>16</b>	Be sure the <b>Property Information, Vehicle Information, and Contact Information</b> sections are complete
	<b>17</b>	Enter a desired Safelist Date (or use the calendar selector) into one of your available/unlocked Safelist Token slots
	<b>18</b>	Continue <b>Step 17</b> above, until you have selected all of your desired Safelist overnight dates
	<b>19</b>	Click the <b>Submit</b> button
	<b>20</b>	Confirm the Safelist request information
	<b>21</b>	Print the <b>Safelist Confirmation Number</b> 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 Digital Hangtags – Additional Information

Complete and return this application (**and required copy of current DMV vehicle registrations (three) showing an on-site address**) to Patrol One. Approvals/rejections/questions will be emailed to the applicant's email address given on the application, within 3 business days of our receipt of required and completed application/documentation.

### Digital Hangtag - Vehicle Information Changes

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Once you receive your emailed Digital Hangtag Permit Code (by email), you can go to [www.patrol-one.com/pc](http://www.patrol-one.com/pc). Enter your PERMIT CODE and update the plate number you wish to be approved for OPEN parking. That vehicle's license plate number will act as the "permit". No additional physical permits/decals will be required. **BE CAREFUL when putting in your plate number**, as you will be responsible for any changes made to your account. Each and every plate change will be time/date stamped in our database.

To change or "switch" your permitted vehicle, go to [www.patrol-one.com/pc](http://www.patrol-one.com/pc) and enter you PERMIT CODE, then enter the new vehicle's plate number. **BE CAREFUL when putting in your plate number**, as you will be responsible for any changes made to your account. Each and every plate change will be time/date stamped in our database.

### Company Owned Vehicles

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Company owned vehicles **may** be eligible on the application. 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

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