



**YOUR COMMUNITY
MANAGEMENT TEAM**

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Dear Rancho Bel Air (RBA) Owner/Resident,

This is an important notice from your Board of Directors and Property Management — ***your safety is our community's top priority.***

We wish to remind you of the procedures to follow for security and safety concerns and clarify the duties of our Gate Security Guards, Board Members and Community Management.

Emergencies – Dangerous situations or robberies in process.

1. Dial 911 Immediately.
2. Call the Guard Gate at 702-878-2044 to let them know Metro or Emergency services will be responding.
3. Take notes and gather any video footage from your home security system for the police to take detailed reports.

Home Safety Issues – Home safety issues such as a stranger walking through or lingering around your property.

1. Dial 311 / Las Vegas Metro police.
2. Call the Guard Gate at 702-878-2044 to let them know Metro may be responding.
3. Take notes and gather any video footage from your security system for the police to take detailed reports.

Your RBA Board members are all elected volunteers with responsibility to oversee the shared services of the community, but they have no legal authority or special training to physically respond to emergency safety and or security issues. Security concerns discussed with Board members will be redirected to the appropriate departments mentioned above.

Gate Security

- Our Gate Security Guards are trained and employed by a licensed security company that is certified in accordance with all applicable rules, regulations, and statutes of Nevada.
- The guards provide a security presence at our front gates however, they are **not allowed to respond to EMERGENCIES** and are *not allowed to carry a firearm or Taser.*
- The security company abides by a contract that itemizes duties which are:
 - To control who and how residents, guests and vendors enter and exit the community.
 - Distribute daily, weekly, or monthly passes to visitors and vendors based on the information provided by the applicable homeowner or renter.
 - Issue transponders on approved vehicles and work with residents having larger parties using a guest list.
 - View live camera surveillance and report any occurrences observed that may be identified as a security risk in daily activity reports (DARs)
 - DARs are to be emailed daily to all board members and the property management company.
- Gate Security is the majority of our annual budget from member assessments.

Community Disturbances – For example: over-occupancy and/or loud noises at a nearby home.

1. Please call either: City of Las Vegas Fire, Las Vegas Metro or Code Enforcement
2. You should always report any such issues to our property management and of course copy RBA Board members, but we are not able to respond as an enforcement.

CCRs or Rules and Regulations violations – can be found at <https://www.performance-cam.com/rancho-bel-air2.html>

Many of our CCRs mirror the Las Vegas City Code, so please notify our property Management and CLV Code enforcement with an email to Tanya@pcam.vegas and CodeEnforcement@LasVegasNevada.gov. There is a protocol for following up on violations, so depending on the issue, Las Vegas Code enforcement may ensure a quicker resolution.

Steps you can take to secure your home

1. Never leave vehicles unlocked and always remove valuables.
2. Ensure adequate landscape lighting.
3. Ensure fencing is adequate and secure.
4. Make sure your home's address numbers are visible or lit in case an emergency response is needed.
5. Structural changes / additions to home (must be pre-approved through ARC application process)

For our homeowners who are renting their properties

Reminder that all leases must be submitted to the Board for approval prior to occupancy. Please be sure to share this important security information with your tenants.

Update Resident Information Form

Included in this mailing is a copy of the Resident Information form. Please update your information and return it to Performance Cam at your earliest convenience. We would like to begin emailing updates in the future, so opting in for email communication would be appreciated.

Facebook Information Page (in progress)

To better inform our community of neighborhood happenings / security concerns, we are in the process of developing a Facebook page for RBA homeowners only. This platform will be used similar to a "neighborhood watch" program – i.e. "Dear Neighbors, we have seen coyotes in the neighborhood, please keep pets indoors or keep a watchful eye" etc.

To request access, please search for [Rancho Bel Air Neighborhood](#); you will be required to answer a few questions before getting access to the page. Please note: this page is for informational purposes only. We have created this page for you and in order to keep our neighborhood safe, we expect nothing but civility across the board.

Thank you for making Rancho Bel Air a wonderful community. We have also included the nominations form for our upcoming Board of Directors election. We look forward to welcoming new members.

Sincerely, your RBA Board