

Woods of Hobson Greene

Security Information

The Woods of Hobson Greene is the most prestigious community in Naperville and after thirteen years of establishment is still the only gated community in the Lisle, Woodridge and Naperville area. This is a tremendous asset in marketing and retaining the value of our property. To this effect, we have a round the year 24 hr. security service at our guardhouse. The primary purpose of the guard gate from a security standpoint is to keep out solicitors of all kinds, sightseers who simply want to drive through the neighborhood, possible pranksters and vandals, late night joy riders and parkers, and non-residents driving in to use the area/dumpsters as a dropping area for their garbage. It is not meant, nor is it capable of securing the neighborhood of any or all types of crime. That said, it is really up to "us" the residents of the community to help achieve this goal. We are working to ensure that the guards play their part; however, we the residents of the neighborhood need to do our bit too. Not only do we need to be vigilant and report any suspicious activity but we also need to ensure that our permanent guest lists and car details are updated on a regular basis. We need to ensure that we inform the guards of any large parties that are held in our homes. Large parties cause backups at the entrance and hence lead to dissatisfaction of residents and guests due to delays in entry. Over the past many years, we have received numerous complaints both in the annual homeowners meetings and through direct complaints to the board that we would like to see better security procedures implemented and enforced. We are thus, working on the following upgrades in the security and seek your help and cooperation in the same.

1. The guardhouse is being cleaned up and improvements are being made to the interiors.
2. The security procedures have been updated and copies of these are being distributed to residents.
3. We are working with the security company to get better guards that adhere to the new procedures and will replace the current company if necessary to achieve this goal
4. We are planning to buy a software package to manage resident information and their guests list. This will ensure the following:
 - a. The information you provide will be up to date and can be maintained efficiently
 - b. The guards can search the information very quickly and hence process guests reliably and quickly
 - c. The guards can provide guests with directions to your house
 - d. All guests entering the community will be logged automatically through the software
 - e. The software is extensible and we can add on modules to the software to take pictures of the guest cars entering
5. The resident information is being updated and we request that you send in the information requested through the new forms provided. You may observe that we are requesting your e-mail address also. This is so that we can send out quick updates through e-mail.

We have formed a security committee within the board that has the following two members:

Mohit Mutreja (630) 637-0037 (h) OR (312) 543-8674 (c)
Rob Jensen (630) 369-0043 (h)

Please feel free to advise the board of any suggestions you may have to ensure that these procedures are implemented smoothly. If you have complaints regarding the guards, please feel free to call any of the board members from the security committee. Please do not call the guards directly regarding these complaints.

Homeowners Association
Board of Directors

Woods of Hobson Greene

Residents Security Guidelines

With the advent of new procedures that have been implemented at the guardhouse, we thought it might be useful to outline procedures for some of the questions or concerns that the residents might have.

The guardhouse phone # is (630) 369-6054.

1. Residents must update their permanent guest list. Please remember to add your service vendors in the permanent list otherwise, they will not be admitted without authorization from you. Please note that you can provide which day(s) and/or a time(s) to admit the service vendor or guest also. Each house can have a list of up to 15 guests on their permanent guest list.
2. Any party with 4 or more vehicles expected, should be pre-announced to the guard to prevent delays and backups at the guardhouse.
3. Residents can call the guardhouse to pre-authorize the visit of a guest and the guest will be added to the resident's temporary (one time admit) guest list and will be admitted on arrival.
4. All residents must obtain the tags (transponders) for entry through the resident gate. If a resident requires more than 3 tags they must provide proof of registration for all vehicles that they require the tags for. The cost of additional tags is \$75/tag.
5. The old entry stickers for resident cars are obsolete and will not be honored at the guardhouse.

Please find below the procedures outlined to the guards

1. All guests must stop in the visitors section of the security gate.

If the guest is in the resident's permanent, temporary or party list, the guest will be admitted promptly.

If the guest is not in any of the residents admit list, then the guard will call the resident seeking authorization to admit the guest. If the guard is unable to reach the resident (no answer, busy line), the guest will not be admitted. The guests who are not on the resident's admit list will only be admitted when authorized by the resident.

If the guard is not at the guardhouse, there will be a sign that says "Guard will return in a few minutes" and the guest will need to wait. This will only happen if the guard needs to use the restroom or needs to open the construction gate.

2. Police and emergency vehicles will be admitted immediately.
3. Residents arriving at the visitors' gate will be asked for identification or will need to be authorized by a phone call to their residence.
4. Real estate agents will be admitted but will need to provide a business card and identification or must be authorized by the resident. They must meet any prospective residents at the guardhouse.

If you have any issues or concerns about these procedures or complaints regarding the guards, please call any of the board members mentioned below.

Mohit Mutreja - (630) 637-0037 (h) or (312) 543-8674 (c)
Rob Jensen - (630) 369-0043

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Security Guard Guidelines

These guidelines must be read and available with the guards at all times

1. All non-residents must check in the visitors section of the security gate.
The guards should lookup the resident by Last Name and check their guest list.

If the guest name is found, then allow entry but *Log Guest Name, Time of Entry and License Plate #*.
The guards should do this logging and the guest should not be delayed or made to sign any list.

If guest is not found, then call the resident and check if resident would like to authorize admission. If unable to reach the resident (no answer, busy line) or if not authorized then politely let the guest know that they will not be allowed entry. If authorized then *Log Guest Name, Time of Entry, License Plate #* and allow entry. The guards should do this logging and the guest should not be delayed or made to sign any list.

Please advise all guests of speed limit. Also, remind them to drive carefully as children may be playing (depending on time of the day).

If a vehicle does not have a license plate ask for the driver's license and log the State Issued and Driver's License # Instead.

2. Residents can enter through the resident gate using the automated gate with their tag system (transponder). If a resident needs to use the guest entrance, they must show a valid id or can be admitted using the non-resident procedures by calling the residents home for authorization.
3. All construction and service vendors must be treated as non-residents and all the procedures as listed in 1. must be followed. Large construction vehicles (Trucks, Vans, Buses etc.) should be admitted through the resident gate where there is better clearance. Landscaping services can service between 7 am to 5 pm on weekdays and 8 am to 5 pm on weekends.
4. Police and Emergency vehicles must be admitted immediately. Log the Time of Entry.
5. "Open Houses" for prospective buyers are not allowed and all showings must be through appointment.
6. Real estate agents should be admitted but will need to provide a business card and identification or must be authorized by a resident. They must meet any prospective residents at the guardhouse.

If the guard needs to leave the guardhouse for a few minutes for any reason (open the construction gate, night security round, ...) unattended then they should display the provided sign that says "Guard will return in a few minutes" before leaving.

The guard should not go off duty until his relief arrives for work and takes over the guard responsibilities. Log all guard names and change of duty. The guard on duty must drive around the sub-division every two hours during the night starting from 2 am. Residents should be notified if their garage door was left open. Residents also need to be notified if there are cars parked on the road in front of their houses after 2 AM.

In case of any issues not covered in these guidelines, please contact any of the following:

Oak & Dale Properties, Inc. (630) 323-8810

Mohit Mutreja - (630) 637-0037 (h) or (312) 543-8674 (c)

Rob Jensen - (630) 369-0043

