

PROCESS FOR HANDLING VIOLATIONS – AFTER HOURS WORK, SUNDAY WORK, OR HOLIDAY WORK

If a complaint about after hours work, Sunday work, or holiday work is received at the front gate:

- The gate officer will ask the patrol officer to make a visual inspection
- The patrol officer will determine if an infraction is taking place, and will complete an incident report detailing what was observed (whether a violation or not)
- If a violation is observed:
 - The gate officer will phone the resident, advise them of the infraction, and ask that work be ceased (IF NO ANSWER, THE GATE OFFICER WILL LEAVE A MESSAGE STATING SAME)
 - The patrol officer will make a visual observation after one (1) hour to determine whether the work in question has ceased
 - The patrol officer will complete an incident report detailing the above steps
 - Allegiance Security will inform May Management of the incident, and will forward copies of the incident report to May Management for review
- May Management will review the incident report, and will send a letter to the resident:
 - The letter will outline the incident and the nature of the violation
 - The letter will stress the importance of complying with community rules going forward
 - The letter will follow the progressive fee structure outlined below:
 - First violation in the calendar year = written warning
 - Subsequent violations = \$100 per incident
 - For repeat violators (i.e., incidents where the resident answers the call from the security gate but does not cease work, and/or where very loud or large-scale projects are continued during non-work hours), the Deercreek Covenants Enforcement Committee can implement the following fee schedule:
 - \$500 per occurrence of the incident

If work hour violation is observed by the roving patrol officer:

- The patrol officer will advise the gate officer of the incident
- The gate officer will telephone the resident, advise them of the infraction, and ask that work be ceased (IF NO ANSWER, THE GATE OFFICER WILL LEAVE A MESSAGE STATING SAME)
- The patrol officer will make a visual inspection after one (1) hour to determine whether the work in question has ceased
- The patrol officer will complete an incident report detailing the above steps
- Allegiance Security will send copies of the report to May Management
- May Management will follow the process steps outlined above, and impose the fee structure outlined above