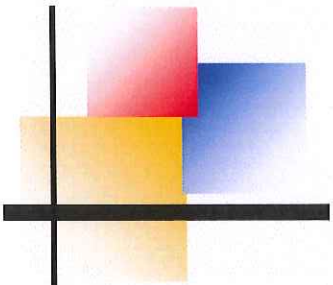


**Palmas Del Mar**

**Homeowners Association**

**Security Annual Report**

**April 10, 2021**



**Message from the PHA Executive Director  
Mr. Antonio Maldonado**

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April 10, 2021

**Dear Homeowners:**

The Palmas del Mar Homeowners Association (PHA) continues to be focused on its No. 1 priority: the security of Palmas del Mar. Toward this end PHA is assigning the necessary resources and the largest share of its Budget to the security services. In this report we will not only provide you crime and delinquency statistic in Palmas del Mar but will also inform you about the preventive initiatives that have been taken and the plans currently in process. Also, we are including in this report important security tips and practices for you and your neighborhoods.

During 2020 the quality of the security services provided by PHA was well tested while facing the Covid 19 Pandemic. It is important to underscore that the criminal or delinquency incident rate for Palmas del Mar in spite of this difficult period remains at a historical low level and reflects that our community is one of the safest residential areas in Puerto Rico. Evidence of this safe environment is the absence or low rate of major criminal activity in our community. Thanks to the efficient work of our security department more than 400 persons were intervened and detained for being at unauthorized locations. Our beach patrols kept the coastal areas safe and free of delinquency activity. This labor of excellence is the result of a good recruiting process along with good training and capacitation programs that is giving us a security officer well prepared and committed to our community.


Palmas del Mar is not exempt from being subject to delinquency or criminal activity. But this activity, according to the record, is minimal. However, the job of protecting our homes and families can't be left exclusively in the hands of our security officers. No community security system can be effective without the close participation and cooperation of the neighbors within that particular community. As we have said before, it is necessary that each resident takes the appropriate preventive measures to protect its home and to deter delinquency.

The installation of security alarms at home, sensors around regimes, not providing access control devices and keys to service personnel, locking windows and doors of your homes and vehicles, etcetera, are simple but effective measures that will keep delinquents away from your property. Also, paying attention and reporting immediately to the Palmas Department of Security (787-

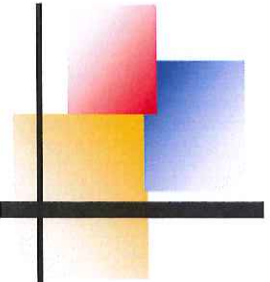
852-7745), any unusual activity in your neighborhood is key to our crime prevention efforts.

Palmas del Mar is an outstanding place to watch our children grow and to enjoy to the fullest all that our community has to offer. We are counting on your support and help to keep it safe, secure and at peace.

Cordially,



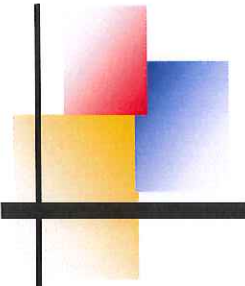
Antonio Maldonado  
Executive Director



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**Section I**  
**PHA Security Council Members**

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- Julio Bagué
- Antonio Maldonado
- Rita Molinelli
- Erasmo Reyes
- Mary Jo Espasas
- Manuel Angleró
- Manolo Rodríguez
- Chris Pennock
- Julio García
- Coby Farinacci
- Agustín Cabrer, Jr.
- Edd Siler
- Jorge Manrique
- Daniel Vasse
- Aaron Ashner
- Joe Maqueda
- Servando Díaz
- Jesús Delgado

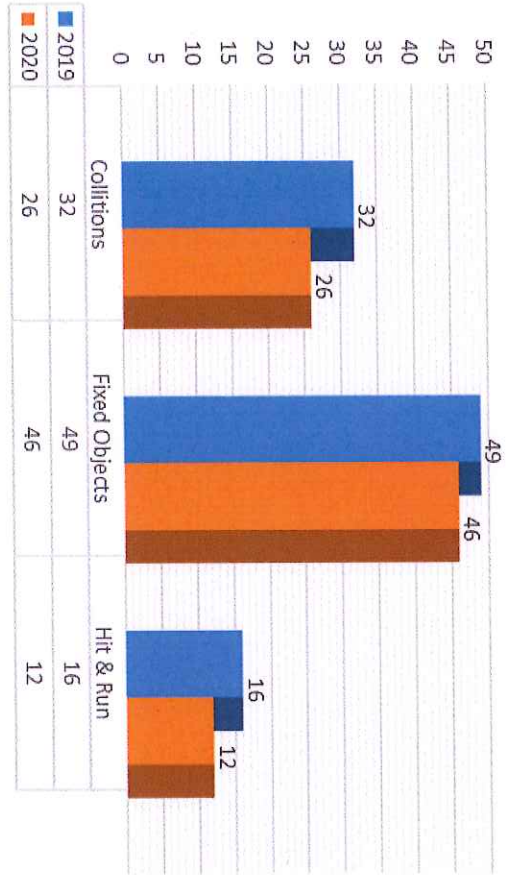


## Section II Important Definitions

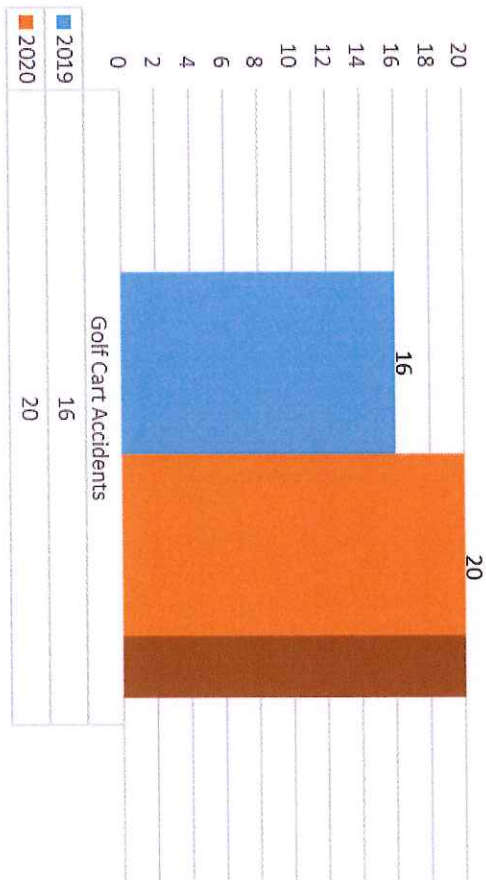
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- **Vehicle Accident** - Accidents between vehicles or fixed objects and hit & runs with minor damage.
- **Intentional Fire** - Damage or attempt to damage, illicit and intentionally, any property by fire or an incendiary device.
- **Burglary** - Any person who enters a dwelling or a building with the intention to commit an illegal appropriation.
- **Damages** – Any person who intentionally or non-intentionally, destroys, renders useless, alters or damages another person’s property.
- **Detained** - Person arrested by the police or placed in custody by the Security Department.
- **Golf Cart Accidents** - Accidents while driving a golf cart.
- **Homicides** - Any person who kills another person with premeditation or under rage.
- **Intervention** – The act of questioning or interviewing a person or suspect by the Department of Security or by the Puerto Rico Police.
- **Aggression** - Any person who uses force or violence to harm another person.
- **Robbery** - Any person who takes the property of another person against his will using violence or intimidation.
- **Illegal Appropriation** - Any person who illegally takes the property of another person without the use of force or intimidation.
- **Vehicle Robbery** - Any person who takes a motor vehicle from another person in his presence and against his will using a device capable of causing harm.
- **Vehicle Theft** – Any person who steals a vehicle without the owner being present.

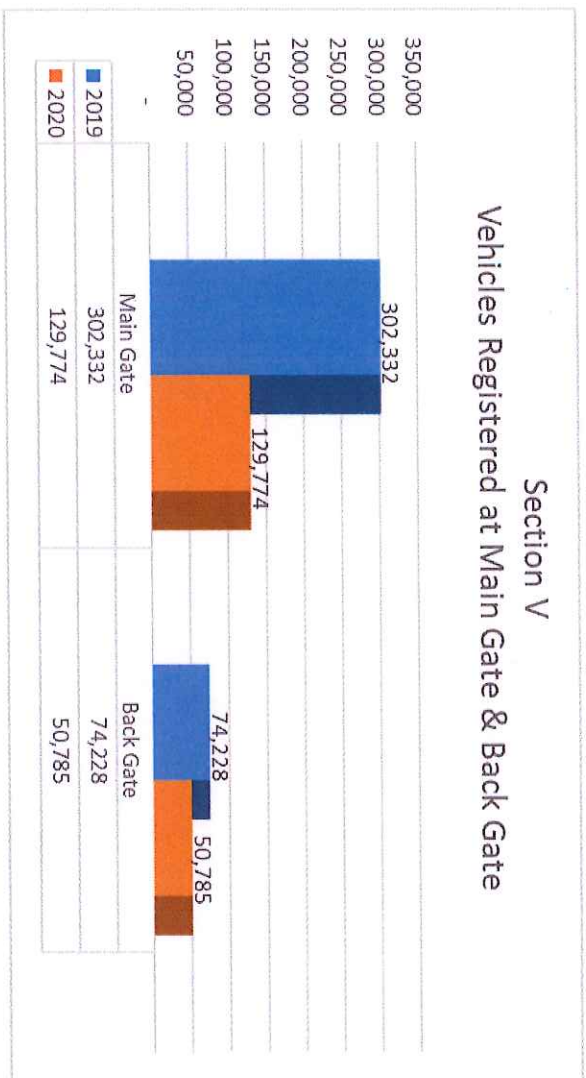
### Section III Vehicle Accidents 2019-2020



### Section IV Golf Cart Accidents 2019-2020

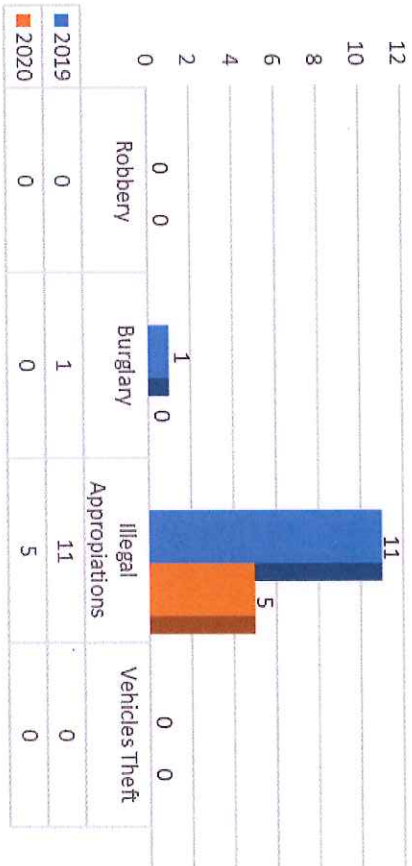


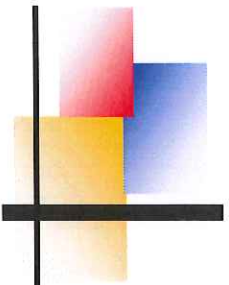
### Section V Vehicles Registered at Main Gate & Back Gate



\*Reduction of visitors mainly attributed to access control restrictions for visitors established during the Covid 19 Pandemia.

## Section VI Criminal & Delinquency Statistics 2019-2020





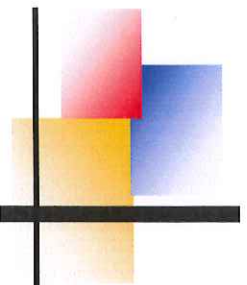
## **Section VII**

### **Crime Prevention Initiatives**

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- Safety and security evaluations for residential areas and perimeters as well as the implementation of security measures.
- Training and capacitation of security personnel in security practices and crime fighting programs.
- Registration and identification of visitors, employees and service personnel working at Palmas de Mar.
- Periodic meetings with boards and residents of regimes with Puerto Rico Police participation.
- Monthly planning and strategy review meetings with community representatives and the state and municipal police agencies focused on prevention and crime fighting.
- Construction of physical barriers in perimeter and exposed areas.
- Installation of new cameras at intersections along major roads of Palmas del Mar.
- Increase in security patrols.
- Upgrade of the perimeter security camera system, monitoring of sensors and alarms in residential areas and business establishments.
- Community assistance not related to delinquency.
- Training and certification of security personnel on first aid, CPR, use of defibrillators, control of fires, emergency scene management, etcetera.
- Enforcement of the Municipality Code of Public Order.

- Presence of the State and Municipal Police and Medical Emergency personnel during major holidays and major events.
- Use of specialized security force in sensitive areas prone to delinquent activity.
- Transit campaigns by the Puerto Rico Police to detect speeders and vehicle violations in Palmas del Mar.
- Inspection of commercial vehicles, vans and trucks exiting Palmas del Mar.
- Registration and control of automatic vehicle passes (AVI).
- Property removal control and procedures.

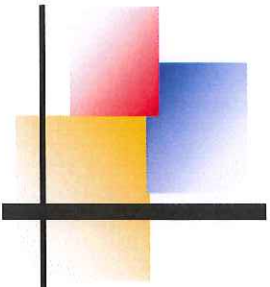


## **Section VIII**

### **Projections for 2021**

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- Retraining and certification of beach patrol officers by PR Parks and Recreation Agency.
- Aggressive planning with the Municipal Police for the strong enforcement of the Public Order Code and Covid 19 restrictions on non-complying business establishments.
- Meeting with regimes on crime prevention and appropriate security measures for the particular area.
- Capacitation programs for security personnel on the management of emergencies and on legal procedures during detention of delinquents.
- Training and certification of all security officers on new restricted covenants and on Covid 19 guidelines.
- Installation of additional security cameras and illumination along primary road intersections.
- Upgrade of AVI Access Control System.
- Validation of AVI Registry.



## Section IX Security Tips & Crime Preventive Measures

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There is a number of basic security measures that you can take to protect your property and your neighborhood from potential delinquency and vandalism. This list is only general guidance and suggestions to which you may want to add others that may apply to your particular situation or environment. We recommend you discuss these suggestions with your family, friends and neighbors; but more importantly, put them in practice.

1. Keep readily available emergency security and police numbers. In addition to 911, save these numbers in your phones for quick dialing:  
  
Palmas Security: 787-852-7745 / 7775  
Puerto Rico Police: 787-852-2020 / 1224  
Municipal Police: 787-852-6438
2. Illuminate the exterior of your residence at night. There are low cost, highly efficient motion-sensor luminaries that can provide good illumination to your surroundings.
3. Keep under lock and key tools and items that can be used to access or cause damage to your property (ladders, shovels, construction tools, etc).
4. Keep all doors, including those of your vehicles closed and locked at all times. Remember, thieves do not take days off regardless of whether conditions.
5. Install security alarms directly connected to the Palmas Security Department in order to obtain a quick security response when the alarm is activated. At Palmas you can obtain this service by calling 787-487-7714.

6. If you have a security alarm, use it. Do not leave home without its activation. If your front door has a decorative glass, do not let your alarm installer place its control pad where it can be seen from the outside and detect whether is activated or not.
7. Do not open your door to strangers. Thieves knock on doors to know if someone is at home. If someone answers, they may ask for information on how to get to another place or offer you some type of service to deviate your attention. Take a good look at these individuals and call security (787-852-7745/787-285-7775) immediately.
8. If you live in a regime with security, do not allow people to come to your house without your prior approval.
9. Insure that every person who works or provides service to your property or to your residential area are well-known to you and have an identification card and/or a pass issued by the Palmas Security Department. Do not allow people in your premises or in your neighborhood without proper valid credentials.
10. Do not allow your workers or service personnel to roam into your neighbor's property or into areas you have not previously authorized.
11. Question the presence of vehicles and strangers in your neighborhood or in unoccupied properties. Call security to identify these vehicles or individuals.
12. Notify security, PHA, your regime administrator and your neighbors if you are going to vacate, rent your property or allow someone else to use your property.
13. Take a good look at service and delivery personnel that comes to your property. This information is very valuable to the police should you become the victim of a delinquent or criminal incident.
14. Do not give copies of your residential keys, garage beepers, or AVI passes to service personnel. These items are easy to copy if they fall in the wrong hands.
15. Make sure that the security officer of your regime has a list of your vehicles and license tags as well as your golf cart registration number. If your security officer knows your vehicles he may be able to detect if a stranger is driving away in one of them.

16. Become an active member of your neighborhood security watch. Make the habit of driving around your neighborhood before entering your garage or driveway. Pay attention to anything that looks unusual. You know your neighbors and their vehicles. If you notice something out of the ordinary call security and alert your neighbors.
17. Avoid announcing your vacations or trips in Facebook and other social media. It is easier than you think to obtain your address and it gives time to delinquents to plan and execute their activities against your property.
18. Invite the Palmas Security Director and the Puerto Rico Police to your neighborhood or regime meetings.
19. Insist with your regime association to have a security plan that includes capital improvements and investments in security systems such as security cameras and perimeter sensors to be installed in your community, if possible.
20. If possible, do not allow community exit gates to open automatically as vehicle approaches regardless whether you have or do not have a security guard.
21. Thieves look at newspapers and correspondence accumulated in your driveway or mailbox. They can even leave a special offer flyer to see how long it takes to be picked up. If you are going or travel, stop the delivery of newspapers and mail or have your neighbor pick these up daily and while at it to take a look at your property.
22. If you have a security or safety box at your house, make sure it is bolted to the floor or to the wall. If the thief has little time he will try to take it with him. Don't make it easy.
23. Become suspicious and check the source of noises or strange sounds even if you hear it only one time. Thieves break windows that make noise. It is human nature to listen, to a particular noise, stop what you are doing and try to listen for the noise again. If you don't hear it again, it is typical of humans to go back to what they were doing while the thief is having free hand at your neighbor's home or in another part of your own house.
24. Stay Alert!!!

Please feel free to add to this list any other measures or security tips that may be important to you and your neighbors. Discuss these tips with your family, friends and neighbors and take the necessary steps to implement those applicable to your situation. Call PHA at 787-285-6425 or on Security Department at 787-852-7775 should you need additional information or assistance in this or any other matter.