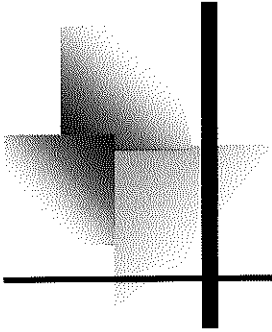




Palmas Del Mar Homeowners Association

Security Annual Report

April 23, 2022



**Message from the PHA Executive Director
Mr. José A. Quiñones**

April 23, 2022

Dear Homeowner:

Security and Safety constitute the No. 1 Priority at the Palmas del Mar Homeowners Association. The commitment of the PHA Board of Directors and Security Staff provides well established professional footprint within the security and safety arena. The allocation of a large share of PHA budget, community resources and countless operational hours attest to our commitment to maintain a standing as a model residential resort community. The implementation of crime preventive practices and initiatives, along with a planned response evolution with encountered events has had a direct impact with maintaining our criminal statistics at lowest levels. Regardless, much needs to be accomplished in order to maintain our community secured and safe.

PHA Board of Directors and Security Staff are not acting along with community security matters, but, via an established PHA Security Committee that recommends actions and implements timely solutions to membership security concerns. The PHA Security Committee has been of paramount importance for maintaining security standards and training for our families and neighborhoods at Palmas del Mar, given the uniqueness complexity of our premises and community standing. The Committee is formed by neighbors and members displaying their disinterested leadership to undertake the task of maintaining this community secured and safe. I honestly thank them for their time and dedication, and those who have occupied same position in the past.

As PHA moves forward towards a more visionary and ambitious security related goals, I implore your consent towards the implementation of innovative technologies driven to provide a more secured environment, as well as being cognizant of areas that our community needs to improve overall. PHA visionary goals are to embrace latest technology and artificial intelligence, employing it wisely within a framework of legal applications that will facilitate 100% accountability of residents, visitors and employees entering Palmas del Mar. Implementing innovative technology, processes and procedures will require consensus, challenging task to say the least, but, rest assure that every step we take will be fully aligned with Palmas del Mar Homeowners Association Bylaws, Vision and Mission. The Board of Directors respectfully request your unconditional support with our future plans, and your input will always be welcome as well.

Palmas del Mar will never be exempted from being subject to delinquency or criminal activities within our premises, as our security staff has well documented. In order to better protect our families, assets and premises, this important task can't be left to PHA staff alone, nor our security force. PHA membership needs to embrace security driven situational awareness within neighborhoods, cooperating and sharing information with security staff, simple actions that will serve as drivers to maintain our criminal statistics low. Lastly, PHA Security Staff has provided important tips and practices for your review and implementation at your residences, neighborhoods and general community.

Palmas del Mar continuous to be an outstanding place to watch our families grow, enjoying to the fullest all amenities our community has to offer in a secure and safe environment. We are counting with your support and help to keep it secured, safe and at peace.

Respectfully Yours I Remain,

A handwritten signature in black ink, appearing to read "José A. Quiñones, Esq.", written in a cursive style.

José A. Quiñones, Esq
PHA Executive Director

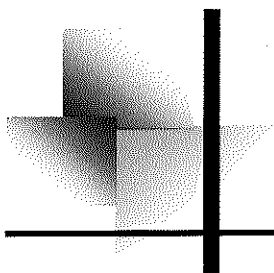
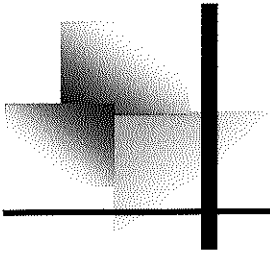


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Section I
PHA Security Council Members

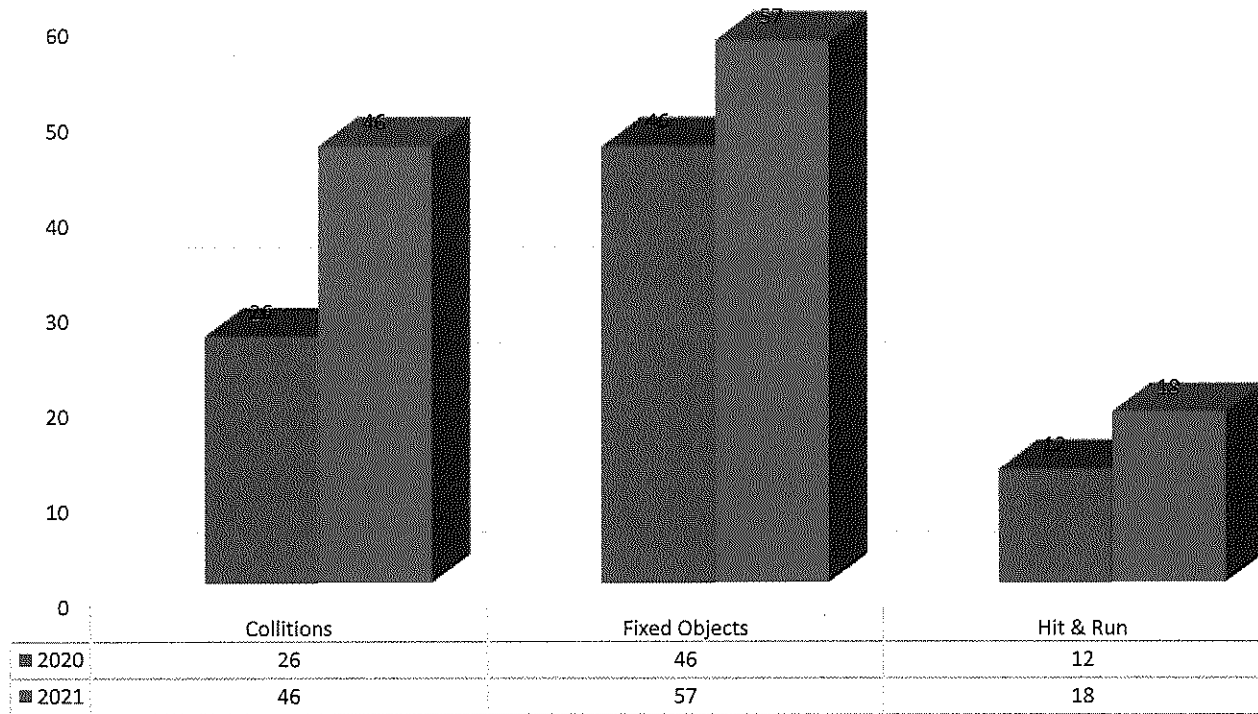
- Miguel Velázquez
- Lizbeth Cruz
- Chris Pennock (President)
- Jorge Manrique
- Servando Díaz
- Erasmo Reyes
- Mary Jo Espasas
- Manuel Angleró
- Manolo Rodríguez
- José A. Quiñones
- Julio Bagué
- Julio García
- Daniel Vasse
- Joe Maqueda
- Jesús Delgado



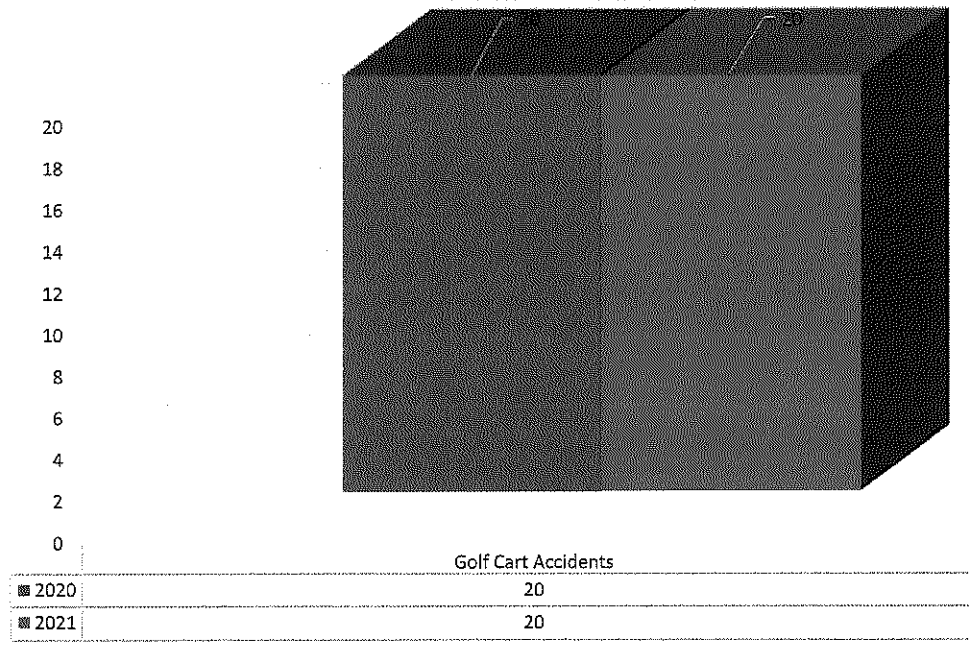
Section II Important Definitions

- **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.

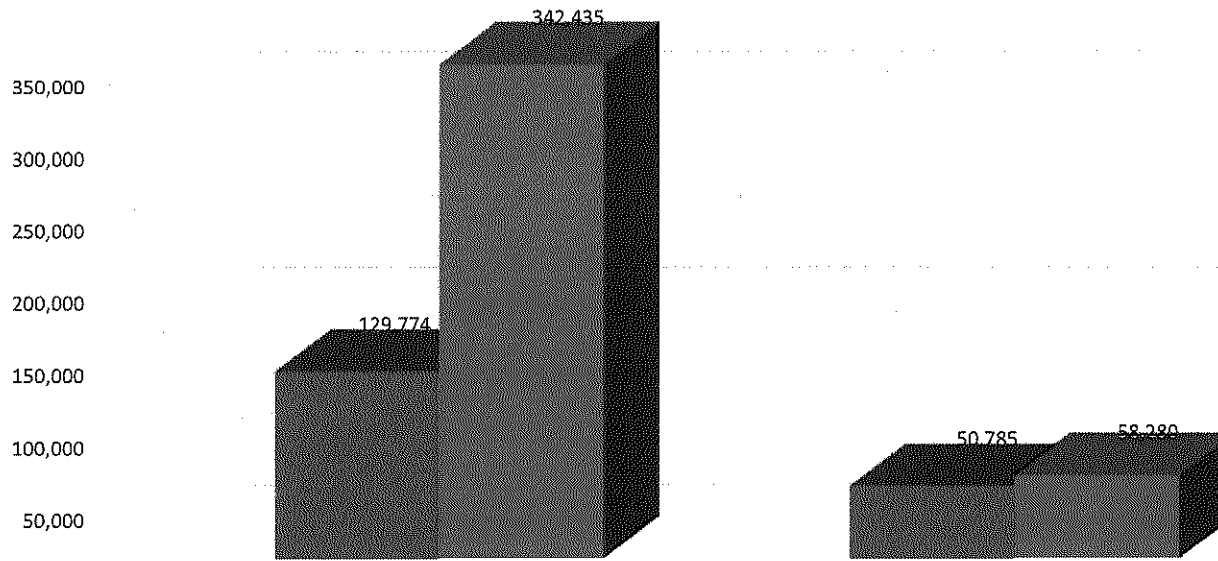
Section III Vehicle Accidents 2020-2021



Section IV Golf Cart Accidents 2020-2021

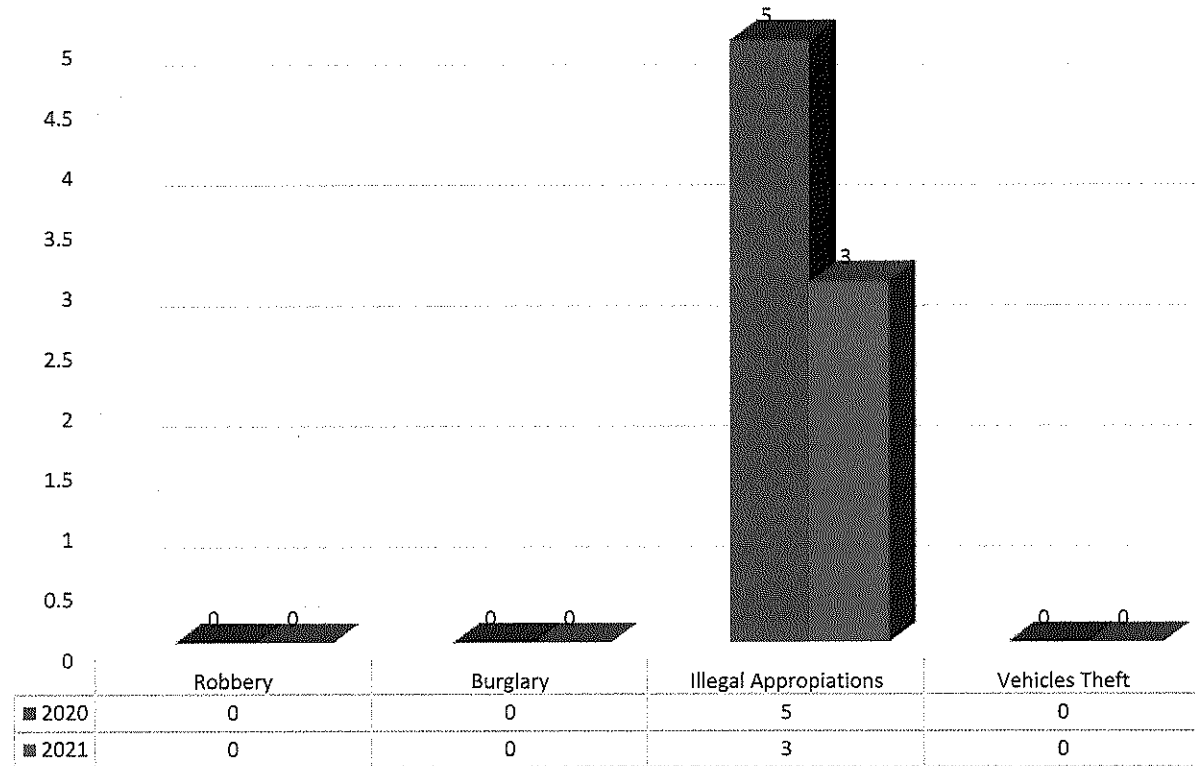


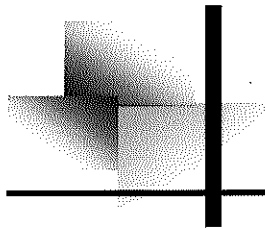
Section V Vehicles Registered at Main Gate & Back Gate



	Main Gate	Back Gate
■ 2020	129,774	50,785
■ 2021	342,435	58,280

Section VI Criminal & Delinquency Statistics 2020-2021

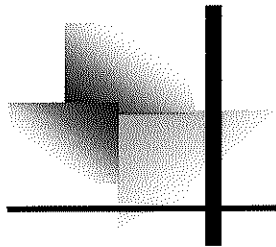




Section VII Crime Prevention Initiatives

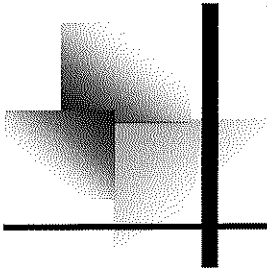
- Safety and security evaluations for residential areas and perimeters as well as the implementation of security measures.
- Training and capacitation of security personnel in security practices and crime fighting programs.
- Registration and identification of visitors, employees and service personnel 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 and Maintenance 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 defibrilators, 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) upgrades.
- Property removal control and procedures.



Section VIII Projections for 2022

- 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 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, to include mediation and de-escalation of conflict.
- Training and certification of all security officers on new restricted covenants.
- Installation of additional security cameras and illumination along primary road intersections.
- Upgrade of AVI Access Control System.
- Validation of AVI Registry.
- Security Staff and community training and exercises with potential Amber Alerts (Missing Child).



Section IX

Security Tips & Crime Preventive Measures

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!!! (Situational Awareness of Suspicious Activity)

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.