



September 22, 2022

Dear Rancho Cielo Homeowners Association ,

Effective this Monday, September 26, 2022 at 7:00AM Vintage Group Patrol Services will be taking over the security gate and patrol services at Rancho Cielo Homeowners Association. We know that this change may seem sudden, but please know that we are prepared to begin on time and we will be fully staffed by our start date next Monday. You should have no disruption in your security services and the current access control processes for your guests and vendors will remain the same.

Vintage Group Patrol Services is a full-service security provider, and we have extensive experience servicing residential communities and HOA's such as yours. Your security management team of Mark Strand and Leo Leon have a combined 30+ years of security management experience and a full complement of resources available to successfully navigate through the challenges that we may face.

One change that will take place however is how vehicles are safe listed at Rancho Cielo. Please review the attached information regarding safe listing your vehicles and if you have any questions regarding this new process, please don't hesitate to contact Leo Leon at (760) 321-3526 x304.

Again, we are excited about this opportunity to serve your beautiful community and we hope to develop a lasting partnership that your association can be proud of!

Mark Strand
Director, Security Operations
855-403-3852

Leo Leon
Business Development Specialist
760-321-3526 x304



Orange/LA County: *24422 Avenida de La Carlota, Suite 450, Laguna Hills, CA 92653*

San Diego: *35850 Messara Street, Fallbrook, CA 92028*

Inland Empire: *10737 Laurel Street, Suite 120, Rancho Cucamonga, CA 91730*

Coachella Valley: *77-772 Flora Road, Suite A, Palm Desert, CA 92211*

Temecula: *32605 Temecula Pkwy #218, Temecula, CA 92592*

Northern California: *1610 R Street, Suite 300, Sacramento, CA 95811*

www.vintagegroupre.com

Safe Listing Vehicles Rancho Cielo Homeowners Association

WEBSITE:

<https://vintagegroupre.silvertracker.net/Subscriber/GuestParkingPermit/GuestPermitRequest.aspx>

1. This is the Home page.

The screenshot shows the website's home page for the 'GUEST PARKING PERMIT REQUEST' form. The browser address bar shows the URL: vintagegroupre.silvertracker.net/Subscriber/GuestParkingPermit/GuestPermitRequest.aspx. The page features the 'VINTAGE GROUP PATROL SERVICES' logo and a navigation menu with links: 'Residents Area Home', 'Order Parking Permit', 'Report An Issue', and 'Parking Violation'. A 'Login' button is visible in the top right corner. The main content area is titled 'GUEST PARKING PERMIT REQUEST' and contains a form with the following elements:

- A blue sidebar on the left with the following steps:
 - Step 1 - Your Location
 - Step 2 - Resident Contact Information
 - Step 3 - Guest Vehicle Information Confirmation
- A 'Property Name' input field with a 'Find' button next to it.
- The text 'Please select a City to continue' below the 'Property Name' field.
- A 'Property' dropdown menu.
- An 'Address' dropdown menu.
- A 'Next' button at the bottom right of the form.
- Copyright text at the bottom: '© Copyright 2020 Silver Tracker Inc.'

2. Homeowner/tenant will enter Rancho Cielo in the property name box then click the find button

The screenshot shows the same website page as above, but with the 'Find' button clicked. The browser address bar shows the same URL. The 'Property Name' input field now contains the text 'skyline'. The 'Find' button is highlighted. The 'Property' dropdown menu is now open, showing a list of properties with 'Choose Property' selected. The 'Address' dropdown menu remains empty. The 'Next' button is still visible at the bottom right of the form. The copyright text at the bottom remains the same: '© Copyright 2020 Silver Tracker Inc.'

3. Homeowner/tenet will then choose street name address.

vintagegroupre.silvertracker.net/Subscriber/GuestParkingPermit/GuestPermitRequest.aspx

VINTAGE GROUP
PRIDE IN SERVICE

Residents Area Home | Order Parking Permit | Report An Issue | Parking Violation

GUEST PARKING PERMIT REQUEST

Step 1 - Your Location
Step 2 - Resident Contact Information
Step 3 - Guest Vehicle Information Confirmation

Property Name skyline

Please select a City to continue

Property Skyline Community Association

Address Choose Address
Choose Address
Solara Lane
Verano Way
2100 W San Marcos Boulevard

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4. Homeowner/tenet will then choose their unit number. Once selected, click the next button to move to next step

vintagegroupre.silvertracker.net/Subscriber/GuestParkingPermit/GuestPermitRequest.aspx

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GUEST PARKING PERMIT REQUEST

Step 1 - Your Location
Step 2 - Resident Contact Information
Step 3 - Guest Vehicle Information Confirmation

Property Name skyline

Please select a City to continue

Property Skyline Community Association

Address Solara Lane

Unit Selector Choose Unit Number
Choose Unit Number
2115
2128

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5. Homeowner/tenant will fill out the following information: First Name, Last Name, phone #, Email Address. Information must match vehicle registration information to move forward. Once completed, click Next

The screenshot shows a web browser window with the URL vintagegroupre.silvertracker.net/Subscriber/GuestParkingPermit/GuestPermitRequest.aspx. The page features the VINTAGE GROUP PATROL SERVICES logo and navigation links: Residents Area Home, Order Parking Permit, Report An Issue, and Parking Violation. A 'Login' button is in the top right. The main content area is titled 'GUEST PARKING PERMIT REQUEST' and contains a blue sidebar with a progress indicator: Step 1 - Your Location, Step 2 - Resident Contact Information (highlighted), and Step 3 - Guest Vehicle Information Confirmation. The 'Contact Information' section includes input fields for First Name, Last Name, Phone, Cell Phone, and Email Address. A note states: 'If you do not fill out your email address, you will NOT receive a confirmation!'. 'Previous' and 'Next' buttons are at the bottom.

6. Fill out guest information: License plate number and state, make, model, and color of requested vehicle. You may choose how many days for safe list by using the drop down under pe.

The screenshot shows the same web browser window as above, but now on Step 3: Guest Vehicle Information. The sidebar highlights Step 3. The 'Guest Vehicle Information' section contains dropdown menus for License Plate (123456), Plate State (CA), Make (Bentley), Model (1), and Color (Black). Below this is a 'Permit Days' dropdown menu set to 3. A text area for 'Please enter any additional comments' contains the text 'Family in town'. 'Previous' and 'Finish' buttons are at the bottom.

7. Finished. A confirmation email will follow.

←   vintagegroupre.silvertracker.net/Subscriber/GuestParkingPermit/GuestPermitRequest.aspx



Login

[Residents Area Home](#) | [Order Parking Permit](#) | [Report An Issue](#) | [Parking Violation](#)

GUEST PARKING PERMIT REQUEST

Thank you for registering your guests vehicle!

The vehicle(s) has now been registered with Vintage Group Patrol Services under the guest vehicle license plate number.

Temporary Permit Number: **CAHTVDICF**

License Plate Number: **123456**

Registered Date: **7/15/2020 1:38:25 PM**

Expires Date: **7/18/2020 1:38:25 PM**

An email confirming this registration will be sent to you shortly.

Thank you

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