

## **The Hills POA Courtesy Policy** **effective July 28, 2015**

While the overwhelming majority of Hills residents are courteous to the security guards, there have been an increasing number of incidents of residents being abusive to our guards and representatives of the POA.

The POA Board defines “abusive” as mistreatment and/or disrespect of security personnel, including guards and their supervisors, and all representatives of the POA. “Abusive” includes, but is not limited to:

- Failure to treat said persons in a courteous and respectful manner
- Use foul or profane language
- Threats of physical well-being
- Threats of loss of employment

Your POA Board takes this unacceptable behavior seriously. Some guards have left because of this treatment and some security personnel are choosing not to work here because of a some residents behavior.

In the event of abuse of the guards by a resident, the POA Board has taken the following actions :

1. The new RFID Agreement requires a signature for purchasers of RFID tags. It states:  
  
Requires a Resident, Resident's family, and invitees and/or contractors to at all times treat the security personnel hired by the POA and all representatives of the POA in a courteous and respectful manner. Failure to do so shall result in disabling of the RFID tag without notice.”
2. The Rules & Regulations of The Hills of Lakeway Property Owners’ Association, Inc. are being amended to include the following:  
  
“Residents, members, guests or contractors that are verbally abusive to The Hills Security Officers [and POA representatives (revision to be made to R&R)] are subject to loss of RFID privileges for 30 days. If repeated violations are observed, all RFID privileges will be suspended indefinitely. Loss of RFID gate access requires those vehicles to enter at manned gates only and does not deny access to the community.”

If you travel through the manned gates, please take a moment to say hello to the guards, they provide us protection and security from unwanted individuals entering the Hills.

If you have any questions, please contact The Hills POA office at 512.261.0321