

# Guidelines for Anchor Oaks Video Security Images Requests

## Policy Statement

Access to video images shall be secured and restricted to the Anchor Oaks Board of Directors and the management company. Requests for images shall be directed to the management company in response to an event which has occurred including but not limited to vandalism, property damage, improper parking, rule violation, criminal activity, and suspicious activity.

Anchor Oaks HOA may retain video images required for investigations or evidence. In normal operating conditions, video images will automatically be erased or overwritten according to the capabilities of the recording equipment. Specific records relating to evidence or investigations which need to be retained, may be copied onto portable media and stored by the Anchor Oaks HOA property management company.

## Requests for Images

- All requests for images must be presented to HOA management by completing a Video Image Search Request Form (see attached).

## Criminal Activity

- Residents are encouraged to report the incident to the police and submit the written report to Terra Vista
- Anchor Oaks HOA will provide images to the police free of charge
- Anchor Oaks HOA will provide images to residents (who are victims of the crime) free of charge

## Improper Parking

- Anchor Oaks HOA will retrieve images free of charge and will take necessary action.
- Images are not available to residents.

## Rule Violation

- Anchor Oaks HOA will retrieve images free of charge and will take necessary action.
- Images are not available to residents.

**Video Image Search Request Form**

Incident Time:            Date \_\_\_\_\_            Beginning Time \_\_\_\_\_            Ending Time \_\_\_\_\_

Location of Incident: \_\_\_\_\_

Description of Incident: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Requestors Name: \_\_\_\_\_            Address: \_\_\_\_\_

Requestor's Phone \_\_\_\_\_            Email: \_\_\_\_\_