

Policy Regarding Incidents and Responses Within Carolina Trace

Incidents are categorized into the following groups:

1. Safety Related- This includes trespassers and other suspicious activity.
 2. Emergency Related- This includes medical emergencies, fires, car accidents, and disaster damage, like downed trees or power lines.
 3. Crime Related- This includes break ins, vandalism, and other criminal activity.
 4. Covenant Violations- This includes the violation of any POA specific covenant, such as burning policies, noise policies, guest policies, and facility use policies.
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1. Safety related calls should ideally be directed to the Sheriff's Department, or to 911 should the incident feel serious enough to warrant it. SPA Officers may respond to these calls, if they are able, but as they are not a police force, they would only be able to monitor the situation and report to the proper authorities. Nowhere in their contract does it allow them to detain people for any reason, nor do they have the ability to provide a protection related response.
 2. Any and all emergency related situations need to be immediately reported using 911. All emergency services, the Fire Department included, must be notified via 911 to respond to a call, even for incidents such as downed trees. SPA Officers may respond to these calls should they be able and have the qualifications to assist in some way, but the gatehouse should not be the first call in these situations.
 3. All reports of criminal activity should be called in to the Sheriff's Department by the person who owns the property, be this the homeowner or the POA board, should common property be involved. It is appreciated when notice is given to either the Chair of the Security Committee or SPA Personnel so they are aware of the situation, but SPA Officers will not respond to these calls, they will direct the resident to contact the appropriate entity.
 4. Covenant violations should not be reported to SPA, these should be reported directly to the POA board. SPA Officers will not respond to these calls, they will direct residents to contact their POA board.

In order for SPA Officers to enter a POA, authorization must be given by that POA board. When this document mentions "if they are able", it means that the gatehouse is suitably staffed to allow an Officer to leave the building, that the Officer is able to drive the SPA vehicle, it is an incident they are allowed to respond to, and that the POA has given their permission for SPA to enter.

Residents should note that there is an Extended Stay Check offered by SPA within POAs that have provided authorization for SPA to enter. Forms are available at the gatehouse that authorize SPA Officers to periodically check on a resident's property if they will be away from home for an extended period of time. This amenity has been in place for a long time, but many residents may not be aware and would benefit from a reminder.

Any questions or complaints about the clarification of these policies should be directed to the Chair of the Safety & Security Committee at CTAvicep@gmail.com.