



June 5, 2022

Dear SilverLakes Residents,

The SilverLakes Board and sub-association leadership have given careful thought to concerns expressed in regards to how the community roving security guards are contacted by residents.

SilverLakes employs 2 full-time security guards to patrol the community. 1 guard is assigned to the Pembroke Pines section, and the 2nd is assigned to the Miramar section. Each guard is provided with a cell phone and a dedicated phone number for residents and leaders to contact when a situation arises.

The guards can find themselves in situations that may hinder their ability to take a resident call, including but not limited to:

- On an existing call
- Driving Conditions
- Shift changes
- Processing a report
- Signal strength limitations

Ensuring a resident's call is handled in a timely manner is of the highest priority to your Association. With this in mind, your leadership, in coordination with FPI Security and Management, met to discuss this concern and generate a solution.

It was decided and approved by your Board that all calls to the SilverLakes guards would be routed to the FPI dispatch center.

Benefits of having calls go to dispatch first:

- All calls will be received regardless of guard status
- All calls will be immediately and correctly logged
- Dispatch will ensure calls are assigned to the appropriate guard.
- Calls requiring police or emergency involvement will be handled accurately and expeditiously.

What to expect:

Continue to contact the guards the same way you always have (guard numbers are below).

Pembroke Pines Detail: 954-205-1873

Miramar Detail: 954-205-1872

Your call will be automatically routed to the FPI dispatch center and the dispatch officer will obtain all pertinent information during your call. Dispatch will then contact the respective officer for your area and/or specific concerns. The assigned guard will then be dispatched to the location of the incident and take appropriate measures, including documenting the incident.

You should experience no real changes, other than greater consistency in reaching FPI when you need them.

SilverLakes leadership feels this will result in a better resident experience. Feel free to reach out to your community manager, and sub-association board with any feedback.

Sincerely,

Your SilverLakes Board of Directors.