

FAQ'S

What is Neighborhood Watch?

Our Neighborhood Watch program is in place to inform the residents of Valencia Hills when increased criminal or undesirable activity is present. This can range from car break-ins, to home break-ins, or simply an increased activity in teenage drinking, drugs or boisterous, inappropriate behavior. We have notified residents of lost dogs, found dogs and coyote or skunk warnings when creatures have displayed prominence in the neighborhood. We primarily notify residents via email within 24 hours of the incident being reported to us. By being informed and aware, we are equipped with the tools needed to help the authorities by keeping a watchful eye on things when activity rises. We periodically hold meetings at our Clubhouse.

Who will have access to my personal information?

We are very protective of everyone's privacy which is why all emails are sent out as a "bcc" so that your email address is not shared with other residents. We keep your information on file, and it is not shared, except in cases of emergency.

Why do you want our cell or work phone numbers:

Let's say you are at work and your house alarm starts sounding, or an alert neighbor observes someone climbing over your wall. By having a central database with access to your contact information, we can get a hold of you for further instructions, or make you aware of a potentially devastating circumstance.

Why are you asking for my occupation, skills and/or training?

Another benefit to the Neighborhood Watch program is to keep a database of the skills and professions of our neighborhood. For example, in the event of an Earthquake, it would be helpful to know if someone in our neighborhood works for the Gas or Electric Company. If there are injuries, it would be helpful to know who might be a doctor or nurse, and who has CPR, First Aid, CERT Training, etc. If a water pipe bursts during an emergency, it would be great to know where the plumbers are located. Again, this information is not shared, unless an emergency situation warrants it.

What should I do if I observe something that just doesn't "look right", or if I see teenagers drinking alcohol in the paseos?

Valencia Hills HOA has contracted with SCVPS (Santa Clarita Valley Public Safety) to patrol our clubhouse, paseos and the surrounding areas. If you observe suspicious activity, please contact Daniel Rodriguez (President of SCVPS) at the phone number below. After you have

contacted SCVPS, please report the incident to your Neighborhood Watch Coordinators, Josy and Steve Block (661) 254-1158 or Blocktalk@pacbell.net so they can notify the rest of the community. Remember, we will keep your identity protected when you report an incident. We will NOT mention your name in the email, however, we may report the vicinity of the activity so residents will have a better idea of where the activity is taking place. This helps to pinpoint where extra diligence may be needed.

Santa Clarita Valley Public Safety
Daniel Rodriguez, President
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Office: (661) 857-1353
scvpublicsafety@sbcglobal.net

What should I do if I see criminal activity, or if I am a victim of a crime?

You should call the Santa Clarita Valley Sheriff's Department immediately at (661) 255-1121. If it is a life-threatening emergency, call 9-1-1. Again, after you have reported the incident to the authorities, please contact your Neighborhood Watch Coordinators, Josy and Steve Block (661) 254-1158 or Blocktalk@pacbell.net, so they can notify the rest of the neighborhood.

We used to receive your emails, but for some reason, we stopped receiving them.

1. Please make sure we have your CURRENT email address. For example, many email addresses changed after Time Warner took over Comcast. We tried to "guess" at the new addresses, by adding the typical ending (@ca.rr.com), however, some people completely changed their email address & did not notify us of the change. If this has happened, please fill out a new profile above and submit it for us to update.
2. Please check your SPAM settings. We send emails out in groups of about 20 addresses each, so if you have a high SPAM setting, it might not accept our email and it will bounce back. When emails bounce back to us, we will try to contact you via the email address you supplied, or via one of the phone numbers. If we do not hear back from you, your email address will be deleted from the database.

Can I receive your emails at more than one address?

Yes. In the "additional notes" section of your profile, please indicate the name of the person and the additional email address you'd like the email to be sent to. Some residents like both the husband and wife to receive the email at their work address and/or home address. If you would like your kids names/ages in our database or information about an elderly

person's medical needs, you may list this under "additional notes".

Why are you asking about my pets?

By knowing the breed and name of your pet, it can help us to more quickly & efficiently match a pet to its owner. If your pet gets loose and is running through the neighborhood, we can contact the owner, if we have the information in our database.

I think I'm in your database, but I'm not sure.

Go ahead & fill out the profile above. We will double-check and confirm your information and will get back to you to let you know the status.

What is ICE?

ICE is an acronym for "In Case of Emergency", and it contains the name and phone number(s) of a trusted family member or friend to contact in the event of an emergency (i.e. a car accident). Most people have this information programmed into their cell phones, under "ICE". In the event that an emergency happens to you at your home, and you are rendered unable to contact your loved one, we can keep your information on file and if a neighbor observes you being taken away in an ambulance, they can contact us to contact your "ICE" contact.