

Help Secure Your Community!

1) Respect the Guest Policy:

Guests must sign in. They are approved by a phone call to the resident (based on current phone list), a valid California ID, or a signed "Permission to Enter" slip (available at concierge desk). If concierge is away from their desk, guest can use MIRCOM entry system.

If you are having an Open House or a party please fill out a "Permission to Enter" form with the concierge.

Please be patient with new concierges that may not know you or your friends. Show them the same courtesy and respect that they show you. Advise your guests they will need to sign in and have their IDs available for the Concierge.

If you haven't already, please give your phone number to the concierge so they can add it to their phone list. If your number changes, please let them know.

2) Secure/Close doors behind you:

Several issues have arisen due to residents not closing the doors from the garage or the front door properly. All Bartlett security doors lock and automatically close; ensure these doors close behind you.

3) Be Aware of Your Surroundings:

Be aware of your surroundings at all times, particularly when entering the garage or main lobby door. If something doesn't look or feel right to you, let your concierge know so that they can investigate the situation.

Should you enter the lobby when the Concierge is out in the community (for no more than ten minutes at a time to perform related Concierge duties), you should never allow someone to enter with you unless you recognize them as a current resident. Should this happen despite your care, please note the current time and tell the concierge immediately, either in person or on the telephone.

Help the concierge team by promptly reporting any suspicious activity near to the building as you enter.

4) Respect Professional Boundaries:

You are at home, but your concierges are at work. To protect them, you, and the building please keep your conversations brief and understand that they will do their job best when professional boundaries are respected.