



## Answers to Frequently Asked Safety Questions

**Never leave small pets unattended in the yard. See Living with Wildlife FAQ.**

Email: [staff@acccahoa.com](mailto:staff@acccahoa.com) Phone: 623-742-6030 Website: [www.onlineatanthem.com/accca](http://www.onlineatanthem.com/accca)

### **What is the difference between a secured neighborhood and an access-controlled neighborhood?**

- The Anthem Country Club community is an access-controlled neighborhood, where vehicle access to the community is controlled, but the community is not "secured."
- A secured community would require the Country Club community perimeter, the walking tunnel connecting the Country Club community with Parkside, sidewalk entrances and washes to be controlled – they are not.
- See the [CC&Rs, Section 7.7. Safety and Security](#) for additional information.

### **Who protects the Anthem Country Club community residents?**

- The Maricopa County Sheriff's Office (MCSO) deputies protect our community.
- Additional security assistance is provided by the North Valley Posse. The North Valley Posse is composed of trained volunteers who assist deputies in patrols, prisoner transport, traffic patrol, search and rescue, etc. Many Posse volunteers are retired police and sheriff officers/deputies. Additional information on the Posse is available at [www.nvposse.org](http://www.nvposse.org).
- A resource to residents which is provided by the North Valley Posse is Vacation Watch. If you are traveling, you may register your home with Vacation Watch and Posse volunteers will check on the exterior of your house/Lot while you are away and report any suspicious activity. Go to [www.nvposse.org](http://www.nvposse.org) to register this service.

### **What is the role of the gate personnel?**

- Gate personnel processes traffic at the manned gates to ensure people entering are authorized, based on resident information in GateAccess.
- Residents who use the GateAccess.net login help expedite entry of resident-approved guests and contractors.
- Gate personnel also conduct parking patrols and use laser traffic speed monitoring to help control speeding on the streets of the Country Club community.
- Gate personnel are employed by a second party, contracted by the ACCCA.

### **Why do I need to keep my GateAccess.net account up-to-date?**

- In an emergency (water leak or other reported emergency), our gate staff will use your GateAccess contact information to reach you. Be sure your contact information is up-to-date and includes your cell phones so that staff may reach you.
- Always keep your guest list up-to-date, removing people who should no longer have permission to enter the community helps keep our community secure.

### **Whom do I call in an emergency or to report suspicious activity?**

- Call 911 for fire, medical emergencies and criminal or suspicious activity; all other, use Crime Stop (602-876-1011).
- Call 911 for vandalism or other crimes in progress.
- NEVER call the gate personnel in an emergency. First Responders need to speak directly to the person reporting the emergency.

### **What is Anthem Neighborhood Watch and how do I contact them?**

- Anthem Neighborhood Watch (ANW) is an affiliate group under the Anthem Community Council (ACC). Volunteers in ANW take an active role in working with local law enforcement agencies to help reduce crime and vandalism in the community.
- ANW understands neighbors are the first line of defense in reducing crimes of opportunity and creating safe communities. ANW initiated a neighborhood watch program for each neighborhood of the Anthem Country Club community. The program needs additional Block Captains. To learn more about ANW, visit [onlineatanthem.com/anw](http://onlineatanthem.com/anw).
- To volunteer, email [anthemneighborhoodwatch@gmail.com](mailto:anthemneighborhoodwatch@gmail.com).

### **What is involved in volunteering to serve as a Neighborhood Watch block captain?**

- Determine if your block has a captain by contacting Anthem Neighborhood Watch at [anthemneighborhoodwatch@gmail.com](mailto:anthemneighborhoodwatch@gmail.com).
- Get to know the neighbors on your street. Hold a block party once a year to get to know your neighbors.
- Create a contact list of names, emails and phone numbers of your neighbors and update it often. Ensure all neighbors have the list.
- Encourage neighbors to register for the ANW e-news.

### **What other recommendations does the ACCCA make?**

- If you are involved in an automobile accident within the Anthem Country Club community, dial 911.
- Don't discuss your vacation plans in public places. Alert a trusted neighbor of an extended absence and ask the neighbor to watch for activity around the home. Leave emergency contact information with your neighbors. Hold mail and newspapers when traveling.
- Leave the porch light on and ensure your landscape lights are all in working order and on timers.
- Leave lights on when you go out for the evening. Put lamps in key areas of the home on timers when you are away.
- Don't provide opportunities to criminals. Lock your doors and windows at all times. Lock vehicles parked on the driveway at all times and remove valuables within sight.
- Use your security system when you leave the home.
- Always keep your garage door closed and lock the garage door at night by pressing the security/key button on the wall-mounted opening system.

