



Riderwood Gardens Homeowners Association

10769 Woodside Avenue, Suite 210
Santee, Ca 92071

Office: (619) 270-7360 Web: www.riderwoodgardens.com



December 15, 2025

IMPORTANT NOTICE

To: Riderwood Gardens Homeowners Association – Membership
Re: Vehicle Gates – Emergency Repair Policy
From: Riderwood Gardens Homeowners Association – Board of Directors

Dear Owners,

As you know, Riderwood Gardens is a gated community, and the vehicle gates should be used only as intended:

- **Shirley Gardens:** Entrance gate, Exit gate
- **Norma Gardens:** Exit Only gate
- **Caspi Gardens:** Entrance & Exit gate

To ensure efficient maintenance and responsible use of Association funds, the following policy applies to vehicle gate issues that occur ***outside regular business hours***.

- **Non-Emergency Gate Issues**

If at least one entrance and one exit gate remain operational, emergency service will **not** be dispatched for after-hours gate issues. Examples of non-emergencies:

- The Shirley **OR** Caspi entrance gate is stuck closed (residents can use the other entrance).
- One or two exit gates are stuck closed (other exit gates remain usable).
- Any gate is stuck open.

Repairs for non-emergency issues will be scheduled during regular business hours.

- **Emergency Gate Issues**

Emergency service will only be requested if:

- **BOTH** Shirley and Caspi entrance gates are stuck closed, or
- **ALL** three (3) exit gates are stuck closed.

If this occurs, please contact the Management Office immediately at (619) 270-7360 for emergency service.

Residents are strongly encouraged to report gate malfunctions to Management when they are observed. For *non-emergency* issues outside of business hours, please call the Management Office to leave a voicemail on the general mailbox, or send an email to info@360hoa.com.

Please do not assume another resident has already reported the problem, as timely reports help ensure faster resolution.

Thank you for your cooperation in helping maintain safe and reliable access for all residents.

Sincerely,

Riderwood Gardens Homeowners Association
Board of Directors