



To: Active Santaluz Real Estate Agents & Brokers
From: Bill Stewart, SMA General Manager
Subject: Changes in Santaluz Sunday Open House Program
Date: November 9, 2012

Effective Sunday, November 18, 2012 the Santaluz Maintenance Association will put into effect several changes to the Sunday Open House Program. Santaluz Gate personnel will no longer hand out personalized flyers to those entering for Open Houses. Instead, the program will work as follows:

- The Hours will remain from 1:00pm to 4:00pm. All visitors must exit the community by 4:00pm unless accompanied by a real estate agent or broker.
- The Santaluz Safety Department will prepare a map identifying the location of the property being held open with corresponding listing information. The listing information will include the name of the realty office, the property address, the sales price or price range, number of bedrooms and baths, square footage and the attending agent's name and cell phone #. Both the North and South Gatehouse Officers will hand out the map and listing information provided by SMA during the Open House hours.
- Any property with an active listing may hold an Open House provided that the Santaluz Community Office is notified by email or in person no later than the Thursday prior by 5:00pm. Attached is a form which must be filled out and submitted by the deadline. After this deadline, no information on the property will be disseminated by the Gate Officers.
- All Open House agents must notify the North Gate (at 858.759.2644) that they are at the subject property and open. Any home that is held open which is not staffed by 1:00pm will be redacted from the maps. Santaluz Patrol Officers will visit the properties to verify that they are open and staffed.
- Any Open House visitor found within Santaluz doing anything except attending Open Houses will be asked to leave and escorted from the property. Agents are required to make visitors aware that they may not visit or use the Hacienda, Golf Clubhouse and Golf Course, Village Green, playgrounds, trails or other amenities unless accompanied by an agent or the Club Membership Director at all times.

Please contact Community Assistant, Claudia Patch, at 858.759.3103 or by email at cpatch@santaluzhoa.com for additional information.

*Santaluz Maintenance Association
8170 Caminito Santaluz East, San Diego, CA 92127
(858) 759-3100 ph, (858) 759-3144 fax*