



# ALABANG HILLS VILLAGE ASSOCIATION, Inc.

Don Jesus Boulevard, Alabang Hills Village, Cupang, Muntinlupa City, 1771,

Tel No. 8850-8254 \* 8850-9631 \* Fax No. 8850-7685

Website: alabanghillsvillage.com

## NON-EMERGENCY MESSAGING TO SECURITY (NEMTOS)

### REGISTRATION FORM

**Type of Application:** (please check)

HOMEOWNER/LOT OWNER & RELATIVES

TENANT & RELATIVES

**Registered Homeowner / Lot Owner Information:**

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Address \_\_\_\_\_

Tel. No. \_\_\_\_\_

Mobile No. \_\_\_\_\_

**Registrant Information:**

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

AHV Address \_\_\_\_\_

Tel. No. \_\_\_\_\_

Mobile No. \_\_\_\_\_

Relation to Registered Owner (if any) \_\_\_\_\_

**Household Members Information:**

FIRST NAME	LAST NAME	MOBILE NUMBER	RELATION TO REGISTRANT

**How to Register:**

Duly accomplish and sign this Registration Form. Submit the form to the Admin Office during regular office hours for proper registration. Proof of residency may be required upon validation.

Rest assured that any personal data shared with us will be guarded with utmost confidentiality.

Alabang Hills Village Association Inc. "AHVAI" respects your privacy and recognizes the need for appropriate measures to protect and manage your personal data entrusted to us.



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## Program Rules:

1. **Use this program only for NON-EMERGENCY communications to Security.** Examples of non-emergency communications are outlined below. **For emergency security and safety situations, please call Security immediately at 8842-2293 or 8850-9047. For emergency medical situations, please call Lifeline Emergency immediately at 16-911.**
2. **Use only Viber to send non-emergency messages to Security.** Do not use other communications platforms such as text/SMS, WhatsApp, etc.
3. **Keep your messages as clear, simple, complete, and brief as possible.** Responses from Security will also be kept as clear, simple, complete, and brief as possible, e.g. "This is noted." **Allow a maximum of five (5) minutes for Security to respond, as many messages may be coming in one after another. If Security does not respond within 5 minutes, please call the Security landline to relay your message.** Security may just be engaged in a more pressing matter, or, a technical issue may just be hampering communication.
4. **Do NOT use this program to engage in chat with Security.** This will only slow down the system to the detriment of other residents needing to receive responses from Security.
5. **This program is strictly for the use of AHV residents.**
6. **Do NOT register the mobile numbers of your household staff.** This is a security and safety measure given reported incidences of thievery by household staff members around NCR.
7. **In case of program violations or suspected security issues, mobile numbers may be temporarily removed from the program or if necessary, blocked, at any time by Alabang Hills Village Association Inc. (AHVAI) without any prior notice.**

## Program Guidelines:

Use this program to send only non-emergency messages/requests to Security, such as:

- Deliveries (food & non-food)
- Report lost pet/item
- Guests/Visitors
- Road debris/hazard
- Worker ingress/egress
- Noise disturbances
- Tricycle requests

## How to Properly Send Viber Messages to AHV Security:

Type in **YOUR ADDRESS** first, followed by **YOUR MESSAGE** and send to **0939 934 7837**. Examples:

- **YOUR ADDRESS** Please allow Lalamove/Grab/other to make a delivery to my residence.
- **YOUR ADDRESS** Please allow 'guest name(s)' to enter the village and proceed to my residence.
- **YOUR ADDRESS** Please allow 'worker name(s)' to exit the village with 'list of tools/materials'.
- **YOUR ADDRESS** Found a 'pet/item description' currently at 'location'.

I hereby bind myself and agree to follow the above Program Rules & Guidelines. Should one of my registered mobile numbers be flagged for improper/inappropriate use or abuse such as spam, foul language, etc., I shall pay the corresponding penalty and/or accept whatever sanctions may be imposed by AHVA.

By affixing my signature below, I certify that a copy of the Program Rules & Guidelines has been given to me for my reference, guidance & compliance.

\_\_\_\_\_  
(Signature over printed name)

\_\_\_\_\_  
Date