

What You Can Do

Clear Your Guests

Please be sure to clear your guests to assure prompt access through the visitor lane. This is quick and easy with your DwellingLive account or a call to Dispatch. Regular visitors and family can be placed on your permanent list which alleviates the need to clear them each time they enter the Village.

Keep Us Informed

Let Dispatch know of any changes in your household including phone numbers, email addresses, and residents living in the home. Stop in to CPES with any new vehicles to purchase an RFID tag for entry. If you have pets, be sure to provide that information to Dispatch.

Use Your Security System

Your alarm is monitored by CPES so be sure it is connected. To test your alarm, first call Dispatch and let them know you are going to test your alarm. Then set off your alarm to verify that Dispatch receives the signal.

Complete a Vacation Check Request

Let CPES know when you will be away and an Officer will check the exterior of your home. Vacation Check Request forms are available at the CPHA office, at the gates and on the Village website.

Test Your Equipment Yearly

CPES recommends that residents test their security system yearly to make sure their signals are being received by Emergency Services. It is also recommended that residents have their fire suppression system tested yearly by a qualified company.

Stay Informed

Subscribe to the Village Weekly emails, read the bi-monthly Village Reporter newsletter and use the Village website at thevillagecastlepines.com. Register for the CPES emergency notification system by calling Dispatch, and register for the Douglas County Sheriff's Office emergency system at douglas.co.us/CodeRed.

Contact Information

Castle Pines Emergency Services

Phone 303.688.6447
Fax 303.688.4992

DwellingLive

www.dwellinglive.com

Castle Pines Homes Association

Phone 303.814.1345
Fax 303.814.1563

688 West Happy Canyon Road
Castle Rock, CO 80108

www.thevillagecastlepines.com

Castle Pines Metropolitan District

Phone 303.688.8330
Fax 303.688.8339

5880 Country Club Drive
Castle Rock, CO 80108

www.castlepinesmetro.com

Douglas County Sheriff

Emergency 911
Non-emergency 303.660.7500

www.douglas.co.us

South Metro Fire Rescue

Emergency 911
Non-emergency 720.488.7200

www.southmetro.org



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VILLAGE
CASTLE PINES

CASTLE PINES

Emergency Services



Proud professionals providing safety, security and service to the residents and guests of The Village at Castle Pines.



Castle Pines Emergency Services

Castle Pines Emergency Services (CPES) is a 24/7 community department providing safety, security and service to the residents and guests of The Village at Castle Pines.

Alarm Monitoring

CPES monitors all alarm systems and coordinates the appropriate response to all alarms. Residents are responsible for connecting their alarm system to Emergency Services for monitoring. Officers can help with basic alarm questions, verification of your alarm connection and resetting your alarm.

Access Control

CPES controls access into the Village through five staffed gates, routine community and perimeter patrol, and video monitoring.

Traffic Safety

Patrol Officers monitor traffic and parking in the Village which includes enforcing traffic safety rules. In most areas of the Village the speed limit is 25 mph. Noncompliance of traffic safety rules may result in the issuance of a Notice of Violation.

Emergency Medical Services

Patrol Officers respond to all medical emergencies in the Village and provide basic life support services. South Metro Fire Rescue provides advanced life support and transport services.

Fire Suppression

CPES responds to all fires and fire alarms in the Village and assists South Metro Fire Rescue in fire suppression as needed.



Other Services

Vacation Checks

Our Vacation Check Officer will check the exterior of your home while you are away. Simply complete a Vacation Check Request form and return it to Emergency Services.

Lock Outs

If your home is equipped with a Knox Box, our Patrol Officers can assist you if you have locked yourself out of your home.

Car Trouble

Patrol Officers are available to assist with minor issues such as jump starts, flat tire changes and roadside safety.

Technical Assistance

CPES Officers can often assist in solving minor problems with alarm systems (resetting alarms), turning off water or gas in your home and other assorted issues.

CPR and Safety Classes

CPES provides a selection of classes to Village residents at no charge. Life safety classes include CPR, First Aid and Babysitter CPR Certification.



Officers

CPES Officers are proud professionals highly trained to provide quality assistance to Village residents and guests. The department provides continuing education and training to assure that the officers remain at the forefront of their profession.

Medical Training

Most Patrol Officers are certified Emergency Medical Technicians with continuing education provided on a regular basis. All Patrol Officers are CPR/AED certified and ES vehicles are equipped with automated external defibrillators (AED) as well as basic lifesaving supplies.

Duty Related Experience

CPES Officers come from a wide variety of backgrounds including, but not limited to emergency medical service, various aspects of law enforcement, security, firefighting, and military service. All Patrol Officers are required to qualify in an NRA range qualification course and receive monthly continuing education in various aspects of their jobs.

Gate Access

The Village utilizes the DwellingLive entry system for managing access at the gates and important information for every residence. Village residents access the Village quickly and efficiently with an RFID tag affixed to their car. Visitors access the Village through the visitor lane at the permission of the hosting resident. All visitors must provide a valid driver license at the gate for entry.

Entering Through Access Gates

Please approach the gate slowly and stop at the stop sign before proceeding to the gate. Once the RFID tag has been read, the arm will open. Only one vehicle can safely pass with each gate operation, so do not attempt to follow the car ahead of you through the gate. Call or come by the Dispatch office if your RFID tag is not functioning properly.