



RESIDENTIAL SECURITY



Your Role in the Community

More and more residential communities, HOA's, apartment complexes, and condominiums are utilizing the skills of private security companies to assist them in the protection of their residents and their assets. As a Security Officer for Executive Security Systems you may be assigned to protect:

- ✓ Housing Communities more commonly referred to as Homeowner's Associations (HOA's)
- ✓ Condominiums
- ✓ Apartment Complexes



Why the increase in the Need for Security?

Studies show criminals are uniquely attracted to apartment complexes. Especially ones that are poorly managed and maintained. It is estimated that a burglary occurs in the U.S. once every 15.4 seconds. A majority of these crimes occur during the daytime hours when most people are away shopping or at work. These statistics are a large part of the increased call for skilled Security Officers in these areas.





Let's Take a Minute to Review

The majority of residential crimes in the U.S. occur when:

- a) Late at night
- b) During the daytime
- c) In the middle of the afternoon

The correct answer is b) during the daytime hours when most people are away or at work

Most criminals are more attracted to apartment complexes than any other residential area:

- a) True
- b) False

The correct answer is a) True. Criminals are uniquely attracted to apartment complexes that are poorly run and maintained.



How can I Help Prevent These Crimes?

One of the best ways to prevent crimes in the residential areas is to become completely familiar with the grounds, complex, and/or area:

- Where cars normally park
- What time deliveries, trash pick up, etc. are usually made
- Evacuation routes
- Fire Control room/panels
- Locations of shut off valves/switches
- How medical emergencies are to be handled

Common Areas

Patrol of all common areas on a regular basis will further assist with deterring any criminal activity. A regular hourly patrol of these areas is a good guideline.

- Pools
- Community Centers
- Laundry Rooms
- Gyms
- Sports Courts
- Pet Walking Areas

***Remember – vary your route when doing the patrols of these areas.**





VEHICLES

Two very common occurrences are burglary/theft of vehicles and abandoned vehicles. Be on the lookout for suspicious vehicles or vehicles driving slowly through parking lots or residential streets. Watch for people who may be slowly wandering through these same areas looking into vehicles. Also note any vehicles that appear to be abandoned. Signs are flat tires, broken windows, dirty/dusty vehicles, vehicles that have consistently been in the same place for an extended period of time. Be sure to record the make and model along with the license plate of the vehicle as well as the location.



What Do You Remember ?

What are three (3) of the six (6) common areas that you should routinely patrol to deter crime ?

The answer is: Pools, Community Centers, Laundry Rooms, Gyms, Sports Courts, Dog Walk Areas.

What is something you can do that will assist you in helping to prevent crime in residential areas?

The answer is: Become familiar with specific areas such as: where cars normally park, delivery times, evacuation routes, location of fire panels and shut off valves, and how to handle medical emergencies

What are two (2) very common occurrences that you should be on the lookout for in residential areas?

The answer is: Abandoned vehicles and burglary/theft of a vehicle



Some additional areas that will assist you in helping to prevent crimes in residential areas are to become familiar with community rules. Some of the more common rules are:

- 1) No unaccompanied minors in the common areas
- 2) No loitering
- 3) No excessively loud parties or music
- 4) In the pool area specifically: No glass containers; Only residents or registered visitors can access the area

By knowing what's "right" you will more easily spot when something is "wrong".

Noise Complaints

- Noise complaints are a delicate issue for Security Officers.
 - Get as much information as you can from the complainant.
 - Approach the residence quietly to see if the noise issue still exists
 - If the noise level is still loud then politely knock on the door and respectfully request that they lower or stop whatever activity is causing the noise.
 - At no time should the Officer become confrontational with the homeowner/tenant. Simply advise the tenant/homeowner that a complaint has been made, you are there as a courtesy and that should the noise level remain the same you will have no choice except to notify the management office as well as the police department.
 - Follow your Post Orders should the homeowner/tenant fail to comply with your request.



REPORT ISSUES

Issues of property damage or hazards should be reported in accordance with your Post Orders. Some of the more common issues you may encounter during shift are:

- Broken sprinkler heads
- Damaged Access Gates
- Overflowing trash dumpsters
- Graffiti



Remember to include several pictures of the issue and to detail the time and location.



ACCESS CONTROL

There are numerous types of access controls currently being used to ensure the safety and protection of residents and property. You may be stationed at one of the more common types of residential access control which is a gated guardhouse. To enter some gated communities one must be a registered resident with some form of photographic identification.

Visitors may also be required to be authorized by a registered resident of the community to enter. We will further discuss access control in detail in an upcoming slide series.





A FINAL LOOK

You should familiarize yourself with _____ to further assist you in helping to deter criminal activity at your location.

The answer is: Community Rules- remember the more you know what's “right” the easier it will be to spot when something's “wrong”

Name three (3) of the more common issues you may find on property that should be reported:

The answer is: Overflowing trash; Damaged Access Gates; Broken sprinkler heads; Graffiti

Name a common type of access control at a residential site:

The answer is: guarded gatehouse