

## When Safety Hits Home

### 4 Tips for a Safe & Secure HOA or Gated Community



*With Homeowners Associations (HOAs) and Gated Communities, safety and security threats literally hit home. There are so many security services and options that even getting started can be a challenge. The following are four of the most important tips to consider when starting or improving your community's security program.*

### Choose an Experienced & Trained Security Team

**TIP:**  
**A quality security provider can staff a well-trained, professional team.**

Trained in wide-ranging customer service including quality verbal and non-verbal communication as well as de-escalation skills.

Proficient with community technology (Visitor Management Systems, Tour Systems, Life Safety Systems, CCTV, etc.).

Knowledgeable and up to date on the community's past orders and options for improvement.

Well-informed with emergency response and basic life support training (FA/CPR/AED) which is often especially important in senior communities.

## When Safety Hits Home

### Coordinate a Communication System

#### **INSIGHT:**

**Reports of missing persons and lost children were both most likely to occur on Thursdays\***

A mass notification system can alert residents of incidents, safety concerns, inclement weather, crime prevention and other important security notifications.

- Many Visitor Management Systems have this capability
- Another option is crowd sourcing technology such as *LiveSafe*

Facilitate open communication by integrating the security team into your community.

- Transition the image of security officers from “guard” to “community ambassador”
- Example: one community recently included a “know your security officers” section in their monthly newsletter with a short bio of each officer

Increase safety and security awareness through annual crime reports and statics for your community and surrounding area.

Leverage social media to educate residents on safety and security topics.

### Collaborate Between the Security Team & HOA Board

#### **INSIGHT:**

**Surprises for Securitas gated community clients this year: a bomb threat and nine hazmat incidents\***

Create a Community Crisis Response Plan tailored to safety, security and emergency procedures.

- Cover topics ranging from disaster preparedness to critical incidents such as violent crime and active shooter incidents
- Host drills and awareness events, including public-private partnerships (National Night Out Against Crime, Bike Rodeos for Kids, Water Safety, etc.)

Conduct an annual community security assessment with results made available to residents.

Plan routine checks such as a monthly lighting survey assessment and quarterly life-safety equipment testing (e.g., fire extinguishers, AED, smoke detectors in community spaces).



\*Based on SecuritasVision analytics for our 400+ Securitas gated community clients in North America.

## When Safety Hits Home

### Create a Community Access Control Program

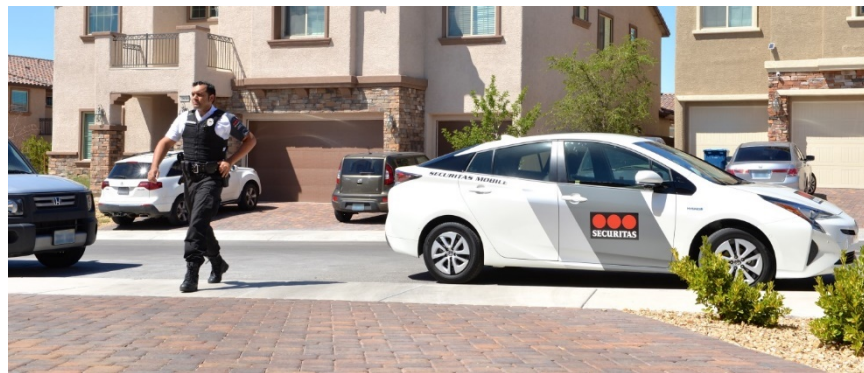
#### **INSIGHT:**

**Alarms, medical and trespassing incidents were the most common reported incidents for gated communities\***

Clearly define the access control procedures for all groups including residents, guests, contractors, delivery drivers, etc.

Procedures need to be reviewed annually to ensure alignment with community needs and expectations.

Ensure essential physical security controls are in place such as fences, lights and locks.



### Conclusion

These security tips offer a variety of benefits to communities including the guidance of an experienced security team, efficient communication throughout the community, better collaboration, improved experience for residents/visitors, increased resident satisfaction, minimized vehicle backlogs and cost efficiencies.

The recommendations provided are based on Securitas' 170 years in the security industry including its current oversight of over 400 current gated community clients.

#### **About Securitas Security Services USA, Inc.**

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