

# Residential Security Best Practices

## Five Critical Considerations

All security programs are not the same. Your security provider can have a significant impact on how safe your residents feel, your visitors' first impression of your community and even your home values. The following best practice considerations will help you select the most suitable security officer services provider for your community.

### 1. Ability to Respond

Consider if the company has the manpower and knowledge to handle many types of emergencies. Can you reach them 24/7? A natural disaster that leaves the community without power or makes a primary exit road impassible should also be considered as part of the security program. While no security measure can prevent these occurrences, communication, preparedness and evacuation plans need to be in place and the security team can take the lead on those initiatives.

### 2. Communication

What process is in place for sharing pertinent knowledge and information? Communication and homeowner involvement is key to success. Homeowners and community association leaders should be invited to work together with their security company to supply feedback and communicate concerns on an ongoing basis.

### 3. Industry-specific Training

Providing security where people live is different than handling the security for other types of environments. Does their training include topics such as:

- Customer Service
- Manners and Etiquette
- Fire Safety Training
- Emergency Preparedness
- Evacuation Procedures
- Residential Security Basics
- Effective Patrolling Techniques
- Special Residential Populations

### 4. Ease of Transition

Will you be able to receive dependable service from day one? Request a transition plan and make sure it covers who will be on your transition team, time frames and tasks to be accomplished. You want to be up and running in a realistic time frame with minimal disruption to your residents and staff.

### 5. A Tailored and Proactive Solution

Before mapping out your security solution, the provider should become knowledgeable about your neighborhood, your residents and their guests and a host of other important areas so that they can make appropriate recommendations. Their plan should incorporate staffing levels, indoor and outdoor patrols, access points, visitor procedures, technology integration and other pertinent areas of concern specific to your community.