Residential Apartment and Unit Complex Assessment

Title
New South Police Force Residential Apartment and Unit Complex Assessment

Subject
Assessment of apartment properties and unit complexes

Command Responsible
Operational Programs

Available to
Unrestricted

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STARTING THE SELF ASSESSMENT

The NSW Police Force recommends the self-assessment should be completed by a committee representative and supported by a second Committee person, resident or Building Manager. Not all persons need to complete a self assessment form.

A person can be tasked to take photographs whilst another records the groups observations and notes. Others can assist with observations with the photographer and note taker. Whilst completing this assessment remember your own personal safety and that of the all people involved.

It is recommended that prior to conducting the assessment that you look at or have a copy of the building's incident log to see what issues have previously been identified. Start the assessment outside the building and look at the surrounding area. See what things from the surrounding environment have an impact on the building or its occupants. Knowledge of past issues and incidences may be of assistance.

The NSW Police Force recommends the property be assessed during the day and at night time hours. Police also recommend using a camera to take photographs of the issues identified whilst conducting the assessment.

Complete each question in the NSW Police Force Residential Apartment and Unit Complex Assessment. If the answer to any question is 'No', we suggest you review the Suggested Security Measures in this booklet. You can also contact your Crime Prevention Officer for more information or assistance.

This document endeavor's to cater for owners, renters, body corporate and developers alike. If a question does not apply to your individual situation then non applicable (N/A) can be written next to the question.

Disclaimer

This security assessment is designed to help home owners, renters, body corporate and developers to assess the security of their individual homes and buildings. It covers potential areas of vulnerability, and provides suggestions for adapting your security to reduce the risk of crime against our homes.

NSW Police Force has a vested interest in ensuring the safety of members of the community and their property. By using recommendations contained within this document, any person who does so acknowledges that:

- It is not possible to make areas evaluated by NSW Police Force absolutely safe for the community and their property.

- Recommendations are based upon information provided to, and observations made by NSW Police Force at the time the document was prepared.

- This assessment and any subsequent reports or documents created from it are confidential and are only for use by the person or organisation referred to at the start of this document.

- The contents of this assessment are not to be copied or circulated otherwise than for the purposes of the person or organisation referred to at the start of this assessment.

The NSW Police Force believe that by using the recommendations contained within this document, community safety will be strengthened and criminal activity be reduced. However it does not guarantee that all risks have been identified, or that the area evaluated will be free from criminal activity if its recommendations are followed.

The recipient of this report is encouraged to obtain independent advice for the safety and security of premises. The NSW Police Force can give no endorsement for any brand name product which can be used in conjunction with home security or crime prevention purposes.

NSW Police Force Residential Apartment and Unit Complex Assessment

File or Reference Number:

Date:	Time:

Name of person (other than Police) conducting the assessment:

Building Name	Estate Name
Address	
Suburb/Town	Postcode
Telephone	Facsimile
Body Corporate	
Estate Manager	

No.	Question	Yes	No
	STREET NUMBER		
1	Is the street number clearly visible from the street?		
2	Is the street number visible at night?		
	BUILDING DESIGN	**YES**	**NO**
3	Does the building have access control (key/swipe/intercom)?		
4	Is individual entry & exit data saved in a storage system?		
5	Is the data storage system located in a secure area?		
6	Have entry/exit points to the property been limited?		
7	Are there any hiding or concealment places outside the entrance to the building?		
8	Does the building allow for natural surveillance from the street and neighbouring property?		
9	Do you have a 'Rapid Removal' policy for graffiti?		
10	Have graffiti resistant materials been used in the building design?		

	SIGNAGE	YES	NO
11	Are there signs located at the entry of the estate clearly identifying the building name and unit numbers?		
12	Are there signs located at the entry of the estate indicating the location of the estate managers' office?		
13	Are security signs displayed relating to the Security Company, 'under surveillance', 'alarm', 'staff' or 'resident only' access?		
14	Are warning signs displayed relating to offences including Trespass, Malicious Damage or illegal dumping of rubbish?		
15	Are warning or caution signs displayed relating to pedestrian and vehicle traffic?		
16	Are emergency and evacuation signs displayed in appropriate locations including the foyer?		
17	Are warning signs displayed relating to CCTV (if installed)?		
18	Are signs inside the building which explains what type of incidents to report and who or where to report them (Police, Council, Building Manager, Security or Owners Corporation)?		
19	Is there communal Notice Board displaying important information to residents?		
20	Do exit, entry, smoke and emergency doors display 'keep closed' or 'do not obstruct'?		

	FENCES AND GATES	YES	NO
21	Are perimeter fences erected around the property?		
22	Are the fences in good condition?		
23	Do the perimeter fences restrict access adequately?		
24	Can the fence line be used to climb and give access to the building or secured areas?		
25	Are gates fitted and can they be secured?		
26	Do gates self close?		
27	If estate complex is gated, is quick access available to Police, Ambulance and Fire Brigade?		
28	Is there a swimming pool in the estate?		
29	Is the pool area access restricted to residents?		
30	Do the fence, gate and safety lock comply with current legislation?		
31	Is furniture or other objects in the pool area positioned near the pool fence? Can they be used to scale the fence?		

	LANDSCAPING	YES	NO
32	Do trees or gardens obstruct the view of the property from street level?		
33	Are shrubs or hedges above 1 metre high?		
34	Are there trees with foliage (lower branches) less than 2 metres high from ground level?		
35	Can trees and garden be trimmed to allow natural surveillance of the property?		
36	Can trees be climbed as a ladder to gain access to the building or secured areas?		
37	Is the landscaping regularly maintained?		
38	Can a person hide behind or in the garden?		
39	Can stones, rocks, bricks or ornaments be collected from anywhere on the estate and used as projectiles?		

	SECURITY LIGHTING	YES	NO
40	Is there external lighting installed and is it operating?		
41	Are the lights set on timers?		
42	Are there external sensor lights?		
43	Are entry and exit points adequately lit?		
44	Is lighting positioned to reduce opportunities for malicious damage or graffiti?		
45	Is the lighting sufficient to support images obtained from CCTV footage?		

	POWER BOARD AND INFRASTUCTURE	YES	NO
46	Is the infrastructure cabinet(s) for essential services in a secured area?		
47	Are the infrastructure cabinets fitted with an approved lock by the relevant authority?		
48	Is the power board enclosed in a cabinet or room?		
49	Is the cabinet or room locked?		
50	Are the infrastructure cabinets used for any other purpose for which they were not intended?		

NOTES:

	Closed Circuit Television (CCTV)	YES	NO
51	Does your building or estate have CCTV?		
52	Does the system record footage?		
53	Does the footage store for a period over 21 days?		
54	Is the recording equipment in a secured area?		
55	Is more than one person trained and available to review and download footage?		
56	Do CCTV cameras cover entry and exit points?		
57	Are cameras positioned in a way to capture facial images?		
58	Do cameras cover restricted areas used by contractors?		
59	Do cameras cover communal spaces?		
60	Do cameras cover mail boxes or mail collection room?		

	BALCONY	YES	NO
61	Are balcony doors and windows on all levels locked and secured when balcony is not in use?		
62	Are balcony doors or windows able to be opened externally?		
63	Can lower level balconies be accessed by scaling fences, walls, trees, garbage bins or parked vehicles?		
64	Is any balcony accessible from a fixed staircase or ladder?		
65	Has any balcony the ability to be scaled as a ladder to access another balcony or part of the building or secured area?		
66	Are balconies fitted with sensor lights?		
67	Do residents have objects on the balcony higher than the handrail?		
68	Do residents use the balcony area to dry clothing or similar?		
69	Does any resident display items or images that may intimidate others or provoke controversy?		

NOTES:

	MAILBOX	YES	NO
70	Are mailboxes affixed to the front of the property?		
71	Does the mailbox area have sufficient lighting not obscured by plants or other objects?		
72	Are the mail boxes of solid construction and securely fixed to the ground, fence or wall?		
73	Are the mailboxes grouped together in one block?		
74	Is front face of mailboxes built into brickwork and flush with the bricks?		
75	Are the slots to receive mail narrow enough to only allow standard sized envelopes to enter?		
76	Are locks installed on all mailboxes?		
77	Are quality locking devices that are difficult to tamper with, installed on all mailboxes?		
78	Do the locks have a master key access to group mailboxes?		
79	Is there a mail room?		
80	Is the mail room secured and restricted to only residents?		
81	Is each individual letter box numbered?		
82	Is there a "no junk mail" sign displayed for all mailboxes?		
83	Is junk mail removed regularly from mailboxes?		
84	Is junk mail delivered into a separate box available for residents?		

NOTES:

	GARAGE, SHED AND STORAGE	YES	NO
85	Is there street parking for residents?		
86	Is there underground vehicle parking?		
87	Is there an access control measure to enter the garage area?		
88	Can vehicles be tailgated on entry to garage?		
89	Are there hiding or concealment places around garage entry?		
90	Are there individual garages for residents?		
91	Do all garage doors and windows have locks and/or alarms?		
92	Are there secured cages or sheds for individual storage use?		
93	Are garden sheds anchored to the ground?		
94	Are tools, ladders and gardening equipment locked away when not in use?		
95	Do the storage cages have additional locks and/or alarms?		
96	Is residents' personal property visible in their cages?		
97	Do residents leave personal property visible in their vehicles?		
98	Do all residents lock and secure their parked vehicles?		
99	Is there allocated parking for residents and guests?		
100	Is there provision to secure motorcycles to an immoveable anchorage point?		
101	Are there places for residents to secure bicycles?		
102	Can garbage bins be positioned and climbed as a ladder to gain access to the building or secured areas?		
103	Are garbage bays adequately secured to restrict unauthorized entry?		

NOTES:

	DOORS AND WINDOWS	YES	NO
104	Have residents been instructed not to allow strangers into the building?		
105	Have residents been instructed to never supply keys to tradesman or friends?		
106	Are entry and exit points clearly identified?		
107	Are communal or emergency exit doors self-closing?		
108	Are fire doors used for emergency exits only?		
109	Do any fire doors have obstructions interfering with access?		
110	Are the fire doors alarmed?		
111	Are external doors and frames of solid construction?		
112	Are external door hinges affixed so they cannot be removed?		
113	Are dead locks installed on resident's doors?		
114	Are peep holes (view hole) installed in residents doors?		
115	Are security or screen doors installed on resident's doors?		
116	Are sliding doors fitted with suitable locks?		
117	Are window lock sets fitted to resident's homes?		
118	Have residents been instructed to remove keys from windows and doors when they are not home?		
119	Are window locks fitted to building?		
120	Are unused doors and windows permanently closed and secured?		
121	Are windows able to be locked in a partially open position?		

NOTES:

	POLICIES AND PROCEDURES	YES	NO
122	Are the building Policies and Procedures reviewed routinely to ensure they are current and still relevant?		
123	Are reporting measures in place for residents to notify management about concerns or incidents?		
124	Are residents encouraged to inform Police about criminal activity and criminal offences?		
125	Are reported crimes and occurrences in and around the building reviewed and amended in policy, procedure, maintenance, repair and design?		
126	Is there provision for Emergency Services access to the building during the day and night?		
127	Is there an infrastructure and security checklist?		
128	Is there an ongoing maintenance log book?		
129	Is there a list of contact names, including the Building Manager and Owners Corporation available to residents?		
130	Are the roles and responsibilities of the Building Manager, Security and Owners Corporation representative/manager clearly defined?		

	SAFETY FOR RESIDENTS AND OWNERS	YES	NO
131	Is there an effective process or tool to communicate with all residents?		
132	Do the residents ever meet to discuss concerns or safety and security issues on a regular basis?		
133	Is advice available to residents and owners about insurance?		
134	Is guidance available to residents regarding property records?		
135	Are relevant emergency contact numbers clearly displayed?		

Residential Apartment and Unit Complex Security Measures

Registers

- The Building Manager should maintain a **visitor register** with visitor identification passes which should be routinely audited to ensure the integrity of the buildings security.

- The Building Manager should maintain a key, swipe card or fob **safe and register.** This should be routinely audited to ensure the buildings security.

- Ensure there is an **incident reporting sheet** or mechanism to log all incidents so that they can be discussed, addressed and reviewed by the relevant person or committee.

- Activity that causes **concern** or an impact on the building or residents should be brought to the attention of the Building Manager. Irregular activities or concerns should be logged in the incident reporting sheet.

Essential Services

- **Service cupboards** and store rooms should be clearly identifiable and accessible to legitimate users. They should not be used for other purposes which may impede the services and/or access to same.

- The essential services cupboards should be housed within a cabinet to restrict tampering.

- The cabinet should be secured with a lock set approved by essential services.

- Introduce an **infrastructure maintenance** check list that informs the relevant person(s) of items requiring inspection. This will assist in assuring that equipment is working as it was intended.

Signage

- It is important to have signage on display for **deliveries and contractors** to contact the appropriate person for access.

- The **street numbers** must be prominently displayed at the front of the building with individual unit numbers or grouped numbers. The numbers should be a minimum height of 120 mm and be visible at night. Numbers could also be painted on the street kerb outside the building to assist emergency services and visitors.

- Community **notice boards** should be kept up to date and relevant for issues around the building. Date all notices and forms.

Warning Signs

- Warning signs should be displayed around the perimeter of the property as a warning of **security measures** implemented. Include a reminder that criminal activity will not be tolerated and offenders will be prosecuted.

- **Be careful** of using warning signs that suggest a security treatment that does not exist.

- Thieves look for other clues, like **CCTV** cameras to confirm if security treatments do exist.

Examples of warning signs may include:

- **Warning:** Trespassers will be prosecuted; and/or
- **Warning:** This property is under electronic surveillance.

Fences and Gates

- Fences can be used to define the property boundaries and **restrict access** to the property.

- Fences and gates should be constructed to **fortify** the individual's needs and requirements.

- Front fences should be of open-style construction to **increase visibility** onto the property. Dark coloured open-style fencing appears less obtrusive to the human eye than lighter colours.

- Install **self closing** devices on all gates.

- Ensure self closing operation on all electronic garage doors to prevent **tailgating** (following another closely).

- Consider using locks requiring **key access** to authorized persons only.

- Fences and gates should be regularly **maintained** to maximise their effectiveness and ensure their good working order. Damaged fences can be easier to climb.

- **Secure** garbage bins and outdoor furniture or similar to prevent them being used as a ladder to scale fences or buildings to gain unauthorised access.

- **Graffiti** should be immediately removed from fence or building to reduce the likelihood of reoccurrence. If graffiti or tagging along fence lines becomes an issue, report to Police and local council.

- Consider **planting** bushes and shrubs in areas affected by graffiti to protect the surface by reducing easy access by offenders; lessen visibility to other offenders; and create a natural or aesthetic finish.

Closed Circuit Television (CCTV)

A CCTV system is a preventative tool and if an incident occurs, it becomes a powerful investigative tool when the recordings clearly depict events with sufficient detail to identify the person(s) or vehicle(s) involved.

CCTV must be installed in a manner to reflect the following:

- CCTV should be professionally installed.

- Install signs advising of property being under CCTV surveillance.

- Include detection or monitoring of general activity in public access areas.

- For identification of vehicle registration plates, cameras would best be placed in car parks, driveways and street parking views.

- Recording equipment must have sufficient frame rate to track moving targets

- The ability to track a person's movement throughout the location.

- The CCTV system needs to be kept within a restricted access room.

- Recorded footage must be easily downloaded and copied into a readily viewable format.

- Complete regular inspections and maintenance of cameras to clear obstacles and check for any tampering or damage.

Landscaping

- Trees and shrubs should be trimmed in a manner to reduce hiding places and increase visibility to and from the street.

- Overhanging branches should be trimmed to prevent people using them to climb and access other parts of the property.

- Consider using plants with aggressive foliage in secluded corners or areas to prevent general access.

- Large heavy potted plants can be used to form a barrier or divert pedestrian and vehicle traffic.

- Bricks, rocks, small potted plants, garden ornaments and other small objects can be used as a projectile. Never leave loose objects available to any passers bye. If building materials are stockpiled in an unsecure location, then cover and fence-off access.

Security Lighting

- The security lighting should be positioned to highlight areas for residents to safely enter or pass. Sensor lighting can assist to indicate movement around the outside of the building or property.

- Lighting is a key component for CCTV. Lighting glare must not interfere with the camera. Lighting should highlight an area for the cameras to adequately record footage.

- Security lighting should be checked and maintained in good working order. The lens on the light must not be dirty or discoloured. The lighting must shine the level of light that it was intended to emit when it was installed.

- Additional security lighting should be installed, particularly over entry and exit points. Lights must be carefully positioned to avoid a blinding effect for incoming or exiting traffic.

- Sensors and lights should be secured or out of reach of person(s) so that it cannot be tampered with.

Garage, Shed and Storage

- The garage entry should be locked to restrict access and theft.

- The garage entry should be solidly constructed.

- Consider the use of self-closing gates to prevent tailgating by unauthorized people and/or vehicles.

- If cameras have been installed, place warning signs at entrance of garage to notify incoming traffic that they will be monitored by CCTV on entry.

- Storage locations for individual residents should be of solid construction. Doors should be fitted with chains and padlocks or quality deadlock sets which comply with the Australia/New Zealand Standards.

- All storage infrastructures could be alarmed to alert residents of unlawful entry into infrastructure (residents spend very little time in the garage area of the building).

- Garden sheds should also be fitted with a suitable lock set, again to restrict access and theft.

- Garden tools, equipment and ladders should be locked away when not in use to prevent theft or using to gain access to the building.

Mailbox

- Mailboxes installed on the outside of the building need to be of solid construction and securely fixed to the ground, fence or wall.

- The front face of mailboxes built into brickwork should be flush with the bricks to prevent levering.

- The slots to receive mail should be narrow to only allow standard sized envelopes to enter and prevent a human hand from accessing.

- Locks must be installed on all mailboxes.

- Avoid master key access to group mailboxes.

- Mailbox area must have sufficient lighting and not be obscured by plants or other objects.

- The area around mailboxes must be clear of obstructions to allow easy surveillance by residents and prevent hiding or loitering in secluded locations.

- Use quality locking devices that are difficult to tamper with, including barrels that can't be turned easily by inserting a screwdriver or similar.

- A mail room should have key restricted access to prevent unauthorised persons entering. Each mailbox must still have an individual key and the room should be monitored by CCTV.

(Note: Mail Theft describes the stealing of mail from private mailboxes and other mail collection boxes. Mail Theft is strongly linked to Identity Crime. Personal information documentation is stolen and used to take a victim's identity for financial gain or other malicious intention. The majority of Mail Theft occurs in high-rise apartment blocks that contain large numbers of easily accessible mail boxes. Other risks include: Inadequate locks; hidden from view; no lighting or CCTV; and vulnerable locations near railway stations).

Doors

- External doors and frames should be of solid construction.

- Doors should be fitted with quality deadlock sets, which comply with the Australia/New Zealand Standards and Fire Regulations (*Australian Building Code*) to enable occupants to escape in emergency situations such as fires.

- Consider having a peephole (door viewer) installed in the door to monitor people at the door.

- Locks should be checked and maintained on a regular basis to ensure they are in good working order.

- Keys should be removed from locks while you are absent to prevent thieves entering or leaving your home.

- Security screen doors can be used to provide additional protection.

- Consideration should be given to the installation of patio bolts on sliding doors.

- Advise residents to never allow strangers into the building.

- Advise residents to never supply keys to tradesman or friends.

Windows

- External windows and frames should be of solid construction.

- Window frames should be anchored to the building to prevent easy removal.

- It is recommended that all windows should be fitted with quality key-operated lock sets and kept locked when not in use.

- Thieves may break glass to unlock windows. Don't leave keys in the locks.

- Some styles of windows may be locked in a partially open position.

- Keep skylight suitably secured.

- Install tempered glass in door with glass inserts or windows.

- Existing glass may be replaced with laminated glass.

- Metal security grilles or shutters may be installed to restrict access.

(Note: Caution should be used if you are installing metal security grilles or screens so as not to trap occupants in an emergency such as a fire).

Residents and Owners

- **New residents** should be given an induction or information manual containing a list of local services and contact details. Update the information regularly to maintain accuracy.

- Get to know your **neighbours** and be aware of each other's regular movements. Familiarise yourself with traffic within the building and be alert to anything that appears unusual or out of the ordinary.

Telephones

- Pre-program the speed dial function on your phone with the emergency number 000.

- In any **emergency telephone '000'** to speak with Police, Fire or Ambulance Services. Telephone **Crime Stoppers on 1800-333-000** to anonymously report suspicious behavior or crime.

- Place a sticker on your telephone with the emergency number and local police number.

- Pre-program building contacts with emergency services details in your mobile phone.

Property Identification

- Record description, model and serial numbers of property for easy identification and for insurance purposes.

- Keep electronic and paper copies of all records.

- Back up property lists from computer regularly in case of malfunction or loss.

- Engrave or etch property clearly with a traceable number for easier identification.

- Take a photograph and record the details of unique items to aid in their recovery if stolen.

- Consideration should be given to ensuring that you have adequate insurance for the replacement of property.

- Your property list, photographs and other documentation should be stored in a safe place.

- For items that cannot be engraved, consider using an ultra-violet pen, coloured paint or data dots.

Intruder Alarm Systems

- Audible and/or monitored alarms can be an effective tool for monitoring illegitimate use of emergency exits and used in conjunction with the incident log.

- An intruder alarm system can be used to enhance the physical security of your building, apartment, vehicle and/or storage areas.

- Intruder alarm systems can be audible and/or monitored to alert the owner or building to unlawful access to vehicles, residences or storage areas.

- The intruder alarm system should be manufactured and installed to the Australian and New Zealand Standards for Domestic Applications.

Policies and Procedures

- **The Owners Corporation** must review the buildings Policies & Procedures and infrastructure as a good business practice when required annually or after an incident.

CONCLUSION

NSW Police Force believes that by using the recommendations contained within this document, the opportunity for criminal activity will be reduced and in turn increase the safety of members in the community and their property. However, it does not guarantee that all risks have been identified, or that the area assessed will be free from criminal activity if its recommendations are followed. As the recipient of this report you are encouraged to obtain your own independent advice as to the safety and security of your premises and the Police Force can give no guarantee in relation to the same.