



VICTORIA POLICE

## **Residential Apartment Security Assessment for Owners Corporation Committee**

Victoria Police has a vital 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 absolutely safe for the community and their property.
- Recommendations are based upon information provided to, and observations made at the time the document was completed.

Victoria Police believes that by using the recommendations contained within this document, criminal activity will be reduced and the safety of members of the community and their property will be increased. 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.

### **STARTING THE SELF ASSESSMENT**

Victoria Police recommends that the property be assessed during the day and at night time. Police also recommend using a camera to take photographs of the issue(s) identified whilst conducting the assessment. Please note if taking night time photographs pertaining to lighting levels – do not use the 'flash' on the camera.

The self-assessment is to 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 and the other(s) are observers along with the photographer and note taker. Whilst completing this assessment remember your own personal safety and that of the other(s).

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 are identified there. Start the assessment outside the building and look at the area surrounding the building to see what things from the surrounding environment i.e. bar, café, carpark etc. do/may have an impact/influence on the building and its occupants. Knowledge of past issues and incidences may be of assistance in this.

Appendix A of this document is a sample Action Recommendation Report for use to record future actions etc. with the assessment.

<b>Date</b>	<b>Time</b>
<b>Name</b>	
<b>Address</b>	
<b>Postcode</b>	<b>Tel No</b>
<p>Complete each question in the Residential Apartment Security Assessment. If you answer 'No' to any of the questions, we suggest you review the suggested treatments in this Document (Page 8). You can also contact your Crime Prevention Officer (<a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>) for more information or assistance.</p>	

<b>General</b>					
<p><b>Observations of the environment surrounding the building which does/will/could have an impact or influence on the building and its occupants.</b></p>					
	<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comment</b>
1.	Are the building Policies and Procedures reviewed routinely to ensure they are current and still relevant?				
2.	Are reported crimes and/or incidences in and around the building(s) reviewed to see if policy, procedures, infrastructure etc. need to be added, altered, amended or deleted?				
3.	Is there provision for Emergency services access the building during the day and/or at night?				
4.	Does the building have an ongoing infrastructure & security checklist?				
4a.	Is there an ongoing maintenance log book and/or program?				
5.	Is there appropriate signage within the building which explains which types of incidences are reported to whom (building manager, security or owners corporation)?				
6.	Is there appropriate signage(s) or effective communication tools for residents to identify the building manager? And how to contact same?				
7.	Is there appropriate signage(s) or effective communication tools for residents to identify/contact the members of the Owners Corporation?				

8.	Do you have an effective communication process or tools to communicate with all residents?				
9.	Is there appropriate signage(s) or effective communication tools to inform residents, visitors etc. of what to do in case of an emergency or if there is a security incident occurring or occurred?				
10.	Is there appropriate signage(s) or effective communication tools to inform residents, visitors etc. of what to do for maintenance issue(s)?				
11.	Do you know what the roles and responsibilities of the building manager, security and/or owners corporation manager are?				
12.	Do the occupants of your building discuss safety and security at any formal meetings on a regular/formal basis?				
13.	Is the name of the building (if applicable) clearly visible from the street?				
14.	Is the street number clearly visible from the street?				
15.	Is the street number visible at night?				
16.	Does your building have access control (keyed/swipe access/intercom) on the front entrance?				
16a	If you have swipe access does the system record & store entry/exit data by individuals?				
16b	Is the data storage system located in a secure area, with limited access by authorised persons only?				
17.	Are there any hiding or concealment places outside the entrance into the building?				
18.	Do people tailgate other residents/contractors/visitors into the building?				
19.	Do residents always close communal doors?				
20.	Do you have keyed or swipe access to communal areas?				
21.	Are warning signs (security company, building under surveillance, alarm, Staff only etc.) displayed?				
22.	Are the warning signs appropriate?				
	<b>Fences and Gates</b>				<b>Do you have Perimeter Fencing? If so..</b>
23.	Are perimeter fences in good condition?				
24.	Are fences constructed of the appropriate materials?				
25.	Can the gates be secured?				
25a	Do the gates secure in a timely manner – whilst resident is still present or within view of gate?				
26.	Are there any trees, bins or other				

	infrastructure which could be used to access the secure area of the building?				
27.	Are balconies/windows able to be accessed externally?				
	<b>CCTV</b>				
28.	Does your building have CCTV?				
29.	Is there CCTV covering the entrance / exit points to support the access controls?				
30.	Does the CCTV keep resident/contractors/visitors under supervision in communal spaces?				
31.	Is there CCTV in the garage to monitor activity in the garage/storage areas?				
32.	Is there a checking & maintenance process to ensure the CCTV infrastructure is maintained and serviced?				
33.	Does the CCTV cameras and system meet the Australian Standards 4806.1-2006 and Australia & New Zealand Police recommendations for CCTV systems?				
<b>Landscaping</b>					
34.	Could a person conceal themselves(s) in your communal space(s)?				
35.	Is there a clear view through the communal space(s)?				
36.	Are the shrubs/hedges above 1 metre high?				
37.	Are there trees with foliage under 2 metres high?				
37a	Can person(s) use the tree(s) to scale the perimeter fence or apartment balcony/window etc.				
<b>Security Lighting</b>					
38.	Is there security lighting installed?				
39.	Does the security lighting work as it was intended?				
40.	Is there sensor lighting also installed?				
41.	Does the sensor lighting work correctly?				
42.	Are entry and exit points adequately lit for security purposes?				
43.	Are lights on some form of timer (day/night)?				
<b>Mailboxes and Essential Services</b>					
44.	Is the design and construction (front and/or rear) of the letterboxes secure so that unauthorised people can not access or remove mail from them?				
45.	Are the mailboxes located in a secure area for the building occupants?				

46.	Are the letterboxes fitted with appropriate lock sets?				
47.	Is the mailbox area under CCTV coverage?				
48.	Is the infrastructure for the building's essential services in a secured area within the building?				
49.	Are the infrastructure cabinet(s) for the building's essential services of a solid construction?				
50.	Are the infrastructure cabinet(s) fitted with an approved lock set?				
51.	Are the infrastructure cabinet(s) used for other purposes for which they were not intended?				
52.	Does this misuse of the infrastructure cabinet(s) create an access or safety issue when accessing the infrastructure and/or controls within?				
<b>Garage &amp; Storage Areas</b>					
53.	Is there a hiding or concealment place(s) around the entry into the garage?				
54.	Are there access control measures to enter the garage (keyed/swipe access/intercom)?				
55.	Do residents/contractors or visitors remain at the entrance until the garage door has closed completely?				
56.	Do residents/contractors or visitors tailgate in through the garage entrance either on foot or in vehicles?				
57.	Do residents leave personal property visible within their motor vehicles?				
58.	Is any prompt action taken when unsecured items are located in the car park?				
59.	Is the storage infrastructure made of a solid construction and is it locked?				
60.	Do the storage infrastructure/cages have an additional lock set and/or an alarm system fitted?				
61.	Is there provision for residents to lock motorcycle's to immovable anchorage points in the garage?				
62.	Is there bicycle infrastructure, storage cage/area with access control?				
62a	Have residents been advised to lock bicycle(s) with a good quality lock ('D' locks generally provide higher level of security)?				
62b	Have residents been advised to record the make, model, colour and serial number of their bicycle(s) in case they lost or stolen?				
62c	Have residents been advised to engrave their bicycle(s) with their personal identification number e.g. Australian Drivers licence number with state initial at the				

	beginning?				
63.	Are tools, gardening equipment, ladders, etc. locked away when not in use?				
<b>Doors</b>					
64.	Are external doors of solid construction?				
65.	Are door frames of solid construction?				
66.	Are quality lock sets fitted?				
67.	Are peep holes (door viewers) installed in resident's doors?				
68.	Are locks in good working order?				
69.	Are security/screen doors installed i.e. front doors, balcony doors?				
70.	Are sliding doors fitted with suitable lock sets?				
71.	Are the balcony door(s) of a solid construction?				
72.	Are the balcony door frames of a solid construction and are they securable?				
72a	Are quality lock sets fitted to the balcony doors?				
73.	Are windows frames solidly constructed?				
74.	Are window lock sets fitted?				
75.	Are unused windows permanently closed and secured?				
75a	Are windows able to be locked in a partially open position?				
75b	Are windows accessible externally if they are partially open or not locked?				
<b>Property Identification</b>					
76.	Do you advise the residents to record details of their household items?				
77.	Do you advise the residents to engrave &/or photograph their property for easy identification?				
78.	Do you advise the residents to have adequate insurance?				
79.	Do you advise the residents to adequately secure their back-ups of property list and photographs?				
<b>Telephone</b>					
80.	Can telephone lines be easily tampered with?				
81.	Do you provide residents with relevant emergency and contact details/ numbers?				
<b>Key Safes</b>					
82.	Do you have a safe/keysafe installed for swipecards, fobs, or keys for the building?				
83.	Is the safe/key safe out of sight in a restricted area & securely anchored & secured(locked)?				

84.	Who manages the physical issuing and collection of the swipecards, fobs, or keys for the building?				
84a	Who manages the access control system to add and/or remove card/fob access in a timely manner?				
85.	Are locations of keys/cards known (has an audit been done to account for keys, cards & fobs)?				
86.	Who oversees/checks/audits the person managing the issuing and collection of the swipecards, fobs, or keys for the building?				
<b>Contractors</b>					
87.	Do you have a system in place to ensure that the contractors working on-site have had the relevant checks (criminal history, previous employers etc.) done by the building's authorised person(s) or contractors company?				
88.	Is there a register to sign in and out of the building for each contractor/ service person?				
89.	Do the authorised contractors/service persons wear 'VISITOR' identification (card with lanyard??) whilst on the premises?				
90.	Are contractors/service people allowed in the building unsupervised?				
91.	Are the Contractors/service people given restricted access keys/swipe cards/fobs etc. to complete their work?				
92.	Who manages or oversees the completion of the register and ensures all visitor identifications are returned and accounted for?				
93.	Are the building managers/contractors/service personals tools, gardening equipment, ladders, etc. locked away when not in use?				
<b>Intruder Alarm Systems</b>					
94.	Are the emergency entry/exit/fire exit doors alarmed				
95.	Is the emergency entry/exit/fire exit doors alarm system monitored &/or audible?				
96.	Is the emergency entry/exit/fire exit alarm system operating?				
97.	Is the intruder alarm system used?				
98.	Does the intruder alarm system cover your storage space(s)?				
99.	Is the intruder alarm system tested regularly?				

# Suggested Residential Apartment Security Measures for Owners Corporation Committee

## General

- Does the Owners Corporation review the buildings Policies & Procedures &/or infrastructure as a business practice when required or annually after an incident(s).
- Is there signage on display for person(s) attending the building to contact the appropriate person(s) i.e. deliveries, service contractors etc.
- Do the residents get an induction/information manual upon taking up residency? Does the induction/information manual contain a list of local services and contact details? \*\*\* Is the information in the manuals up to date\*\*\*
- Is there an incident reporting sheet and/or mechanism to log all incidents so that they can be discussed, addressed and reviewed by the relevant person(s) and/or Committee.
- Developing a specific infrastructure maintenance plan which notifies the relevant person(s) of inspection items will assist in assuring that the infrastructure is working as it was intended with reduce break downs etc.
- All aspects of the building business should have a supervision, inspection and reporting process to ensure that the business is not being a victim of a crime or the buildings assets and systems are not being misused or outside the policy and procedures. This would include the CCTV operating system and include the systems footage provided to other persons. The entry/exit data pertaining to individuals.
- If utilising notice boards they should be kept up to date and relevant for issues around the building (date all notices and forms). Using different coloured paper can attract the attention of residents to the new information/advice. This could be reinforced by a mail drop to all residents.
- Neighbours - Be aware of each other's general habits. This can help you prevent crime by being alert to anything out of the ordinary & **acting** upon it. This could be the following question. Hello, are you new to the building? Or "Hello are you looking for someone"? A simple general question(s) will usually ascertain if they should be where they are/ or acting suspiciously.
- To have suspicion, you must suspect the honesty of a person, thing or act. Suspect as defined in 'The Concise Oxford Dictionary' is:
  - Have an impression of the existence or presence.
  - Believe tentatively without clear ground.
  - Be inclined to think.
  - Be inclined to mentally accuse; doubt the innocence of.
  - Doubt the genuineness or truth of.

When a person, thing or act leaves a question mark in your mind, then it is suspicious. When it is suspicious, call the police on 000.

- The street number must be prominently displayed at the front of your home to comply with local laws specific to local councils pursuant to Local Government Act 1989.
- The number should be a minimum height of 120 mm and be visible at night.
- The number could also be painted on the street kerb outside your home to assist emergency services and visitors to locate your home.
- The building manager should maintain a key/swipe card and/or fob register and safe, this should be routinely audited to ensure the integrity of the buildings security.



- 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.
- 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.
- Reporting of person(s) loitering or behaving suspiciously in and around the building, garage, mail room etc. to the appropriate person, Police via '000'.

### **Warning Signs**

- Warning signs should be displayed around the perimeter of the property to warn intruders of what security treatments have been implemented to reduce opportunities for crime.
- Be careful of using warning signs that suggest a security treatment that does not exist.
- Thieves look for other cues to confirm if security treatments do exist.
- Warning. Trespassers will be prosecuted.
- 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 reflect 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 is more transparent than lighter colours).
- Consider the use of self-closing gates and lock sets whilst ensuring they close whilst authorised person is still present or nearby and to prevent tailgating by unauthorised person(s). This includes electronic garage doors.
- Fences and gates should be regularly maintained to maximise their effectiveness and ensure their good working order.
- Securing of rubbish bins and other items will negate them being used to scale fences/buildings to gain un-authorised access.
- Ensure that the fences and/or gates are not climbable. Does the infrastructure provide a natural ladder for those unauthorised to enter the property. You may find bent infrastructure on the fence or at the top of the fence.

### **Closed Circuit TeleVision (CCTV)**

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

Examples of desirable policing outcomes from a CCTV system include:

- the identification of a person's face: CCTV located at key points such as entries, exits, or sales counters
- the identification of vehicle licence plates
- the recognition of clothing
- detection or monitoring of general activity in public access areas
- sufficient frame rate to track moving targets
- the tracking of persons movement through the site with minimal gaps
- Security of the CCTV system within a restricted access room
- the easy extraction of recorded video/images in a readily viewable format
- Regular maintenance and inspections of Cameras and infrastructure to ensure it operating and has not been tampered with.

## **Landscaping**

- Trees should be trimmed up to reduce hiding places and increase visibility to and from the street.
- Shrubs should be trimmed down to reduce hiding places and increase visibility to and from the street
- Overhanging branches should be trimmed to prevent people using them to access other parts of the property, eg. utilising a tree to get over the perimeter fence or an upper level.

## **Security Lighting**

- Security lighting should be installed around the perimeter of the property and/or building to provide more effective illumination during the hours of darkness.
- The security lighting could be used in conjunction with sensor lighting to indicate movement around the outside of the building/property. Lighting is a key component for CCTV, for without adequate lighting CCTV is ineffective to identify persons in footage.
- Security lighting should be checked and maintained in good working order and that the lenses on the lighting is not dirty or discoloured so that the lighting is not emitting the level of lighting that it was intended to emit when it was installed.
- Additional security lighting should be installed, particularly over entry/exit points.
- Sensors and lights should be secure or out of reach of person(s) so that it cannot be tampered with.

## **Mailbox and Essential Services**

- The mail/letterbox room should have restricted access to prevent unauthorised persons entering this area
- The letterboxes should be of a solid construction and one where unauthorised person(s) cannot fit their hand(s) inside to remove the mail from within
- The letterboxes should be fitted with a suitable lock set to restrict access to mail.
- CCTV coverage as per below in CCTV section
- 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.

## **Garage and Storage Infrastructure Within**

- 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 and lock sets whilst ensuring they close whilst authorised person is still present or nearby and to prevent tailgating by unauthorised person(s)/vehicles.
- CCTV installed to use as per CCTV section (above).
- Warning signage outside garage entrance to of security measures to warn intruders of what security treatments have been implemented to reduce opportunities for crime and increase detection and apprehension.
- Storage infrastructure for individual resident's to be all of the same construction, which is solid, doors should be fitted with 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 and/or them being used to gain access to your home.

## Doors

- External doors and frames should be of solid construction.
- These 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.
- Security/screen doors should be designed and installed to the Australian Standards.
- Consideration should be given to the installation of patio bolts on sliding doors.

## 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 can be locked in a partially open position. Further advice on this item can be obtained from your insurance company or a locksmith.
- If you have skylights to your home, keep them suitably secured.
- Glass within doors and windows may also be reinforced to restrict unauthorised access via these areas i.e. security film.
- The existing glass may be replaced with laminated glass, again to reduce attacks and restrict access.
- Metal security grilles or shutters may be installed to restrict access and reduce attacks.
- **(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).**

## Property Identification

- Record descriptions/model/serial numbers of property for easy identification.
- Back up property lists from computer in case the computer is lost or stolen.
- Engrave or etch your property with a traceable number, eg. V – for Victoria and your drivers licence number for identification.
- When you sell your property, place a neat line through your engraving to show that it is no longer valid.
- It is also a good idea to give the person a receipt to prove the sale of the item.

- 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 adequately secured, eg. safe, safety deposit box.
- For items that cannot be engraved, it is suggested that you mark them with another form i.e. ultra-violet pen, coloured paint, data dots etc.

### **Telephones**

- Pre-program the speed dial function on your phone with the emergency number 000.
- Place a sticker on your telephone with the emergency number and local police number.
- Pre-program building contacts/emergency services details in your mobile phone.

### **Intruder Alarm Systems**

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

### **Conclusion**

Victoria Police believes that by using the recommendations contained within this document, criminal activity will be reduced and using the recommendations contained within this document will increase the safety of members of 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.

.....SAFETY ASSESSMENT - RECOMMENDATION REPORT & ACTION PLAN

**Type of audit:** ..... Assessment  
**Date(s) and time(s) of assessment:** .....  
**Assessment completed by:** .....

**SITE EVALUATION**

**ACTION PLAN & REPORTING**

Ref No.	Issue or concern	Specific location	Recommendation	Priority ranking (H/M/L)	Responsible organisation / branch	Time period (including date to be completed by) & Costs (if known)	Action/s to be taken & when / next steps
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