**RESIDENTIAL COMMUNITY SECURITY SURVEY REFERENCE MATERIAL AND ASSESSMENT FORM**

SDPD Crime Prevention

August 23, 2016

This paper contains reference material for the various elements of a residential community security survey. The section numbers correspond to the areas of assessment in the form that is included at the end of this paper. They are: (1) building doors and gates, (2) unit doors and windows, (3) elevators and stairs, (4) perimeter fences and gates, (5) other places inside and outside the buildings, (6) lighting, (7) landscaping, (8) premises identification, (9) parking facilities and signs, (10) property condition, (11) access control signs, (12) cameras, (13) rules and regulations, (14) Letter of Agency and Citizen Request Form, and (15) contractors and their employees. The section letters correspond to the specific items assessed in the attached survey form. Items that need attention should be checked and corrective measures suggested.

This material deals with the physical elements of the community, not the personal safety and security of its residents. Prevention tips for the latter are in a paper entitled *Personal Safety and Security* that can be opened on the Prevention Tips page of the SDPD website at **www.sandiego.gov/police/services/prevention/tips**. Tips for the security of units are in the paper entitled *Home Security*. These tips would be used in suggesting ways to correct security weaknesses indentified in the survey.

The residences in this survey are in a community with multiple buildings. They can be condos or apartments. Each building usually has a single address. Unit entrances can be either on the exterior or on an interior hallway. In the latter case, building access also needs to be assessed. This survey differs from one for a single multi-unit residential building in that access to the community itself is assessed. This survey is not designed for gated communities with single-family residences.

This material is designed primarily for use by a property manager or an HOA officer. It can also be used by the SDPD Community Relations Officer (CRO) in your area, who can be called to do the survey and security assessment at no cost. SDPD division addresses and phone numbers are listed at the end of this paper. In this case the officer should do the following to prepare for the survey. Information should be reviewed for the past two years.

- Read the reports of past crimes in the building.
- Review the past calls for service from the building.
- Look at past crimes and arrests in the immediate area, e.g., within 0.25 miles of the community.

The officer should also ask the following questions.

- Why did you call to request a survey? Usually this will be because of a recent crime, e.g., a burglary.
- Who other than residents works regularly in the community? They may be gardeners, pest controllers, maintenance workers, janitors, etc.
- What contract work has been done recently? This may be carpeting, window cleaning, remodeling, etc.
- How many units are there? For condos, how many are owner-occupied? How many are occupied by college students? Seniors? People on welfare? Retired people?
- Who has access to the community? What access means do they have, e.g., keys, cards, fobs, etc?
- Is there a resident property manager?
- Is there on-site security, and what do the guards do?
- Are there cameras? Where are the monitors? How are they used?

## REFERENCE MATERIAL

### 1. BUILDING DOORS AND GATES

The doors or gates that people would use to enter the buildings and leave it in an emergency must be readily openable with one motion from the egress side without the use of a key or special knowledge or effort per 2010 *California Fire Code* Sec. 1008.1.9. These egress doors or gates must open with push bars or lever arms and have EXIT signs.

#### a. Lobby Doors

Lobbies typically exist in buildings in which unit doors open to interior hallways. Its doors should be the only ones used by residents and visitors to enter and leave the building. They should be locked on the outside at all times except when a receptionist or security guard is on duty to control entry. At other times residents should use access cards or fobs to open these doors. Cards or fobs are preferred over keys and keypads for the following reasons: (1) a record can be kept of their use, (2) they can be used on other gates and doors in the community, (3) they can be deactivated when reported lost or stolen, or when the resident leaves, (4) they cannot be duplicated and given to unauthorized persons, and (5) their use can be restricted by day of the week, hours of the day, locations in the buildings, and duration. A telephone-entry system should be installed outside the lobby doors to enable visitors, including delivery and service people, to call residents to be "buzzed in" or met to be let in when the doors are locked.

#### b. Single Entry Doors

A door that is opened on the inside by a push bar and has a gap between it and its frame can be opened with an L-shaped bar that is inserted next to the bar, turned 90 degrees, and pulled to depress the bar. This can be prevented by attaching a strip of metal or some other material to the door to cover the gap. It is better if there is no gap between the door and its frame.

A door that is opened on the inside by a press bar, i.e., one that rotates down when pushed, and has a gap underneath it can be opened with a lever-opening tool like the Keedex K-22. This tool has a curved wire that is inserted under the door and raised to hook over the bar on the inside of the door. The wire is then pulled to rotate the bar down and open the door. The easiest way to prevent this is to attach a threshold strip to the floor under the door and use a door with a brush door-sweep on the bottom. This would close the gap and prevent the tool from being inserted.

A door that is opened on the inside by a lever arm and has a gap underneath it can also be opened with a lever-opening tool like the Keedex K-22. Its wire would be inserted under the door and raised to hook over the lever arm on the inside of the door. The wire is then pulled to rotate the lever arm down and open the door. As stated above, use of a threshold strip and brush door-sweep would close the gap and prevent the tool from being inserted.

A door with a beveled latch should have a latch guard that extend at least 12 includes above and below the latch. This will prevent a person from sliding something between the door and its frame to push in the latch.

A door that is locked magnetically and does not have a bar that unlocks it from the inside must open automatically when a person approaches the door from inside to leave the building. The sensor that detects this motion or heat needs to be aimed far enough back from the door so a person outside cannot slip something between the door and its frame to create motion or a heat signature and thereby open the door. Or a strip of metal or other material can be attached to the outside of the door to close the gap and prevent a person from inserting anything between the door and its frame. Another way to prevent this is to replace the sensor with a button that would be pushed to open the door from the inside. Doors with magnetic locks will need backup power to keep them locked and enable the button to work during a power outage.

#### c. Double Entry Doors

Doors that are opened on the inside by a push bar and have a gap between them can be opened with an L- or T-shaped bar that is inserted next to the bars, turned 90 degrees, and pulled to depress one or both bars. This can be

prevented by attaching a strip of metal or some other material to one door to cover the gap. It is better if the doors have no gap or a post between them.

Doors that are opened on the inside by a press bar, i.e., one that rotates down when pushed, and have a gap underneath them can be opened with a lever-opening tool like the Keedex K-22. This tool has a curved wire that is inserted under the door and raised to hook over the bar on the inside of the door. The wire is then pulled to rotate the bar down and open the door. The easiest way to prevent this is to attach a threshold strip to the floor under the door and use a door with a brush door-sweep on the bottom. This would close the gap and prevent the tool from being inserted.

Doors that are locked magnetically and do not have a bar that unlocks them from the inside must open automatically when a person approaches the door from inside to leave the building. The sensor that detects this motion or heat needs to be aimed far enough back from the door so a person outside cannot slip something between the doors to create motion or a heat signature and thereby open the doors. Or a strip of metal or other material can be attached to the outside of one door to close the gap and prevent a person from inserting anything between the doors. Another way to prevent this is to replace the sensor with a button that would be pushed to open the door from the inside. Doors with magnetic locks will need backup power to keep them locked and enable the button to work during a power outage.

**d. Glass Doors**

Glass doors usually contain safety glass, which shatters easily when hit with a sharp object. Thus, a burglar can easily smash a hole in the glass to enter the business and carry things out. This can be prevented by using a burglar-resistant material in them that meets Underwriters Laboratories (UL) 972 standards. These materials look like safety glass but will not shatter easily, even after repeated blows. The following materials can be used:

- **Laminated glass** is made with a vinyl or plastic inter-layer sandwiched between two layers of glass. This type of glass adds additional strength to your windows. To gain entry a burglar would have to strike the glass repeatedly in the same spot in order to make a small opening. Most burglars are reluctant to create this type of noise for fear of being detected.
- **Tempered glass** is made by placing a piece of regular glass in an oven, bringing it almost to the melting point, and then chilling it rapidly. This causes a skin to form around the glass. Fully tempered glass is four to five times stronger than regular glass.
- **Wired glass** adds the benefit of a visible deterrent. Extra effort will be needed to break the glass and then cut through the wire located within the glass in order to gain entry.
- **Plastic** a**crylics** are more than ten times stronger than glass of the same thickness and are commonly called Plexiglas.
- **Polycarbonate** sheets are superior to acrylics and are advertised as 250 times more impact resistant than safety glass, and 20 more times than other transparent plastic.
- **Glass with a security film attached to the inside** can also be burglar-resistant. It requires repeated blows to break through, which take time and make noise. A burglar faced with this task might give up and go away or look for another way or place to break in.

**e. Gates**

Some buildings have gates instead of doors. They should be kept locked all the time. Residents would use their access cards or fobs to open them. Visitors would use a telephone-entry system to call to be “buzzed in” or met to be let in.

Wrought-iron gates that are opened on the inside by a lever arm or knob should have shields on them and the adjacent fencing to prevent a person from reaching in to open them. These shields can be solid plastic or metal, or open-metal mesh. Gates with lever-arm locks should also have a cylindrical shield around the arm to prevent a person from opening the gate by inserting a thin wire with a hook at one end through, over, or under the gate to rotate the arm and thus open the gate. Gates with locks that have beveled latches should also have a latch guard to prevent a person from inserting a thin piece of metal or anything else between the frame and the gate to push in the latch. The guard should be centered on the latch and extend at least 12 inches above and below it.

Wrought-iron or chain-link gates that are opened on the inside by a push or press bar should have a solid metal or plastic shield on the inside of the gate that extends at least two feet above and below the bar. The shield should be designed to prevent a person from opening the gate from the outside with a coat-hanger wire that is shaped into a U, inserted through the gate above and below the bar, and pulled against the bar to open the gate. The shield will also prevent a person from reaching in and depressing the bar. Another shield should be installed around the bar. It will prevent the use of the wire and anything else to depress the bar. The gate should also have a latch guard if it has a beveled latch.

All gates should also have springs that close them securely after a person goes through. Also, the gates and the adjacent fencing should be at least 6 feet high.

**f. Alarmed Doors/Gates**

Many buildings have problems with unauthorized entries because doors/gates (1) don't close and lock securely when a person enters or leaves the building or (2) they get propped open to allow people to enter the building. To prevent the first, all doors/gates should be well maintained and have strong springs that close and lock them securely when a person enters or leaves the building. While propping doors/gates open cannot be prevented, it can be deterred. Cameras can be installed inside the doors/gates so people who prop them open can be identified. And a rule that prohibits propping should be included in all leases with a warning that violations can lead to eviction. These measures should help deter propping. Propping for delivery or service people who need to make repeated trips into the building would be permitted. The property manager or the person on the property responsible for security should be informed when this occurs.

When deterrence doesn't work, other measures and procedures are needed to deal with the problem. But first, the property manager or the person on the property who's responsible for its security needs to know a door/gate is not locked. This is possible with an alarm system that will call the cell phone of the manager or person on the property responsible for its security when a door/gate is open for longer than several seconds, i.e., the time it would normally take someone to go in or out. He or she would go and lock it. If a camera is installed its imagery would be reviewed and the cause of the alarm investigated.

This procedure works well when someone is in the building to receive and respond to an alarm. When no one is there when an alarm occurs, another procedure is needed. One that that has worked in some buildings is an audible alarm that sounds when a door/gate is unlocked for more than a several seconds. It would keep sounding until someone in the building gets tired of hearing it and goes to lock the door/gate. For this to work the residents will need to be educated in this procedure and convinced that their security is more important than the occasional disturbance caused by the alarm.

Doors/gates that are only emergency exits should have signs saying FOR EMERGENCY USE ONLY. Building newsletters should explain why this is necessary for security. Their use in non-emergencies can be deterred by cameras that record people using them, audible alarms that sound when a door is opened, and delayed-egress door hardware. (The latter would be overridden if there is a fire or smoke alarm, or a loss of power in the building.) In apartment buildings a rule that prohibits the use of emergency exits for other than emergencies should be included in all leases with a warning that violations can lead to eviction.

**g. SDPD Access to the Community and Its Buildings**

Provisions should be made for access by SDPD officers responding to a call for service or conducting an investigation if there will be times when no one will be present to admit them. Because patrol cars do not carry door or gate keys, the Department prefers access by a numerical keypad or telephone-entry system. An entry code should be provided to the Department for use at the building doors or gates and a perimeter gate, if the community is gated. It would be stored in the Department's computer system and transmitted in dispatch messages to officers who need to enter the community. The property manager should call the CRO or CLO of the Division where the community is located to have the code entered in the SDPD's PIN (Premises Information) file.

But if a card or fob is needed to operate the elevators in the buildings, a card or fob should be given to the CRO or CLO to be put in a wall-mounted combination lock box that would be located at the perimeter gate or near the building doors. (This box would be like the Knox box used by the San Diego Fire-Rescue Department.) The

combination of the box would be stored in the SDPD's PIN file and transmitted in dispatch messages to officers who need to enter the community.

Once officers enter the community, they will need to go straight to the building or other place where the problem is located. For this a directory and map should be located at the community entrances as suggested in Sec. 8.c. Then once they enter the building they will need to go straight to the location of the problem. To make this possible a map showing the locations of all units and a YOU ARE HERE reference point should be posted in each building where the officers will be sure to see it. The map should also show all elevators, stairways, common areas, and other rooms.

## 2. UNIT DOORS AND WINDOWS

### a. Single Doors

Single-swing wooden doors are either of solid or hollow core construction. All unit doors should be solid, at least 1-3/4 inches thick, and have a deadbolt lock.

### b. Deadbolt Locks

Doorknob locks offer no security. Burglars can easily defeat them. All exterior doors and interior doors to garages should have an additional high-quality deadbolt lock.

Deadbolt locks are of two basic types, single-and double-cylinder. The former has a thumb turn on the inside. The latter requires a key to lock or unlock the door from either side. It is not permitted in the Fire Code. Deadbolts should have the following characteristics:

- Throw of at least 1 inch
- Free-spinning and tapered or angled outer edge of the cylinder guard to make it difficult for a burglar to twist off the lock.
- Solid brass, bronze, or steel exterior
- Steel rods or bolts at least ¼-inch in diameter connecting the exterior of the lock to the inside part
- 5-pin tumbler system locking mechanism and changeable locking cores
- Resistant to "bumping"

For rental units landlords are required to install and maintain an operable deadbolt lock on each main swinging entry door, and to install and maintain operable window security or locking devices for windows that are designed to be opened. See California Civil Code Sec. 1941.3 for these requirements and certain exceptions. Note that doors that open with lever arms cannot be opened with a lever-opening tool if they have separate deadbolts.

### c. Other Door Hardware

***Peepholes*** with a wide-angle (180 deg) viewer should be installed in exterior doors to allow persons at the door to be identified without them knowing they are being observed.

***Hinges*** should be located on the interior side. Doors with exterior hinges can be a problem if their pins can easily be removed. Then the door can be opened from the outside. Pins can be secured in various ways, depending on the construction of the door and frame. One way to secure pins in solid wood doors and frames is as follows:

- Drill a 1/2-inch deep hole in the side of the door just above the hinge.
- Insert a 1-inch screw or nail in the hole and leave ½ inch protruding.
- Close the door until the screw or nail contacts the frame.
- Drill a 1/2-inch deep hole in the frame at this point. The screw or nail will fit into this hole when the door is closed to secure the door.

***Strikes*** are the metal plates that are attached to the doorframe or jamb to receive the latch or bolt throw. They should be of heavy-duty construction and installed with at least 4 screws that are 3 to 4 inches long and anchored securely into a wall stud. Otherwise, they become a weak link in door security.

***Threshold strips*** attached to the floor installed under doors that open from inside with a lever arm will prevent a lever-opening tool from being inserted in the gap between the door and the floor. A brush sweep on the bottom of the door would also help close the gap. Note that the Fire Code does not permit one to be added to an existing door.

**d. Door Frames**

Frames for wooden doors are usually made of soft wood. Where locks and hinges are fairly strong, a wood frame is relatively weak, which makes it easy for a burglar to kick in the door. A door in a steel frame can't be kicked in. Nor can a door in a wooden frame that has a steel reinforcing device mounted on the lock side of the frame providing it extends well above and below the strike plate.

**e. Sliding-Glass Doors**

Exterior sliding-glass patio-type doors must be secured to prevent both horizontal and vertical movement. Deadbolt locks provide the greatest security. Less effective secondary locking devices include the following: a pin in the upper track that extends downward through the inner door frame and into the outer door frame, a thumbscrew-type lock mounted on the top or bottom track, a wooden or metal dowel placed snugly in the lower track to prevent horizontal movement, and a metal strip or a few metal screws in the track above the door to prevent vertical movement.

**f. Screen Security Doors**

Screen security doors should have the following features so they cannot be broken through or pried open:

- Four-sided, stainless-steel frame
- Frame secured to home
- Steel mesh that cannot be cut with a knife
- Mesh secured to frame to resist dynamic impacts
- Rust and corrosion resistant
- Passed Australian Standards (AS) knife shear, dynamic impact, jimmy, and salt spray tests
- Multi-point locking
- Deadbolt lock with key that can only be duplicated by manufacturer

**g. Secondary Locking Devices for Windows**

***Double-hung sash*** windows can be secured by drilling a hole that angles downward through a top corner of the bottom window into the bottom corner of the top window on both sides of the window, and placing an eyebolt or nail in the hole to prevent the window from being opened.

***Louvre*** windows are difficult to secure because the individual panes can easily be removed. This can be made more difficult by applying a two-part epoxy resin to glue the panes together. However, it is much better to replace this type of window with solid glass or some other type of ventilating window.

***Casement*** windows can be secured with key-locking latches. Make sure that the protrusion on the window that the lock is attached to is made of steel and not worn, and that the window closes properly and is not bowed or warped.

***Sliding-glass*** windows can be secured by the secondary locking devices described in Sec. 1.e above for sliding-glass doors.

### h. Viewing Windows

Viewing windows in an entry door or near the lock side of an entry door are usually made of double-pane glass, which shatters easily when hit with a sharp object. These windows should be made of a burglar-resistant material that meets Underwriters Laboratories (UL) 972 standards. These materials will not shatter easily even after repeated blows. They will make it difficult for a burglar to break a hole in the window and then reach in to unlock the door.

### i. Grilles and Bars

Horizontal and vertical bars provide excellent security as long as the retaining bolts cannot be removed from the outside. However, bars on windows in sleeping rooms and emergency escape or rescue windows in basements must meet Fire Code requirements for release mechanisms to permit escape from the inside in case of a fire.

### j. Window Air Conditioners

These need to be installed securely so they cannot easily be removed from the outside.

## 3. BUILDING ELEVATORS AND STAIRS

### a. Elevator Controls

Access card or fob readers inside elevators can limit the floors residents can go to. These are usually the floors where their units are located, the lobby, their parking garage level, and floors with common facilities. Unless stairwell reentry is controlled, as discussed below, elevator controls do nothing to limit floor access.

### b. Stairwell Reentry

Stairwell reentry is necessary in case of a fire or other emergency. If stairwell doors are normally locked on the stairwell side for security reasons, provisions must be made to release the locks when there is a fire or smoke alarm, or loss of power in the building. At other times floor residents would be able to unlock the doors to their floors and garage levels with their access cards or fobs. Alternatively, the doors would have to be unlocked all the time, which means that a person in the stairwell could enter any floor. The stairwell exit door to the ground level would always be unlocked for building egress in an emergency.

## 4. PERIMETER FENCES AND GATES

Some communities may be fenced and gated. Residents should be able to use their access cards or fobs to open them. Visitors would use a telephone-entry system to be “buzzed in” or met to be let in. SDPD access would be provided as suggested in Sec. 1.g.

### a. Fences and Walls

Well-built fences, walls, and gates are the first line of defense against criminals. The permissible heights and locations of various types of fences are specified in the San Diego Municipal Code (SDMC). Sharp pointed fencing, i.e., fencing with spikes or a barbed- or concertina-wire topping, is not permitted in residential areas. Unless privacy and noise reduction are needed, open chain link or ornamental metal fences are preferred because they do not block visibility into the property and are less susceptible to graffiti. Chain link fencing should have its bottom secured with tension wire or galvanized pipe, or embedded in concrete to prevent it from being lifted up to enable a person to crawl in. The horizontal bars on ornamental metal fences should be located only at the top and bottom on the inside of the fence. Fences, walls, and gates should be at least 6 feet high. Nothing should be located next to them if it would help a person climb over them, e.g., a newspaper rack.

### b. Vehicle Gates

These gates should also control pedestrian access. Sliding, swinging, or vertical-pivot lift gates that are at least 6-feet high should be installed on both entry and exit driveways.

Because these gates are relatively slow in closing tailgating can be a problem. One way to prevent it is to install a simple barrier-arm gate in front of the main gate. This gate would close immediately after a vehicle goes through while the main gate is still open. Tailgating can also be prevented if residents would stop in the driveway after going through the gate when a vehicle is behind theirs. A sliding gate would close between the vehicles. The following vehicle would have to back up and allow a swinging gate to close. While this measure might work, cooperation of the residents is questionable. Another measure that might deter tailgating is to install a camera to record the license plates of all vehicles entering the property. Residents who tailgate could be warned that they will lose their parking privileges if they continue to tailgate. And non-residents who tailgate could be investigated if a crime occurs while they are on the property.

If the community is not fenced, simple swinging-arm gates can be installed on the vehicle entry and exit driveways to help prevent vehicle thefts.

**c. Pedestrian Gates**

These gates should be designed and operated just like those described in Sec. 1.e above for the building.

## 5. OTHER PLACES INSIDE AND OUTSIDE THE BUILDINGS

**a. Laundry Rooms**

These should be well lighted and have windows so people can see who's in the room before entering. Their hours should be limited and the room locked at other times. For greater security the room should be locked all the time. Residents would then use their individual access means to open the door.

**b. Individual Storage Lockers**

These are often installed for use by residents and located in the garage. Their doors should be made of metal and be secured with shielded- or hidden-shackle padlocks. The former can be ordinary padlocks that are covered with a metal shield that prevents a person from cutting the shackle or the hasp with a bolt cutter. The shield would be open at the bottom for a key to be inserted to open the lock. The latter are padlocks with both shackle and hasp shielded.

**c. Open Bicycle and Motorcycle Parking**

Open parking areas should have racks or other unmovable objects that the bikes can be secured to.

Although no bicycle lock is impenetrable, the best ones are U-locks or chain locks. U-locks have a thick steel shackle that is attached to a crossbar with a keyed lock. Chain locks have tough links that are typically attached with a small disc lock, requiring a key to open.

A high tensile-strength chain and a matching security lock are good for motorcycles. The chain should be looped through the rear wheel or frame and tightened around the bike. It should not rest on the ground. Also, multiple locks should be used. A thief might be prepared for one but not more.

**d. Common Storage Rooms and Cages**

Where individual storage lockers or cages are located in a common storage area, they should also be secured with shielded- or hidden-shackle padlocks. And bicycles stored in these areas should be secured to unmovable bike racks. These measures will help prevent thefts by residents who have access to the area, and others who break into them.

If access to a storage area is by key, shielded- or hidden-shackle padlocks should be used on the door or gate. Keys would only be given to residents who have things stored in the area. If access is by card or fob, only residents with things stored in the area would have their cards or fobs coded to give them access. This access system would also provide a record of card or fob use.

Consider installing cameras to record people entering and leaving the storage areas. They would provide evidence of break-ins and thefts and might deter them if a sign is posted on the door or gate stating simply that CAMERA SURVEILLANCE IS IN PROGRESS. Don't use words like "security," "protection," or "monitoring" because they can give people a false sense of security by expecting timely help if they are threatened or attacked, or that they or their property are somehow being protected by the cameras.

**e. Electric Power**

Because appliances, lights, magnetic door locks, and security systems work on electric power it is important that measures be taken to prevent its disruption and provide a source of backup power in the event of a power failure. Exterior circuit breakers should be installed in sturdy cabinets or boxes that are secured with shielded- or hidden-shackle padlocks.

**f. Telephone Lines**

Telephone lines should also be hardened so they cannot be easily cut. Exterior boxes that contain lines should be sturdy and secured with shielded- or hidden-shackle padlocks.

**g. Others**

All rooms or sheds used to store equipment, supplies, hot water heaters, etc. should be kept locked at all times. And ladders to building roofs should have locked security guards that cover several rungs to prevent climbing.

**6. LIGHTING**

**a. Exterior Lighting at Night**

Uniform exterior lighting is important, particularly where there are dark areas on the property. Floodlights installed under eaves can illuminate these areas and expose a person next to the building. Timers or photoelectric cells can be used to turn lights on at dusk and off at dawn. And motion sensors can be used to turn lights on when any motion is detected. Streetlights or lights from adjoining properties should not be relied on for lighting the property at night. Areas that need especially good lighting are doorways, parking lots, driveways, pathways, stairways, laundry room entrances, and cluster mailboxes.

It is also important that burnt-out bulbs are replaced promptly, wire covers be installed over lights to protect them from vandals, and lights directed so they don't shine into the eyes of passing motorists or police patrols

**b. Interior Lighting**

Good interior lighting is needed in the buildings' common areas, i.e., in hallways, stairwells, elevator lobbies, laundry rooms, parking garage, etc.

**7. LANDSCAPING**

**a. Denying Hiding Places**

Well-trimmed landscaping deters criminals by denying hiding places and allowing good visibility on the property. Canopies of mature trees should be maintained at least 8 feet above the ground. Bushes should be trimmed to less than 3 feet except where privacy or environmental noise mitigation is a primary concern, or where higher plants would not block any windows, lighting, or provide hiding places. For example, higher bushes or trees with lower canopies could be planted next to a blank wall or the side of a home.

**b. Defensive Plants**

Locate plants with prickly leaves or thorns like bougainvillea and natal plum below windows and along fences as barriers to control access.

### c. Tree Trimming

Trees should be trimmed so that limbs do not provide access to roofs and second-story windows, or a means of getting over fences and walls.

### d. Backflow Preventers

Domestic water backflow preventers are being stolen for their brass and copper fittings. These devices should be protected from theft. The following measures should be considered: (1) painting it to make the metal is less valuable, (2) camouflaging it with fake rocks, (3) hiding it in a bush or hedge and painting it green, (4) enclosing it in a protective cage or box that is mounted securely to its base with tamper-proof locks, and (5) installing a locking-cable system with shielded-shackle locks and a concrete foundation.

### e. Decorative Rocks

Loose rocks should be removed or cemented in place so they cannot be moved. Vandals can use them to break glass windows and doors.

## 8. PREMISES IDENTIFICATION

### a. Visible Address and Unit Numbers

Good premises identification is needed to enable the police, fire, and other service providers to find the building and a particular unit quickly in an emergency. Address numbers must be on a contrasting background and located above the doorway or in a position where they are plainly visible and legible from either direction of approach from the street fronting the property. They must be at least 12 inches high on multiple-unit residential buildings and should be lighted so they can be seen at night. Numbers at least 6 inches high must be used to indicate a range of unit numbers in a building.

### b. Monument Sign

Where a building is set back from the street or road fronting the property and its address number is not clearly identifiable from the street, the number must also be posted on a monument sign at the street entrance serving the community.

### c. Directory and Map at Community Entrances

Residential communities should have an illuminated directory and map located on the right side of all entrance streets. The map should show the name of the community, all access roads and gates, private roads, building locations with addresses and unit numbers, and a YOU ARE HERE reference point. Directional signs should be located within the community. And individual building and unit numbers should be located where they are easy to see and read. The office location should also be clearly identified.

## 9. PARKING FACILITIES AND SIGNS

### a. Common Garages

Parking garages are known to be likely settings for crime. They should have good lighting, gated vehicle entrances and exits, glossy white or light-colored walls and ceilings, columns instead of walls as interior structural elements for good interior visibility, and open or visible interior elevator lobbies.

Even if the building is fenced and gated, overhead or sliding gates should be installed to control both vehicle and pedestrian access. Residents should use their access cards or fobs to open these gates to enter or leave the garage or structure. These access means are preferred over remote clickers that are usually left in vehicles. That makes it easier for a thief to get a vehicle out of a garage or structure when the exit gates have to be opened from the inside. Separate entry and exit gates that are one-vehicle wide are preferred because vehicles cannot exit and enter at the

same time when a gate is open. Gates should also have an anti-tailgating feature that will start the gate closing as soon as a vehicle goes through. And there should be no gaps between the top of the gate and the garage ceiling that someone might crawl through.

Signs should be posted in the garages to remind residents not to leave anything of value in view inside their vehicles. This should help prevent vehicle break-ins, which are often a problem in garages.

**b. Individual Garages**

The best way for residents to prevent crimes involving their vehicles is to keep them in their garages. However, too often people use their garages for storage or other things and park their vehicles in the open or on the street where criminals have easy access to them. Although SDMC Sec. 142.0510(a) states that "Required *off-street parking spaces* … shall be used only for parking operable vehicles." Community rules should prohibit residents from using a garage for anything other than a vehicle.

**c. Garage Door Hardware and Windows**

Electric garage door openers are generally effective in securing garage doors. A multi-frequency opener should be used to prevent the door from being opened by other radio signals.

Hardened steel hinges, hasps, and padlocks should be used to secure lifting garage doors. Additional security can be provided by installing cane bolts or sliding hasps on the inside of the door. The door should also be mounted so that the bottom cannot be lifted up to enable someone to crawl in.

If the garages have sectional doors, they should have shields around their emergency release latches. This will prevent a burglar from opening the door manually after inserting a wire between the top of the door and the frame, hooking the latch, and pulling the wire to open the latch to disconnect the door from its opener. Also, the red handle on the release rope should be removed or replaced by something that cannot be hooked by a wire. Note that it is usually not possible for a burglar to create a gap for a wire on the top of one-piece up-and-over doors or roller doors.

Windows should be made of burglar-resistant glass or plastic that meets UL 972 standards so a burglar cannot easily break in to unlock the door. They should also provide one-way visibility from the inside so a burglar cannot see into the garage.

**d. Deadbolt Lock on Door to Unit Interior**

Where there is a door from the garage to the unit interior, it should also have a deadbolt lock.

**e. Carport Locations**

Carports should not be located under the buildings because vehicles and people in them are completely hidden from view. Parking under the buildings should be in individual garages, never in open carports. Also, carports should not be located next to the buildings because their roofs block views of vehicles and people in them from the upper floors of the buildings. Carports should be located along a perimeter wall or fence where their roofs would not block views of the vehicles from the buildings. And carport roofs should be supported by columns, not by walls. This allows better visibility of the vehicles under them, especially from the ground level.

**f. Resident and Visitor Parking Space Designation**

All spaces should be numbered so the exact location of vehicle thefts and break-ins can be reported. This will help in improving security, e.g., by installing additional lighting and surveillance systems. However, unit numbers should not be used because an empty space might indicate an empty unit.

Visitor spaces should be clearly designated in the open or in an area of a garage that is outside the gated area where residents' vehicles are parked. Residents should not be allowed to park in visitor spaces.

### g. Signs for Towing Unauthorized Vehicles

Signs on private property prohibiting public parking (or stating that parking is for residents and visitors only) and indicating that unauthorized vehicles will be removed at the owner's expense should cite California Vehicle Code Sec. 22658(a) and must contain the telephone number of the local traffic law enforcement agency. The SDPD number for towing impounds is **(619) 531-2844**. The name and telephone number of each towing company that is a party to a written towing authorization agreement with the property owner or possessor must also be on the sign. The sign must be displayed, in plain view, at all entrances to the property. It must not be not less than 17 by 22 inches in size, with lettering not less than one inch in height. These sign requirements are specified in Sec. 22658(a)(1).

Signs stating that unauthorized vehicles parked in designated accessible spaces not displaying placards or special license plates issued for persons with disabilities will be towed away at the owner's expense, must also contain the address where the towed vehicles may be reclaimed or the telephone number of the local traffic law enforcement agency. The SDPD number for towing impounds is **(619) 531-2844**. Other requirements for these signs are specified in California Vehicle Code Sec. 22511.8.

## 10. PROPERTY CONDITION

All elements of the property should be kept in good condition. Criminals are attracted to property in poor condition because it shows that the owners or residents don't care about it.

### a. No Graffiti

Graffiti-resistant paint or anti-graffiti coatings should be used on the sides of the buildings and any other design features that could be vandalized. The San Diego Park and Recreation Dept. specifies the use of anti-graffiti materials manufactured by Monopole Inc. Four coats are applied. The first is Aquaseal ME12 (Item 5200). The second is Permashield Base (Item 6100). The third and fourth are Permashield Premium (Item 5600 for matte finish or Item 5650 for gloss finish). Additional protection can be obtained by planting vines, bushes, etc. along walls and the sides of the buildings. They cover areas that might otherwise be vandalized.

Graffiti should be removed as soon as possible after it is found. This will discourage further vandalism. The graffiti should be covered with matching paint so a "canvas" is not left for the vandals. While prompt graffiti removal helps to deter further vandalism, any graffiti on the property should be photographed before it is painted over or otherwise removed. Also, pick up (without leaving fingerprints) and save discarded paint cans, etc. The photographs and any other evidence should be given to the investigating law enforcement officers.

Hardware or paint stores should be consulted regarding the best products for removing various types of graffiti from specific surfaces without damaging the surface. Extreme care should be used in applying special graffiti removal products like MEK (Methyl Ethyl Ketone) or "Graffiti Remover" on glass or unpainted surfaces.

### b. No Trash, Junk, Weeds, Inoperable Vehicles, Etc.

Keep property free of trash, junk, weeds, leaves, dismantled or inoperative vehicles, and other things that indicate neglect.

### c. Property in Good Repair

Replace or repair broken windows, screens, lights, fences, and gate locks. Maintain the landscaping.

### d. Safe Alley

Crime often occurs in alleys because they lack natural surveillance. The chances of crime in alleys can be reduced by the following measures:

- Lighted at night
- Anti-graffiti paint or coatings on walls and garage doors

- No landscaping that obstructs clear lines of sight
- No alcoves that provide hiding places
- Signs prohibiting vehicle parking, trespassing, littering, etc.
- Free of trash, graffiti, etc.

**e. Dumpsters**

Dumpsters should have locked lids with open spaces through which material can be put in but not taken out. This is to prevent scavenging. NO SCAVENGING signs should also be posted on dumpsters and their enclosures citing SDMC Sec. 66.0402.

**f. Lock Boxes**

In some condo communities the HOA allows residents to give out access cards, fobs, and unit keys to real-estate agents, maids, contractor employees, and other non-residents so they can enter the community and their units when they aren't at home. Once this is done neither the resident nor the HOA has any control over them. Keys can be duplicated and given to other unauthorized persons. Lock boxes can be stolen and access means removed. Because building locks are seldom changed, this security risk could last for many years. If lock boxes are not allowed residents will suffer some inconveniences but they will be more secure. They will just have to be home when real-estate agents bring clients to see their units, contractors come to work on their units, delivery people come with packages, etc.

## 11. ACCESS CONTROL SIGNS

**a. No Trespassing**

NO TRESPASSING signs on private property should cite California Penal Code Sec. 602. If a Letter of Agency has been filed with the SDPD as discussed below in Sec. 14.a, the property should be posted with NO TRESPASSING signs stating that. The sign would have the address of the property, the name and phone number of the property owner or manager, and the non-emergency SDPD phone number to report suspicious activities. That number is **(619) 531-2000** or **(858) 484-3154**. The signs should be at least 18 by 24 inches in size, have a font visible from the nearest public street, not be accessible to vandals, and be posted on the entrances and spaced evenly on the boundaries of the property. A sample sign is available by clicking on View a Sample Sign on the Forms page of the SDPD website at **www.sandiego.gov/police/forms/forms**.

**b. No Loitering or Soliciting**

NO LOITERING signs on private property should cite PC 647(h). In this subdivision "loiter" means to delay or linger without a lawful purpose for being on the property, and for the purpose of committing a crime as opportunity may be discovered. NO SOLICITING signs should cite SDMC Sec. 33.1407.

## 12. CAMERAS

**a. Recording People and Activities**

Cameras are usually used just to record people and activities in their fields of view. They can record continually, when motion is detected, at specified times, or on an alarm. After a crime occurs the imagery can be reviewed for usable evidence. Any camera system that is installed should be designed to provide high-quality, digital imagery of suspicious persons and activities for use by the SDPD in investigating crimes. The existence of these cameras helps to deter crime but not to stop a crime in progress.

**b. Video Analytics**

Video analytics or intelligent video software is now available to analyze camera imagery for unusual or suspicious activity as it is occurring. The software will alert personnel who have monitors, but would not be watching them continually, that a parameter or alarm condition has occurred. The monitors could be located on the premises or at a security company office. In the latter case a secure, password-protected Internet link should be provided to

transmit the imagery. And if Internet Protocol (IP) cameras are used, they should have built-in servers. The SDPD would then be called if a crime is observed. Officers might even arrive in time to catch the perpetrators.

Alarm conditions can be set for day of the week and time of the day. They include the following:

- Motion in and out of an area
- Non-motion, e.g., unattended package or illegal parking
- Items that have moved or are missing
- Behavior, e.g., loitering, casing, or tailgating
- Numbers of people, vehicles, or other objects in an area
- Overcrowding, where numbers exceed a set threshold

For example, the software can be programmed to alert personnel with monitors when someone enters an area that is supposed to be unoccupied. A security guard could be sent to investigate if a building rule is being violated. The SDPD would be called if a crime is observed.

### c. Self-Contained Cameras

Self-contained cameras with flash lights and audio announcements may actually prevent crimes in some cases, e.g., graffiti on a building. The camera would have the side or back of the building in its field of view and take a flash picture when motion is detected. Then a voice would say that "the police will be called if you don't leave the area immediately."

### d. Signs

If cameras are not monitored all the time, signs regarding cameras should simply state that CAMERAS ARE ON THE PREMISES or SURVEILLANCE IS IN PROGRESS. Don't use words like "security," "protection," or "monitoring" because they can give people a false sense of security by expecting timely help if they are threatened or attacked, or that they or their property are somehow being protected by the cameras.

## 13. RULES AND REGULATIONS

### a. Published and Enforced

The community's rules and regulations are published in apartment leases and condo CC&Rs. They need to be enforced by the community management to preserve a high quality of life for the residents, especially with respect to noise, hours of permissible activities, and visitors. The rules and regulations should also be posted in the community's common areas.

### b. Crime-Free Lease Addendum

This addendum is a civil contract between a landlord and tenant whereby the rental applicant agrees prior to tenancy to abide by the rules of the property and not to participate in or allow criminal activity to occur within their sphere of influence. They are a vital part of the crime-free multi-housing programs that attempt to keep illegal activity off rental property.

## 14. LETTER OF AGENCY AND CITIZEN REQUEST FORM

### a. Letter of Agency

Crime and disorder problems in the building should be discussed with the CRO in the SDPD Division in your area to determine whether a Letter of Agency should be filed. This Letter would authorize the SDPD to act as your agent and enter your property for purposes of enforcing laws against any person(s) found on the property without your consent or lawful purpose. The form for this Letter must be filled out on the SDPD website in the following steps and filed by clicking on Email Form on the bottom left. You can skip the first step if you know what SDPD Division covers your property.

1. Go to **www.sandiego.gov/police/pdf/2013policecitywidemap.pdf** to find out what SDPD Division covers the neighborhood in which your property is located.
2. Go to the Forms page on the SDPD website at **www.sandiego.gov/police/forms/forms** and click on Trespass Authorization/Letter of Agency Form.
3. Click RESET FORM to get the start and expiration dates. The Letter must be renewed every 12 months.
4. Use the drop down menu to enter the Police Division.
5. Fill in the blue blanks on the form.

**b. Citizen Request Form**

In addition to filing a Letter of Agency as described above, a property owner or manager facing continuing crime problems on his or her property can submit a Citizen Request Form by going to the Forms page on the SDPD website at **www.sandiego.gov/police/forms/forms**, clicking on Citizen Request Form, filling out the Form online with as much information as possible about the problem, and then clicking on the Submit Request button at the bottom of the Form. You can use this Form to request additional patrol and/or to report criminal activity at a specific address. It will be sent to the responsible Division for review and response as appropriate.

## 15. CONTRACTORS AND THEIR EMPLOYEES

**a. Uniformed Guards**

The property manager would contract with a Private Patrol Operator (PPO) for security services. PPOs must register with the California Bureau of Security and Investigative Services (CBSIS) and obtain a PPO license, for which there are numerous requirements. The PPO would provide Security Guards for the security services. Security Guards must also be licensed by the CBSIS. They will need to pass a criminal history check and complete a 40-hour training course. Vetting contractors and their employees is discussed next.

**b. Vetting Contractors and Their Employees**

The property manager should be concerned with possible theft and other crimes by employees of contractors who work on the property in the residence, e.g., janitors, gardeners, and security guards. He or she should check the contractor's references and make sure it is insured and bonded. Insurance will cover damage caused by the contractor's employees. (Note that a PPO who employs armed security guards must have at least $1 million in insurance -- $500,000 for any one loss due to bodily injury or death and $500,000 for any one loss due to injury or destruction of property.) A surety bond will guarantee that the work will be performed as stated in the contract. For janitorial contractors the manager can require a janitorial services bond that will cover theft or other losses resulting from dishonest acts committed by an employee acting alone or in collusion with other persons. Some bonds require that the employee be prosecuted and convicted of the crime. Others require evidence of employee dishonesty. The conditions for coverage would be negotiated in drafting the bond.

You should also check that the contractor is licensed to work in the City of San Diego, i.e., that it has a Business Tax Certificate. This can be done on the Master Business Listing page of the City's website at **www.sandiego.gov/treasurer/taxesfees/btax/nblactive.shtml**. Construction contractors should be licensed by the State of California. You can check the status of a contractor's license on the Contractors State License Board's website at **www2.cslb.ca.gov/OnlineServices/CheckLicenseII/CheckLicense.aspx**.

The manager can also require that the contractor conduct a background investigation on each employee that will work in the building. For this he or she need to specify the following: (1) information an employee will have to provide, e.g., personal history, references, fingerprints, etc., (2) kinds of checks to be made, e.g., employee's name and SSN, criminal history, DMV record, credit record, civil action history, etc., and (3) criteria for passing each check, e.g., no criminal convictions or outstanding warrants, no bankruptcies, no civil judgments, etc. The contractor should also be prohibited from substituting a cleared employee with one that is not cleared, or subcontracting any of the services.

The opportunities for employee crime can be reduced by having the contract work done during the day. If it is done at night, as with many security services, the contractor's employees will need access to the building and the places to be cleaned.

**SDPD AREA STATIONS**

| | | |
|---|---|---|
| Central | 2501 Imperial Ave. SD 92102 | (619) 744-9500 |
| Eastern | 9225 Aero Dr. SD 92123 | (858) 495-7900 |
| Mid-City | 4310 Landis St. SD 92105 | (619) 516-3000 |
| Northeastern | 13396 Salmon River Rd. SD 92129 | (858) 538-8000 |
| Northern | 4275 Eastgate Mall SD 92037 | (858) 552-1700 |
| Northwestern | 12592 El Camino Real SD 92130 | (858) 523-7000 |
| Southeastern | 7222 Skyline Dr. SD 92114 | (619) 527-3500 |
| Southern | 1120 27th St. SD 92154 | (619) 424-0400 |
| Western | 5215 Gaines St. SD 92110 | (619) 692-4800 |

**RESIDENTIAL COMMUNITY SECURITY SURVEY ASSESSMENT FORM**

Resident's or manager's name, phone number, and e-mail address _____
_____

Address _____

Check items that need attention and suggest corrective measures in the space below or on a separate page.

**1. BUILDING DOORS AND GATES**
_ a. Lobby doors
_ b. Single entry doors
_ c. Double entry doors
_ d. Glass doors
_ e. Gates
_ f. Alarmed doors/gates
_ g. SDPD access

**2. UNIT DOORS AND WINDOWS**
_ a. Solid doors
_ b. Deadbolt locks
_ c. Other door hardware (peepholes, hinges, etc.)
_ d. Door frames
_ e. Secured sliding-glass doors
_ f. Screen security doors
_ g. Secondary locks for windows
_ h. Viewing windows
_ i. Grilles and bars
_ j. Secured window air conditioners

**3. BUILDING ELEVATORS AND STAIRS**
_ a. Elevator controls
_ b. Stairwell reentry

**4. PERIMETER FENCES AND GATES**
_ a. Fences and walls
_ b. Vehicle gates
_ c. Pedestrian gates

**5. OTHER PLACES**
_ a. Laundry rooms
_ b. Individual storage lockers
_ c. Open bicycle and motorcycle parking
_ d. Common storage rooms and cages
_ e. Electric power
_ f. Telephone lines
_ g. Others

**6. LIGHTING**
_ a. Uniform around building
_ b. Good in common areas

**7. LANDSCAPING**
_ a. No hiding places
_ b. Defensive plants
_ c. Trees trimmed for access control
_ d. Backflow preventer protection
_ e. No loose decorative rocks

**8. PREMISES IDENTIFICATION**
_ a. Building address numbers clearly visible
_ b. Monument sign
_ c. Directory and map at community entrances

**9. PARKING FACILITIES AND SIGNS**
_ a. Common garages gated and well-lighted
_ b. Individual garages used only for vehicles
_ c. Secure individual garages
_ d. Deadbolt lock on garage door to unit interior
_ e. Carports not under or next to building
_ f. Resident and visitor parking spaces designated
_ g. Signs for towing unauthorized vehicles

**10. PROPERTY CONDITION**
_ a. No graffiti
_ b. No trash, junk, weeds, inoperable vehicles, etc.
_ c. No broken windows, fences, gates, etc.
_ d. Safe alley
_ e. Locked dumpsters
_ f. Lock boxes

**11. ACCESS CONTROL SIGNS**
_ a. No trespassing
_ b. No loitering or soliciting

**12. CAMERAS**
_ a. Recording people and activities
_ b. Video analytics
_ c. Self-contained cameras
_ d. Signs

**13. RULES AND REGULATIONS**
_ a. Published and enforced
_ b. Crime-Free Lease Addendum

**14. LETTER OF AGENCY AND CITIZEN REQUEST FORM**
_ a. Letter of Agency
_ b. Citizen Request Form

**15. CONTRACTORS AND THEIR EMPLOYEES**
_a. Security guards
_b. Vetting contractors and their employees