

TOWN HOUSE SECURITY PROCEDURES

The success of a security system depends upon the adherence to the security rules by all employees and residents. This is a brief outline of our procedures.

A. **BUILDING EMERGENCY** ----- 544-7491 (Desk)

B. **ENTRANCE DOORS**

1. Entrance doors require a Town House outside security key. Doors should not be blocked open and left unattended.
2. Employees and residents will not unlock or electrically release the door locks unless they have identified the person seeking entrance.
3. Do not open the entrance doors at any time for a nonresident who is not your guest (even if you know them).
4. The garage doors should be closed and locked when not in use.
5. The North Service Entrance will be locked from 11:00 p.m. to 5:00 a.m.

C. **KEYS**

1. All Security keys are issued and recorded by the Building Engineer.
2. Residents may not loan or give outside keys to nonresidents.
3. All Town House security keys must be returned to the Town House Office at the termination of occupancy.
4. If you lose your outside door key, notify the Building Engineer immediately. The building may need to be rekeyed to protect residents. There is a \$50 fee for replacement of a security key.
5. Your security key should not have any address information attached.

D. **PARCELS, MAIL, AND OTHER DELIVERIES**

1. Any parcel, laundry, dry cleaning, etc. left at the office desk for a service company to pick up must be labeled with your name, apartment number and company who will pick it up.
2. Parcels will be delivered to you, and placed in your apartment in your absence, if you so desire. However, should you not want parcels delivered, it will not be done if you let us know. You may pick them up at the desk instead.
3. the desk should be notified when you have service persons arriving to do any type of work in your apartment. The desk should also be notified of all scheduled deliveries of furniture or other large items which have to be put in apartments by the delivery company (this also applies to carpet laying) so that we do not have two large trucks each trying to unload at the same time.

E. SOLICITATION AND SALES

1. No solicitation is permitted in the Town House.
2. Residents should not provide their "directory" or a list of apartment residents or phone numbers to any organization, no matter how worthy.
3. No "garage" or moving sales will be permitted, except privately among the residents, and their invited friends.

F. PARKING

1. Cars in parking areas should be locked when not occupied.
2. Residents and guests may not park in the west driveway or north drive except as permitted for deliveries. These areas must remain clear for emergency vehicles.
3. Report any unusual activity in the parking area immediately.
4. Guests using the Town House guest parking for more than one day must notify the staff and provide a description of the car and the license number.
5. Report any auto thefts or vandalism to staff immediately. We will notify the police and determine if security measures need to be adjusted.
6. Only residents may park in the numbered spaces in the east parking lot. One parking space is assigned to each unit. Guests may park on the street or in the area marked "Guest Parking" of the north parking. This is the south row nearest to the building.
7. All vehicles in the parking lots must be currently licensed.
8. Nonresident owners may not store vehicles in the above ground parking lot.
9. A Town House parking tag must be displayed on the rear-view mirror of cars parked in the east lot.

G. GENERAL SECURITY PROCEDURES

1. Fire, theft, vandalism and other suspicious activities should be immediately reported to the office.
2. The Town House is not responsible in the event of a fire, theft, or vandalism. Contact your insurance agent to make sure that you are adequately insured.
3. All service persons will be required to sign in prior to beginning any work in an apartment. Also, all service persons should be personally met, either by you or staff, to accompany them to your apartment. Be sure to let the desk know when you have scheduled workers, cleaners, etc. so they will be allowed to bring equipment into the freight area.
4. Residents may not store items in the corridor, basement aisles or any common area.
5. If you are going out of town for two days or longer, please notify the office, and leave a number where you may be reached in an emergency.

Please review these procedures periodically. We are available to assist you with any Town House security problem on a CONFIDENTIAL basis at any time.