

# THE SAFETY OBSERVER

Safety Information for Employees

## PROPERTY TOURS

Industry best practices suggest all leasing personnel observe and comply with the following procedures:

1. Valid Photo ID from at least one prospective resident shall be viewed by leasing personnel prior to touring the community.
2. A sign referencing the Valid Photo ID policy should be visibly displayed in the Leasing Office.
3. Prospective residents should not be transported in any vehicles other than golf carts at any time. If a golf cart is not available, prospects and leasing personnel will need to ride in their own vehicles.
4. Apartment and model tours should be given only during daylight hours. Regional Supervisors should establish seasonal touring hours for each of their communities.

### Protect Yourself On The Tour

- Let other staff members know where you are going.
- If you feel uncomfortable with anyone who wants to tour the property, ask another team member to tour with you or reschedule the appointment.
- If available, take a walkie-talkie and personal alarm with you on the tour.
- Establish a code word or phrase to use over the radio to signal that you need help.
- If you feel threatened by a resident or prospect, let someone know. If you are alone, call the police, courtesy patrol or answering service.
- When showing a model or vacant apartment, leave the front door propped open. Turn the deadbolt to the locked position while the door is open to prevent it from closing completely.
- Do not walk into closets, utility rooms or bathrooms, but invite the prospects to take a look themselves. The intent is to not get trapped in a room with only one way in or out.

### Entering a Resident's Apartment

All employees should be aware that whenever entering an occupied apartment, they are entering someone's home and personal area. All employees are to be respectful of resident's privacy and belongings, and take great care when entering an individual's home.

- Knock a minimum of two times, with a pause in between.
- If there is no answer, open the door slightly and announce yourself loudly at the entryway. "Hello! Maintenance! (or Management!) Is anyone home?" Repeat a second time.
- Hang a door hanger informing resident that you are inside and proceed through apartment to perform your task.
- If you come upon a closed interior door, knock loudly before entering.
- If you sense someone is at home but cannot hear you, leave immediately, locking the door behind you. Call them from the office to schedule a return.
- Always be cautious of pets when opening any doors.
- Always leave documentation that you had been there and reason why: to comply with a service request noting status pending, or a business card with a note.
- Always leave the resident's home as you found it. If items had to be moved to complete a service request, put the items back before you exit.