



## Safety and Security Responsibilities

### Overview of Responsibilities

Building management is responsible for building safety and security. Property managers should be responsible for walking and examining the physical plant (building(s)) on a regular basis, to identify weak spots, problem areas, and opportunities for improved staff and building performance.

Managers should be vigilant in seeking out and correcting security breaches and safety hazards. All site staff and tenants should be encouraged to share ideas to improve building security and community safety with the director of property management or designated staff.

Managers, together with all site staff, should focus on fire and life safety concerns, slip and fall hazards, areas vulnerable to trespass, key control, and any and all threats to tenants, staff and/or building and community safety. Link to Maintaining the Physical Plant: Keys and Unit Entry.

The supportive housing project should develop a safety plan for each housing site. The plan should include such items as emergency preparedness information, posted evacuation routes, preventative maintenance schedules, gas and water shut-off locations, and other important safety information. This plan should be made available to all tenants and staff and should be reviewed regularly by the safety committee. The safety committee should be made up of property management, facilities, HR staff, support services, and tenant representatives, and should meet on a monthly basis, or more frequently if needed.

### Responding to Crisis: When to Contact Supervisors

Supportive housing owners and/or their building operations staff should establish a chain of command for responding to building emergencies. Site staff should be trained to contact the building manager, duty officer or other designated staff in case of crisis or emergency. If the designated manager cannot be contacted, staff should be directed to reach up, to contact the next designated person with authority to advise and direct response to the emergency.

Staff employed at supportive housing sites should be trained to contact the director of property management, building manager or other designated staff immediately, and law enforcement and safety officials as appropriate when any of the following incidents occur:

- Injury to anyone on the premises.
- Death of a tenant or visitor to the property.
- Fire on the premises.
- Severe flooding.
- Major natural disaster, e.g., earthquake or flooding.

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Note: This document is included within the *Housing Operations* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at [www.csh.org/toolkit2](http://www.csh.org/toolkit2). This document has been adapted from CSH's *Supportive Housing Property Management Operations Manual*, which is available at [www.csh.org/publications](http://www.csh.org/publications).

- Tenant displaced from his/her unit due to fire, flood or other emergency cause (not simply locked-out during the business day).
- Violence and related police contact.
- Murder, rape or other serious crime at the property.
- News media attention or contact for any reason.

The director of property management should contact the executive director and/or other appropriate personnel, including supportive services staff, upon assessing the crisis. Staff involved in the emergency should be careful to document the details as soon as the incident is over so police, medical providers, insurance providers, and others get accurate information.