



CRITICAL INTERVENTION SERVICES

Crime Prevention & Liability Management Solutions for Multi-Family Housing

Expertise. Holistic Vision. Creativity...**The Critical Difference.**



Since 1992, Critical Intervention Services has assisted hundreds of residential communities, property management companies, and HOA Master Associations in reducing crime and premises liability and maximizing the value of property investment.

In many cases, our mission is accomplished through the expert application of crime prevention and liability management methods. Our consultants regularly assist clients with matters such as Crime Prevention Through Environmental Design (CPTED), residential property assessments and new acquisitions, crime-free housing certification, expert testimony in premises liability cases, and other services within the scope of well-established doctrine.

And although our team is well recognized for their expertise, knowledge is only one facet of our reputation.

CIS has earned unique recognition for achieving success in situations where traditional approaches to residential security and public safety have failed. When addressing complex and difficult security challenges, knowledge alone is often insufficient. Effective solutions often require an artful combination of expertise, holistic vision, and innovative mindset.

Over the years, CIS clients have provided us the opportunity to apply our talents to a diverse range of challenges—reclamation and rehabilitation of high crime communities, restoration of damaged community perceptions, and more. And we are honored that the unique risk management strategies produced from our experience have been endorsed as best practice standards by professional peers, news media, and academic researchers around the world.

Regardless of the complexity of the situation, effectiveness and excellence are the core principles founding our philosophy and approach to client needs. Although all consulting firms promise excellence, at Critical Intervention Services the pursuit of excellence isn't just a pledge. It's the lifeblood of our culture and the cornerstone of our success as proven for nearly thirty years.

We are honored to serve you.



Crime Prevention & Property Risk Assessments

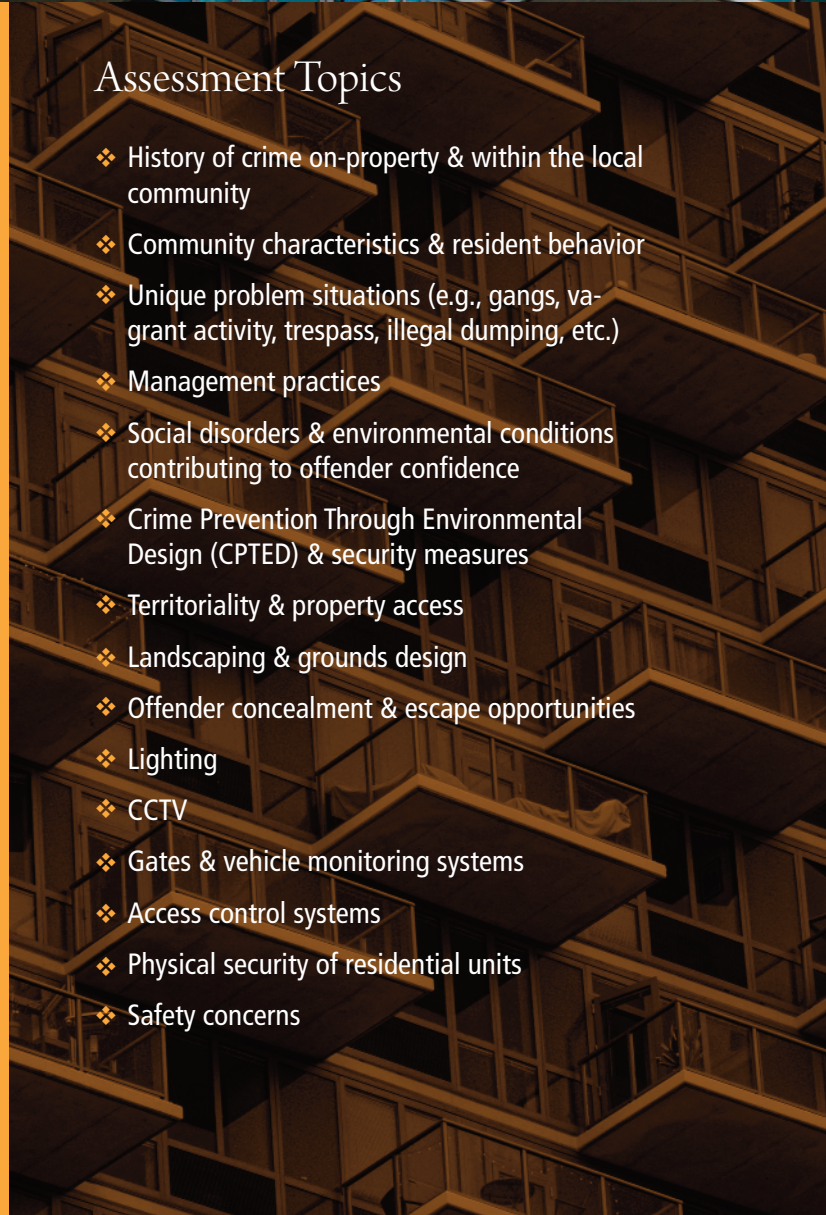
Over the past 30 years, CIS consultants have assisted over 1,000 multi-family properties in reducing crime and premises liability. The first step in this process is conducting an assessment to investigate the various conditions contributing to potential risk.

During assessments, our consultants identify the presence of accelerating social and physical disorders, evaluate the effectiveness of crime prevention and risk management measures, and explore optional solutions for remedy.

Upon completion of the assessment, our consultants present a report of findings and a proposed strategy for resolving matters of concern, prepared and delivered with careful attention to potential liability.

Assessment Topics

- ❖ History of crime on-property & within the local community
- ❖ Community characteristics & resident behavior
- ❖ Unique problem situations (e.g., gangs, vagrant activity, trespass, illegal dumping, etc.)
- ❖ Management practices
- ❖ Social disorders & environmental conditions contributing to offender confidence
- ❖ Crime Prevention Through Environmental Design (CPTED) & security measures
- ❖ Territoriality & property access
- ❖ Landscaping & grounds design
- ❖ Offender concealment & escape opportunities
- ❖ Lighting
- ❖ CCTV
- ❖ Gates & vehicle monitoring systems
- ❖ Access control systems
- ❖ Physical security of residential units
- ❖ Safety concerns



Expert Assistance during Property Acquisitions

In addition to crime prevention consulting for existing portfolio properties, CIS consultants frequently assist property management companies in assessing real estate during the acquisition process. When engaged as consultants prior to purchase, our experts can provide valuable insight into social and physical disorders often overlooked by acquisition teams and reduce post-purchase improvement costs by identifying corrective actions for use during negotiations.

New Property Design and Crime Prevention Consulting

One of the most common mistakes made in the design and construction of new residential properties is failing to fully account for security and environmental influence on future crime and social conditions. Establishing proper design criteria and specifications in the earliest phases of architectural planning maximizes return on investment and provides best opportunity to avoid mistakes that are often expensive and difficult to correct later.

When engaged as consultants in the early phases of new site planning, CIS consultants assist developers and architects using the principles of Crime Prevention Through Environmental Design (CPTED) and 28-years of practical experience to proactively reduce crime while simultaneously creating an environment that promotes community activity and positive branding.



Liability Reduction through Proactive Risk Management

An adage says, *"An ounce of prevention is worth a pound of cure."*

Yet despite this wisdom, many in the apartment industry remain persistent targets of lawsuits while relying on insurance and legal strategy as their main defense against premises liability.

To shift the risk management paradigm from reaction to prevention, CIS consultants assist property management companies in developing effective and sustainable programs for assessing security risk and proactively reducing potential conditions contributing to premises liability. And with the added benefits of increasing property values and profitability due to improved branding and reduced resident turnover rates.

At the foundation of our strategic liability management program is a custom Risk Assessment Methodology (RAM) used in characterizing the risk of criminal activity and safety at properties, identifying conditions of concern, and prioritizing improvements for purposes of compliance and practical remedy.

Some of the activities entailed in this process include developing a client-specific risk assessment model, metrics for screening and prioritizing properties for assessment, a system of supporting documentation, and training.

To implement the program, CIS can assist in recruiting and training an environmental risk analyst for purposes of conducting property assessments, assisting managers and facilities staff with implementing recommendations, and auditing compliance. Alternatively, CIS can assign a consultant to manage and implement the program on a full-time and on-going basis.

Pre-screening data is collected about properties essential for prioritization

High Priority

Manager contacted to schedule assessment

Manager completes preliminary info questionnaire

On-site assessment conducted

ER Analyst's findings collated and risk score calculated

ERA Report prepared & accompanied by improvement recommendations (ERA report Section 4 & Form RES005)

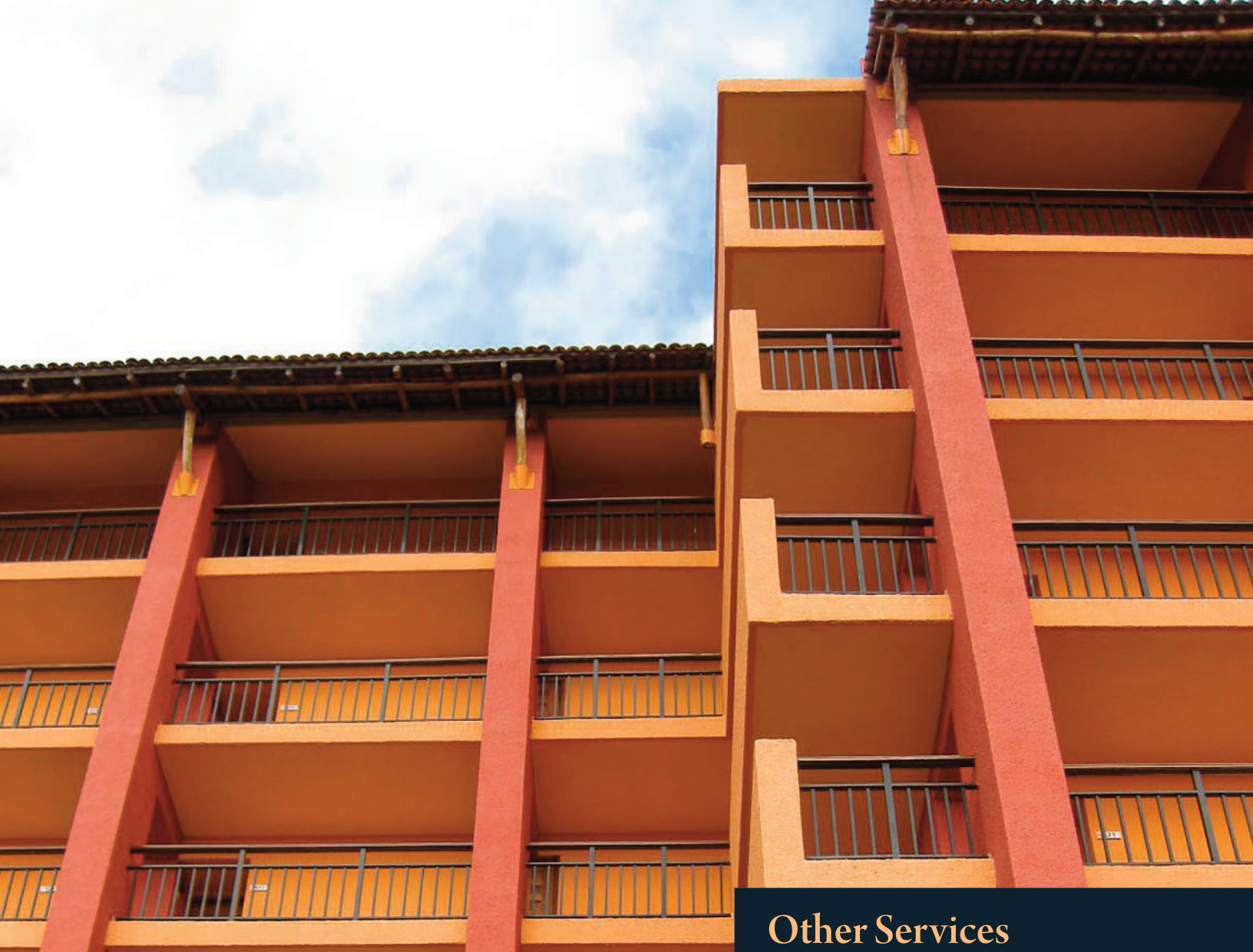
Property manager is sent self-assessment questionnaire/ checklist (Form RES004)

Completed self-assessment (Form RES004) is reviewed by ER Analyst for compliance with baseline standards

Baseline Standards Met

Assessment complete and property scheduled for annual re-screening

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Other Services

- ❖ Training property managers and facilities supervisors in crime prevention and premises liability topics
- ❖ Developing corporate-level standards for physical security and crime prevention measures (e.g., lighting, landscaping, security vendor expectations, etc.)
- ❖ Developing targeted solutions for complex problem situations such as gangs, on-site drug sales, etc.
- ❖ Restoring positive branding, public image, and community trust in the aftermath of crisis events
- ❖ Expert witness testimony in premises liability cases

**Contact us to discuss
your needs.**



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