

## Home Security

### **8. Going on Vacation?**

- Inform a neighbor of your travel plans so they can keep an eye on your house.
- Consider giving that same neighbor a key to your house in case of emergency.
- Consider using Constable Vacation Requests. Call Precinct 3 at 335-4750 (M—F); Duty Officer 246-2263; or Go to [www.bexarpolice.com](http://www.bexarpolice.com):
  - Click on Services.
  - Click on Vacation Requests.
  - Complete required fields of information
- Use light timers programmed to illuminate the home interior in the evening.
- Arrange to suspend SA Express News delivery. Have a neighbor pick up your paper; or, go to [www.expressnews.com](http://www.expressnews.com):
  - Click on Customer Service.
  - Click on Vacation Hold.
  - Alternatively, call 210-250-2000 to process over phone.
- Arrange to suspend US Postal Service delivery. Have a neighbor pick up your mail, or . . . Go to [www.usps.com](http://www.usps.com):
  - Click on Manage Your Mail.
  - Click on Hold Mail.
  - Complete required fields of information.
- Ask your neighbor to pick up any UPS or FedEx packages left on your doorstep.

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## Citizens On Patrol (COP) Program

### **1. Purpose**

- COP is an organization made up of SAPD-trained resident volunteers focused on reducing crime in the neighborhood through active observation and communication with others, neighbors, and the police.
- COP members make Roseheart a safer place to live. There are about 80 volunteers who participate in walking and driving patrols. They wear white COP hats and T-Shirts and COP identification badges.
- More information about this program is detailed on the Roseheart website. Simply click on the ‘Citizens On Patrol’ link to learn more.

## **Other**

### **Roseheart Residential Security Brochures to look for:**

#### Gate Operations

This document describes how to most effectively use the automated gate system by answering frequently asked questions (FAQ).

#### Home Alarm System

Like the Gate Operations document, the Home Alarm System brochure is designed to help residents operate their home alarm system. This also is written in an FAQ format.

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### **Quick Reference Contact Information**

<u>Agency</u>	<u>Phone Number</u>
<b>Emergency</b> (Police, Fire, Medical)	<b>911</b>
Police—Non-emergency	210-207-SAPD (7273)
Constable Precinct 3	210-335-4750
Constable Precinct 3 Duty Officer	210-246-2263
Intruder Alert (Normal Hours)	210-494-4900
Intruder Alert (After Hours Technician)	210-494-4996
Association Management Services	210-829-7202
Clubhouse Manager	210-497-1557

## **Roseheart Residential Security Information**



Roseheart residents have enjoyed a relatively crime-free environment for many years. This is the result of several factors: our relative remoteness off of Bulverde Road; the fact we're a gated community; an active and very visible Citizens On Patrol (COP) program; and a generally good situational awareness on the part of Roseheart residents.

As construction changes the landscape all around us, with additional residential neighborhoods, apartment complexes, as well as pedestrian foot traffic on Bulverde, an increase of criminal activity is a real possibility. In anticipation of this, your Board of Directors established a security committee and charged it with reviewing Roseheart's security posture and exploring ways to improve that posture where necessary. The security committee recommends educating Roseheart residents on several aspects of security—this brochure was created as a first step. We hope its contents are useful and solicit your recommendations to improve it.

The material contained in this brochure is provided to help residents with security concerns. It is designed as a guide only—it is not a substitute for common sense.

**Any criminal activity or suspected criminal activity should be reported immediately to the police by calling 911.**

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## Entering the Neighborhood

### *Solicitor Concerns*

• Many have questioned the need for Roseheart's policy prohibiting solicitation. It's important to understand that solicitors are often not what they appear to be. Solicitors may use access to the neighborhood as a means to "case" things out in order to identify and exploit lucrative targets for theft. A couple of techniques used by thieves are provided for your information. These include:

A solicitor may capture the attention of the homeowner at the front door while an accomplice lets himself in the backdoor.

A solicitor may work himself into the home in order to complete paperwork, get a drink of water, or use the telephone. Once inside the home, the solicitor can make a mental inventory of high value articles and their location for future reference.

• What to do if approached by a solicitor:

**Recommended option: Do not open door if you do not recognize the person.**

If they have literature, ask them to simply drop it at the door outside. Retrieve it later—this gives us a record of who was soliciting.

If you decide to open the door, inform the solicitor that Roseheart forbids solicitation and that their presence constitutes criminal trespass.

Tell the solicitor to leave the housing area immediately and that you intend to call the police.

Close your door and telephone the police—207-SAPD (7273).

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### Security Tip:

**Know Your Neighbor**

# ROSEHEART

## Home Security

### *1. Outside Structure*

• Keep shrubs and bushes trimmed so there is no place for someone to hide.

• Illuminate yard (carriage) light at night so that there are no dark areas that would hide prowlers.

• Ensure every outside door has a bright, working light to illuminate visitors.

• Keep outdoor lights on in the evening—keep photocell in working order.

• Lock gate latches on yard fence after every use.

• Make sure house number is clearly displayed so police and other emergency vehicles can find the house quickly.

### *2. Exterior Doors*

• Lock all doors at night and every time you leave the house—even if it's just for a few minutes.

• Ensure all entryways have a working, keyed entry lock and sturdy deadbolt lock.

• Keep spare keys with a trusted neighbor and not under a doormat or planter, or on a ledge.

### *3. Garage Door*

• Lock the door leading from the attached garage to the house at night.

• Consider activating the 'vacation lock' on your garage door at night or while on vacation so that you do not rely solely on the automatic door opener to provide security.

• Lock garage door when leaving the house.

## Home Security

### *4. Windows*

• Lock windows when leaving the house.

### *5. Outdoor Valuables*

• Remove any valuables from vehicles parked outside.

• Remove gate/garage remote control opener from vehicles parked outside.

### *6. Personal Property*

• Create a home inventory of all high value items within the home. Consider:

Inscribing an identifying number on high value items such as televisions, stereos, computers, etc.

Photographing all of these same high value items.

Keeping and maintaining a complete copy of the inventory somewhere outside the house.

### *7. Going Out for a While?*

• Leave your radio or television on.

Experiment a little bit, and find a volume that you can just hear through the closed door. If you need to, put the radio close to the door.

The sound from the radio will give the illusion of muffled voices and draws less power than a television left on.

The television, however, does add the element of altered patterns of light within the house.

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