

PROPERTY MANAGER - PERSONAL SAFETY

Your safety is the first priority. Help keep yourself and your colleagues safe with the following advice.

Right of entry

S72 Residential Tenancies Act. Know what you, and the tenant, can and can't do.

Plan ahead

Gather information. Ensure your schedule is known. Consider an emergency phrase to use with a colleague.

Your phone

Keep phone charged. Have you got coverage?

Share your location and schedule/calendar. Consider speed dial and using safety apps.

Arrival

Consider where you park. Look/listen/assess the surroundings. Trust your instincts.

Entry

Be aware of who's at the property. Ensure dogs are secured.

Ensure you know where the exits are and they are clear/unlocked.

Aggressive people

Assess the situation. Listen. Respond – don't react. Create distance and space.

If you feel unsafe – leave. It's OK to leave.

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Disclaimer: This publication contains only general guidelines and strategies for dealing with business security, and no guarantees or representations are made concerning their effectiveness. SAPOL accepts no responsibility for any injury or loss resulting from the application of these strategies.



SOUTH AUSTRALIA POLICE
SAFER COMMUNITIES



**Government
of South Australia**

Right of entry

S72 Residential Tenancies Act.
Agents are permitted to enter properties:

- in an emergency,
- where you have given written or verbal notice or
- in agreement with the tenant.

Plan ahead

- Gather information – is there any information that may indicate higher risk?
- Is there a history of aggression/mental health concerns/substance (e.g. drug/alcohol) abuse.
- Consider the nature of the visit - routine, unexpected or poor outcome, eviction.
- Plan your attendance. Are other staff or police required?
- Have an agreed emergency phrase that indicates you are in trouble and require police.

Your phone

- Keep your phone charged.
- Consider the geographic coverage of your phone service provider.

- Not all providers offer the same geographic coverage. Check the coverage for the area you work in on the mobile phone provider's website.
- Set up speed dial to office number/s and emergency numbers.
- Keep calendars updated and accessible to your team.
- Share your live location via your phone or an app.
- Consider installing and using a personal safety or property manager app.

Arrival

- Make safety precautions a habit. This is the best way to keep yourself safe.
- Don't park where you might get blocked in.
- Look/listen for unusual signs of movement inside and outside the property.
- Keep office/colleagues updated of your arrival and observations/concerns.
- Take your phone with you and have it accessible.
- Check phone reception. If no reception, consider if you are still safe.

- Trust your instincts. Don't enter if something seems wrong.

Entry

- Let clients go ahead into rooms so they are not between you and an exit.
- Establish if anyone else is at the property. Ensure dogs are secured before entering.
- If unable to access an area, note it and decide later if further action is needed.
- Know where your exits are and keep them open or know how to operate them.
- Report suspected illegal activities to police or Crime Stoppers.

Aggressive people

- **Assess.** Remain calm, make others aware, think support e.g. phone apps etc.
- **Listen.** Listen to their concerns, show interest /reflect back they've been heard.
- **Respond.** Respond, don't react, stay respectful, keep your voice quiet.
- **Space.** Keep a safe distance away, use physical barriers to create space.

