



# POST ORDERS

## Acorn Properties (Victoria Riverside)

10 Manomet Street  
New Bedford, MA 02746

### ARRIVAL

Text Ness Dispatch or call (401) 725-1500 (press 0)

DARS and Incident Reports are located on the Employee Website.

<https://sites.google.com/nes.solutions/nesssolutions-employee-site/company-specific-dars>

### DURING THE ENTIRE SHIFT

#### POST POSITION

The Security Officer will be positioned in the office area provided by the client in between hourly rounds, monitoring the camera system. Be sure to alternate between the two posts at least every 2 hours unless you are dealing with a security issue at either building.

#### SITE ACCESS

The Security Officer will access the site through the entry doors utilizing a code provided by a N.E.S. Solutions Dispatch. Keys to the sites are in the lock boxes described under the Equipment Needed section of this post order.

#### SECURITY DUTIES

- Residents have been provided with the security phone number – respond to any calls regarding security needs.
- Answer the phone by saying “Victoria Riverside security” then state your name.
- **ALWAYS** document each call with a time and description of the call (including what you did in response) in your **Company Specific DAR**.
- Residents may ask to borrow a cart or flatbed dolly for moving – carts are NOT to be passed out to residents. Carts have not been loaned to residents since 2020. If you find a cart or flat bed in the hallway, bring it back to a locked area whether it be an electric room or the storage area.
- Please note any trash violations in your Activity Report. Trash violations include trash bags left outside a resident’s door (note the apartment number in the log), trash left outside the trash chute or anywhere besides the trash room. If any large items of furniture are found in the hallways, outside, or in and around the trash rooms please note in your Activity Log with the time and date that the furniture was found and take a picture with the security phone.
- The Officer is responsible for patrolling both locations, Victoria Riverside and Riverbank Lofts. Switch buildings every two hours. Always start at Victoria Riverside to pick up both phones which will be in the security office.

- Officer will have security phone for each location. Both phones need to be turned on at the beginning of each shift and powered off and left to charge at the end of the shift. Please be sure to check the voicemail messages on the phone.

### **LOCK OUTS**

If any resident is locked out of their apartment, contact the maintenance number, and follow the prompts to leave a message for maintenance.

### **SECURITY ROUNDS**

- An hourly round must be made walking each floor scanning each designated scan point by using designated scanning device. Training is to be provided by supervisor.
- During rounds all common areas and stairwells of each floor need to be patrolled.
- **The laundry room in each building needs to be locked at 10 PM and unlocked at 3 AM before the officer leaves at the end of the shift.**
- **The fitness room in each building needs to be locked at 10 PM and unlocked at 3 AM before the officer leaves at the end of the shift.**
- When checking trash areas – check for any furniture left in the trash room. Document location, date and time furniture was seen in your **Company Specific DAR**.
- See parking enforcement section for each location's exterior round and garage duties.
- The community room or Victoria room is to be locked at 10 PM. All resident events are to end by 10 PM also. You will be provided with a schedule of private events for the month. Be sure to check the back, exterior door to ensure that it is locked prior to locking the room. If an event is going on the resident will have a key to unlock the door. If you are unsure if an event is occurring err on the side of caution and lock the room.
- While patrolling the parking garage check for any hazardous conditions such as oil or gas spills. • Frequently check the parking lots and follow parking enforcement rules for towing procedures.

### **PARKING ENFORCEMENT**

- A resident vehicle log is kept in this post order book for reference. The leasing office is responsible for updating the information and will provide you with current copies.
- Parking stickers for garage parking are white with blue text. Reference copies of permits are in this book. When patrolling the garage note any vehicles without stickers or with yellow stickers in your Activity Log – be sure to include the space number in which this vehicle was found. If a resident with a white sticker is found parking in the outside parking lot **do not tow the vehicle** just note it in your Activity Log with the car make, model and license plate number as well as the parking sticker number. Management will follow up with the resident.
- Parking stickers are normally located in the bottom passenger side corner of front windshield but not always. Please be sure to check every window.
- Outside parking lot stickers are generally yellow with black text. Reference copies of permits are in this book. Any vehicle parking the lot between the hours of 12 AM and 6 AM without a sticker or valid visitor pass issued from the office **is to be towed**. If you have a question about towing, please contact a supervisor. Security cannot issue visitor passes, however, if a resident lets you know that they have a visitor and did not catch the office open you may allow the vehicle to park. Please note the name of the resident, unit number, and car information in your Activity Log. **You MAY NOT allow any visitor parking**

**besides what is authorized by the office on the first weekend which occurs on the first weekend in the month of August.** Please see the office for more information when that time comes.

- All vehicles must have plates on them – any vehicles without plates and that are not in the resident vehicle log must be towed. If the car belongs to a resident – note this in the **Company Specific DAR**.
- Any vehicle parked in a handicapped space must have a handicapped placard or plate displayed. If a car is parked in the handicapped space without a placard or plate, verify if it is a resident. If so, call the resident and tell them they must move immediately. If they do not the car can be towed. If they are not a resident – tow the vehicle.
- All efforts should be made before a vehicle is towed. Check the resident vehicle log for plate, make, and model in case the sticker fell off. If a resident's information is found – leave a note in your Activity Log that the sticker was missing so that management may follow up.
- No parking is allowed in the roundabout. **Parking is permitted in the space that is labeled reserved.** No parking is allowed in front of the loading dock in the back unless the resident is in the process of moving or receiving a delivery. No parking is allowed in front of the cardboard board dumpster or trash room garage door in back.

### **NOISE COMPLAINTS**

- When a resident alerts you of a potential noise complaint – respond to the location of the complaint and investigate if you find the complaint to be valid knock on the door and ask to lower the volume. Document the incident in your Activity Log. If the noise rises to a level of concern, you may call a supervisor or the New Bedford Police Department.
- Quiet hours in the building are from 10 PM to 8 AM. Residents are asked to lower their volume during these hours.

### **SMOKING**

Victoria Riverside is a smoke-free community. No smoking of any kind is permitted in the building or in the entry. Document any signs or smells of smoke in your Activity Log as well as the approximate location in which this was observed. The **ONLY** permitted smoking area is on the lawn on the riverside of the property and is marked with a sign.

### **PETS**

Victoria Riverside does not allow dogs. Only service dogs/emotional support dogs are allowed. Management will provide you with a list of approved dogs in the building. All others are to be removed. Do not allow someone with a visiting pet in the building. Cats are allowed. Document any sightings of a dog or barking in your **Company Specific DAR**.

### **MOVING**

All resident moving must be done via the loading dock. The loading dock code is **12367**. This code may change periodically. Please note when someone asks you for the code – include name and unit number. Residents are not permitted to move through the main entry doors. No propping open of entry doors for any reason is allowed. All moving should cease by 8 PM.

### **RESIDENT PACKAGES / MAIL**

Resident packages delivered via FedEx, Amazon and UPS are delivered directly to residents' doors. At no point are we allowed to accept packages on a resident's behalf.

## **CAMERAS & FOOTAGE**

Cameras are to be monitored while at your post. Do not attempt to make adjustments to the camera settings, to download footage, erase footage, etc. If a resident asks to view footage – note the log and tell them to contact management. If the New Bedford Police Department should ask to review footage – tell them to contact management also.

## **COMPANY SPECIFIC DAR**

- An entry is to be made every hour documenting any findings during patrols. • Any time you receive a phone call or complaint from a resident include this in the DAR.
- Each entry should include details of what occurred, what was seen, who was there, what was done about it.
- At the end of each shift be sure to leave the completed report in the post order book.
- Do not leave the post order book out in the open as it will continue resident's contact information. Any time you leave the office make sure the book is locked away. Also remember to lock up the book at the end of your shift.
- **DO NOT GIVE RESIDENTS ANY INFORMATION ABOUT ANY OTHER RESIDENTS OR SITUATIONS – DO NOT GIVE OUT ANY PERSONAL INFORMATION FROM THE RESIDENT VEHICLE LOG TO ANYONE.**

## **INCIDENT REPORTS**

The following are events that should be documented in an Incident Report as well as in your **Company Specific DAR**.

- INCIDENT – Any incident warranting the response of Emergency personnel.
- SAFETY HAZARD – Any evidence compromising the safety of the employees, residents, and/or property. Property damage, system malfunctions, flooding, iced walkways, power outages, broken railings/stairs, etc.
- SECURITY BREACH – Any evidence compromising the security of the personnel and/or property. For example: broken windows, latches, doors, gates, criminal activity, and break-ins.
- MAINTENANCE – Any evidence compromising the functionality of the basic property. Power outages, light outages, minor repairs, chemical spills, major system malfunctions.
- MISC. CONCERNS – Security Officers when in doubt and not defined herein, should report any security/safety concerns.

## **END OF SHIFT**

You Must submit a **Company Specific DAR** due before the end of your shift. It shall include times you did tours. Other items to document include any contractors on site and the times they arrived and departed. Any Emergencies call 911 or If Police, Ambulance or Fire Department respond, you must immediately notify dispatch and do an Incident Report.

If there are keys on site, take a picture of the keys back in the lock and send them to dispatch. Text Dispatch

**DIAL 911 IMMEDIATELY FOR POLICE, FIRE, AND RESCUE\*\*\*\*\* In the case of a fire emergency. A list of residents that need special assistance is in this book.**

**Guards are NEVER to call Maintenance, Property Management, or the towing company. If it is an Emergency, please contact dispatch to make the call.**

**New Bedford Police Department (508) 991-6300**

**New Bedford Fire Department (508) 991-6105**