



Security and Safety Situations

[Duties of the Board & Management](#)

[Duties of All Residents & Owners](#)

[Personal Safety and Illegal Activity](#)

[CONTACT INFORMATION](#)

[Emergency](#)

[Police Non-emergency](#)

[OTHER](#)

Duties of the Board & Management

The duties of the Board and Manager involve financial administration, maintenance and Chanticleer bylaw enforcement.

Duties of All Residents & Owners

All residents and owners need to do their part in building safety and security:

- Report any **maintenance** issue to the [Manager](#) as soon as possible, especially those issues that may be of a safety or security nature, such as any broken lights, locks, and exterior doors or gates.
- Always ensure exterior doors close completely when exiting or entering.
- **Never leave a building door propped open and unattended, even for a short time.** Moving in/out must be planned and properly monitored: [check the policy](#).
- Ensure any **visitors, especially trades people, follow these procedures.**
- If you **find a building door propped open** and unattended, close it.
- **Check to see that exterior doors/gates close and lock behind you.**
- Do not allow anyone who buzzes your suite to gain entrance unless they are expected and/or properly identified. "Hi, it's me" is not proper identification.
- Report any broken lights or locks to [management](#) immediately.
- Never leave a building or garage fob in parked vehicles.
- Always [report a missing door or garage fob](#) IMMEDIATELY
- If you don't recognize someone as you enter/exit the building, **don't let them in. It's not rude, it's cautious.**
- Delivery people should only be allowed in by those who are expecting them. Meet them at the door if uncertain.
- Prevent intruders: **stop and wait an extra 10 seconds** when entering/exiting via the parkade ramp. It takes 10 seconds or less for the door to start closing.

Personal Safety and Illegal Activity

These are under the jurisdiction of the appropriate city, provincial or federal authority.

CONTACT INFORMATION

Emergency

991 for emergency situations: Police / Fire / Ambulance

Police Non-emergency

780-423-4567, Mobile #377 or www.edmontonpolice.ca

Reporting criminal activity to the police helps them track patterns in the neighbourhood.

OTHER

Call 211, then choose #3, to get a wellness check or transportation for someone needing shelter.

211 Alberta is an essential service that helps Albertans find the right resource or service for whatever issue they need help with, at the right time. 211 is available 24/7 by phone, text and chat. The service is free, confidential and available in over 170 languages over the phone.

Chanticleer Management: Reporting theft or other security breaches to [management](#) helps us improve security measures as needed.

- Include the date and time in any report to management so security cameras can be checked.

Please report any theft or suspicious activity to **police**, then management.

Take pictures if possible **but never put yourself in harm's way.**