

COURTESY SERVICES:

- Addressing nuisance calls from residents
- Monitoring apartments and grounds
- Accompanying residents to and from their vehicles
- Enforcing resident parking rules and monitoring parking lots
- Helping carry packages and groceries for residents
- Promoting and supervising community activities
- Acting as a liaison with the city police and fire department
- Alerting the property management to maintenance needs — nonfunctioning lights, broken windows and jammed door locks
- Assisting residents who have been locked out of their apartments— avoiding the need for on-call maintenance

Contact

Perry Lofquist, MSM – *Executive Director*
(651) 633-7766
perry@opportunityneighborhood.org

Kevin O. Thomas, MSW – *Program Manager*
(651) 226-1472
kevin@opportunityneighborhood.org



A service of Opportunity Neighborhood
www.opportunityneighborhood.org



COURTESY

A community based approach to neighborhood safety.

Nothing upsets residents more than unruly neighbors, unsupervised children, or unavailable parking spaces.

Courtesy can reduce these events making your property safer and more peaceful.

HOW?

By providing qualified **Courtesy** staff to serve and support management and the residents of your community.

Our **Courtesy** staff is trained to develop respectful relationships with residents leading to a stronger community.

Courtesy is the eyes and ears of the management company when the office is closed.

Courtesy addresses resident issues immediately, calms potential disruptive situations, provides customer service, and alleviates the need to involve law enforcement. Police are critical when it comes to emergencies, but **Courtesy** addresses quality of life issues.

Courtesy staff remain visible by walking the property to ensure a consistent presence on site.



HOW ARE YOU DIFFERENT THAN TRADITIONAL SECURITY?

Our approach is community based. We employ staff with experience in community building and problem solving. We are guests while working at your rental property and demonstrate constant respect to all residents and staff.

We are consistent when it comes to staffing. We use the same staff at your rental property. This creates continuity and builds trust with residents, management and local law enforcement.

Our role isn't authoritative. It's about demonstrating respect, building rapport and fostering trust. We create a peaceful community by engaging residents and enforcing community standards and rules.

Courtesy can be marketed as an amenity. **Courtesy** staff walks residents to their car, assist in lockouts, make sure they have adequate parking and enforce curfew and quiet hours. Additional services can be tailored to meet your needs.