

Tenant and Landlord Responsibilities

Security Services and Safety for Manitoba Housing tenants

The safety and welfare of our tenants are important to Manitoba Housing. This guide can help keep you and your family safe while you are tenants with Manitoba Housing. It can also help make our communities safer.

Manitoba Housing has tools to help make our communities safer, including the Security Staff, the Housing Communications Centre, electronic security systems, *The Safer Communities and Neighbourhoods Act*, the Apartment Watch Program, Neighbourhood Watch, safety seminars for Manitoba Housing staff and tenants and graffiti prevention programs.

SECURITY STAFF

The Security/Loss Prevention Division helps provide a safe, secure environment for tenants, visitors and staff. This includes helping you protect your home and Manitoba Housing properties from loss or damage. Our staff work with tenants, tenant associations, committees and other groups and agencies to promote a positive presence in our communities.

HOUSING COMMUNICATIONS CENTRE

Manitoba Housing's Communications Centre is a 24-hour, bilingual call centre for Winnipeg tenants to use when you need it. **In an emergency, call 911 first!** For other services, call the Communications Centre at 945-8765; in rural areas call 1-800-661-4663.

- to ask for maintenance service
- to advise staff about noise or disturbances in your buildings or on your property

- to advise staff about any issues that threaten the peace and security of you or your neighbours
- to advise staff about graffiti or vandalism in your buildings or on your property
- to report any suspicious people loitering around your building or apartment
- to report any unauthorized people entering your building
- to have security officers sent to your property when needed and appropriate
- to contact emergency services, if you need help to do so
- to provide contact numbers and refer you to other government agencies and services such as Manitoba Health or Employment and Income Assistance

ELECTRONIC SECURITY SYSTEMS

Manitoba Housing uses electronic surveillance and security controls, including:

more than 350 CCTV security cameras in housing properties across the city that record activity 24 hours a day

more than 150 door-security card access readers so Manitoba Housing can control access to the exterior and interior doors of Manitoba Housing buildings

THE SAFER COMMUNITIES AND NEIGHBOURHOODS ACT

This provincial act allows private citizens to file confidential complaints with the provincial Public Safety Branch about threatening or disturbing activities in homes and buildings in your neighbourhoods. It helps protect your community from homes used for illegal drugs or solvent abuse, prostitution, child sexual exploitation, unlawful sale of alcohol, criminal activities, use or sale of illegal weapons, etc.

For details about the act, or to make a confidential complaint about an apartment or house in your neighbourhood, call the provincial **Public Safety Branch at 945-3475 in Winnipeg rural Manitoba - 1-800-954-9361** .

APARTMENT WATCH PROGRAM

All Manitoba Housing apartment buildings are part of the Apartment Watch Program. Building owners and managers place program stickers and pamphlets in visible locations in their buildings that say: ***“Don’t know them, don’t let them in.”***

These stickers warn potential criminals that tenants in the block are aware that it’s not safe to let strangers into the building.

NEIGHBOURHOOD WATCH

Some Manitoba Housing residents are also part of the Neighbourhood Watch Program. It encourages citizens to report any suspicious behaviour or activities in their neighbourhoods to the police. If you and your neighbours want to be part of a Neighbourhood Watch Program, talk to your Manitoba Housing tenant services co-ordinator.

SAFETY SEMINARS FOR MANITOBA HOUSING TENANTS

Staff from the Security/Loss Prevention Division will arrange to hold safety seminars for the tenants in your housing complex, building or community. Seminars will discuss:

- how to prevent general crimes, arson and identity theft
- useful safety tips for tenants
- information on *The Safer Communities and Neighbourhoods Act*

To arrange a seminar for your property or community, talk to your property manager or your tenant services co-ordinator.

GRAFFITI PREVENTION

Graffiti left on buildings etc., encourage more crime. It’s important for Manitoba Housing tenants to report any graffiti as soon as possible so that it can be removed.

Make your Communities Safer

Manitoba Housing needs your help to create safer buildings and communities. Following these safety tips and notifying staff about nuisances, disturbances, suspicious people, graffiti, damages and emergencies as soon as they occur.

BUILDING/APARTMENT TIPS

- Keep your doors shut and locked at all times, even when you are at home.
- When your apartment is buzzed from the main door, always confirm the identity of the people who want in, before you release the door lock.
- Notify your property manager if your home will be empty for a long time (ex: when you're on vacation).
- Do not leave notes in the lobby or on your door indicating you are away. Make arrangements with a trusted neighbor to receive deliveries.
- Do not enter an elevator if you are suspicious or uncomfortable about anyone on it or getting on it; wait for the next one.
- Do not do laundry when you are likely to be alone. Arrange to do your laundry with another family member or a trusted neighbor.
- Immediately report anyone suspicious who is loitering around your building or apartment and report any unauthorized people entering your building to the 24-hour Housing Communication Centre at 945-8765 in Winnipeg 1-800-661-4663 in rural areas.
- Plan ahead when going out and coming home. Call ahead to your destination with an arrival time and arrange to call family or friends at a specified time when you will be home.

- Take public transportation, if you don't feel safe walking somewhere.
- Carry change in your pocket to make a phone call. Remember you can call 911 from any pay phone without putting in money.
- Always know the street name of where you are and where you are going.
- When approaching your home, have your door keys ready to use quickly.

PERSONAL SAFETY TIPS

- Walk only in well-lit areas and use a buddy system if possible.
- Never display large sums of money in public.
- Go shopping in pairs or in a group.
- Walk in the centre of the sidewalk, away from alleys and doorways.
- If you suspect you are being followed, cross the street and go to the nearest home, office, service station or business and call the police.
- Be aware of your surroundings and don't use unfamiliar shortcuts to save time.
- Trust your instincts and go to a safe place if you feel uneasy.
- Use a backpack, fannypack or wallet instead of a purse and carry only enough money to cover what you really need.

VEHICLES/GARAGE/PARKING LOT TIPS

- Keep your vehicle locked at all times, even when you're driving.
- Use a steering wheel lock, alarm system or ignition immobilizer.
- Be cautious of approaching strangers. If you feel unsafe, press the horn repeatedly in short blasts to attract attention.
- If you think you are being followed, don't drive home. Go to the nearest police station.
- Look into your car before you get inside, to make sure no one is hiding in it.
- Only use well-lit parking lots and ask someone to walk you to your car if at all possible.
- Survey the whole parking lot or garage to see if there are any suspicious people. If there are, go someplace safe and ask for assistance.
- Have your car keys in your hands, so you can enter you vehicle quickly.
- Do not leave valuables in sight to tempt thieves; hide them in the trunk.

To report a security issue or problem, call the 24-hour Housing Communication Centre at 945-8765 in Winnipeg. 1-800-661-4663 in rural areas.