

CSUSA

CASE STUDY

06

CLIENT NAME WITHHELD

UNARMED SECURITY GUARDS · PRIVATE PROPERTY SECURITY

Five commercial buildings got one guard standard and 28% fewer calls to the property manager

PROPERTY MANAGEMENT GROUP · 5 COMMERCIAL BUILDINGS · 800,000+ SQ FT

33%

fewer repeat nuisance and access-related incidents

97%

of scheduled patrols and documented checks completed

28%

fewer routine escalations needing a property manager

How CSUSA gave a property management group the same guard program, reports and reviews across its whole portfolio.

CLIENT	PROFILE	SERVICES
Client name withheld	Property management group · 5 commercial buildings · 800,000+ sq ft	Unarmed Security Guards, Private Property Security, Building Security, Courtesy Patrol

The situation

A property management group oversaw five commercial buildings with more than 800,000 square feet between them. Each building had different guard routines, report formats and expectations for dealing with tenants. Managers spent too much time sorting out routine issues and had no simple way to compare performance across the portfolio.

What the group needed

The group wanted dependable, professional unarmed officers who could handle routine access and safety work, catch problems early and represent each property well. It needed one standard across the portfolio that still fit how each building runs.

What CSUSA put in place

We reviewed each property's hours, entrances, tenant mix, incident history and service expectations. From that we built a portfolio-wide operating framework, with post orders written for each building.

Unarmed officers cover the lobby, sign in visitors and vendors, run scheduled patrols, watch parking and the perimeter, do safety checks and report incidents. They are trained in customer service, observation, communication and emergency procedures, and in when to pass a matter up.

Supervisors visit each site and review daily activity reports for gaps, repeat issues and missed checks. One report format gives property managers the same view of incidents and exceptions at every building.

Each month, management and our supervisors review staffing, tenant feedback, incident patterns and fixes. When something works at one building, we bring it to the others.

Results

33%

fewer repeat nuisance and access-related incidents

97%

of scheduled patrols and documented checks completed

28%

fewer routine escalations needing a property manager

Figures from a 180-day review.

What we measure

An unarmed guard program needs to be managed like any other part of running a building. We track:

- Incidents by property
- Repeat calls and nuisance activity
- Patrol completion
- Visitor and vendor exceptions
- Report quality
- Feedback from tenants and property managers

NEXT STEP

Get a Free Security Assessment

A CSUSA supervisor walks your property and puts a recommendation in writing.

(888) 804-7060 · csusasecurity.com

CSUSA Security · 2029 Century Park East, 18th Floor, Los Angeles, CA 90067
Licensed: CA PPO 120442 · FL B2200168 · NY 11000010971 · NV 786 · TX B11151 · AZ 1634868