The Farmers®

Apartment and Condominium

Loss Prevention Program



Your Loss Prevention Program

Many factors today can come between you, your investment and a safe living environment. An effective loss prevention program will help you, as an Apartment or Condominium owner/manager, recognize and deal with these factors and help reduce the potential for future costly losses.

Located in the back of this booklet are sample forms to help you to develop or enhance your own safety program. Utilize these forms to conduct loss control activities, document the physical condition of the premises and highlight areas needing attention so you can arrange for adjustments or repairs. You may reproduce these sample forms and checklist for your own use.

- Loss Control Review of Property Management Policies -- use this list of questions to evaluate your existing procedures and policies to help prevent avoidable accidents or hazards.
- Monthly Premises Inspection Checklist -- use this checklist on a monthly basis to identify items needing improvement. A report of unsafe conditions should be filled out for each "Needs Improvement" answer and the problem corrected as soon as possible.
- Report of Unsafe Conditions -- use this report during inspections, as explained above. This form should also be made available to employees and residents who can use it to report unsafe conditions to management.

To assure that your program is successful, it is critical that you demonstrate your expectations, commitment, involvement and follow-up to your residents and/or employees.

Farmers Loss Control Consultants are ready to assist with your safety program. Contact your Farmers Agent for details.

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Management of Loss Control

You must believe in and support the loss prevention concept. By developing and endorsing your own safety policy, you show support for a program which requires active involvement of all residents and employees.

An ongoing safety program controls expenses and enhances your ability to attract new residents. It has to be imbedded into your day-to-day operations. To be effective, it must be more than a program on the shelf; an occasional property survey is not enough.

When management continuously demonstrates genuine interest in safety, residents are prone to do the same.

HAVE YOU:

- 1. Issued a written safety policy?
- 2. Allocated realistic time and money for safety items?
- 3. Acted promptly on safety recommendations, suggestions and complaints?

Communication

The success of your loss prevention program depends on each person being aware of the safety expectations.

Consistent two-way communication is the key.

COMMUNICATION INVOLVES:

- Input from everyone involved in developing your program.
- Feedback to determine the program's effectiveness.

If communication is encouraged and rewarded, more residents and employees will participate.

HAVE YOU:

- 1. Shared your safety goals with your residents and employees?
- 2. Communicated the actions necessary to accomplish these goals? This applies to everyone including the residents.
- 3. Trained in safe practices and follow-up? The success of your program depends on your continuous awareness of the value of loss reduction and how it relates to each tenant or employee.
- 4. Communicated the hazards involved in the job to the employees?
- 5. Communicated safe premises practices to avoid possible security or injury to tenants?

Inspections

Self-inspections increase your opportunities to correct unsafe activities or conditions on the property before a loss. Utilize the "Monthly Premises Inspection Checklist" to identify unsafe physical conditions inside the buildings or on the grounds.

Frequently, the inspection process has focused entirely on the physical environment, yet the majority of costly injuries and lost time results from resident or employee actions.

Accident Investigation

Resident injury and property damage result from unsafe behaviors and conditions and need to be investigated. Seldom are accidents a result of something outside your control.

INVESTIGATION PROCESS

- Obtain information from the injured employee(s) or person involved.
- Survey the conditions at the time of the accident.
- Determine the condition of the equipment, activities or property involved.
- Obtain information from witnesses when available.
- Analyze the information and determine root causes. (i.e., worn carpet, faulty handrails, damaged surface in parking lot.)
- Implement corrective measures.
- Report incident to appropriate source(s).
- It is extremely important not to place blame because it discourages cooperation.

HAVE YOU:

- 1. Communicated the accident investigation process is to uncover root causes?
- 2. Followed through on the recommendations resulting from the investigation to prevent reoccurrence?
- 3. Have you notified residents of safety rule changes or procedures?

Commitment is essential to an effective loss prevention program. If you need assistance, just ask.

Security Liability

As a property owner or manager you are responsible for providing a property reasonably protected from vandalism, criminal action, burglary and tenant injury.

HAVE YOU:

- 1. Trained your rental staff to avoid stating you property is "safe". Or if your property is a gated community avoid stating that the tenants are protected from intruders?
- 2. Instructed employees to inspect for missing or inoperable security lights, and high grown bushes which limited visibility?
- 3. Advised tenants that windows and doors, especially sliding glass doors should remain locked when the tenant is not at home or at night?
- 4. Encouraged tenants and employees to report any suspicious activities to the manager or rental office?
- 5. Notified all tenants in writing when an incident does occur in your building or complex?

Employee Selection

PHYSICAL REQUIREMENTS OF THE JOB

It is becoming increasingly important to develop a written description of the physical requirements of each job. Each employee should be selected according to the particular job requirement and the employee's ability to perform the job.

HIRING PRACTICES

Equally as important as hiring an employee able to physical perform a job is for a property owner or manager to hire a responsible employee. Property managers should diligently check references, determine any past altercations with tenants or criminal behaviors which may put your tenants or other employees at risk. Employees who have access to tenants apartments or master keys should have more extensive background checks.

SAFETY RULES

Written rules will help new employees understand what is expected and how following procedures will help protect them from possible injury.

HAVE YOU:

- 1. Accurately defined the job requirements in your job descriptions?
- 2. Familiarized everyone with the job requirements?
- 3. Checked references of all potential employee?
- 4. Obtain background checks on employees having access to master keys or tenants apartments?

Job Training

New employees need to know your loss control goals and practices right along with employee benefits and premises operations. From day one show you are committed to safety and the important part each employee has in keeping the premises safe.

Review safety rules. Training is incomplete unless it includes resident and employee safety measures. Address ways to avoid damage to playgrounds, laundry room, community rooms, pool and residents vehicles.

SUCCESSFUL JOB TRAINING INCLUDES:

- Identifying and communicating property hazards.
- Monitoring the employee's performance and compliance with established safety practices.
- Reinforcing positive behavior.

A Farmers Loss Control Consultant can suggest methods to determine property and liability exposures. Controlling possible losses through these activities will have a positive effect on your operation, your image in the community and to the general public.

Loss Control Review of Property Management Policies

Activities to consider or perform	Yes No
 Is someone assigned to perform formal, documented property inspections? Are the inspections completed on a monthly basis? 	
3. Does management complete a Report of Unsafe Conditions for each item needing improvement? See attached sample Report of Unsafe Conditions.	
 4. Do residents have access to Report of Unsafe Conditions forms for reporting hazards and dangerous conditions to management? 5. Is someone responsible for following up on items needing improvement? 6. Are serious reported hazards given priority for correction? 7. Are there procedures in place to investigate accidents/incidents occurring on the premises? 8. Are all employees trained to recognize potential/existing hazards? 9. Do residents and employees know how to respond in case of fire, earthquake or other emergency? 	
(911, fire, police, office)	
12. Are there routine patrols to determine the adequacy of premises security with documentation?	
from vandalism? 14. Is cash handling kept to minimum? Are daily deposits made? 15. Are tenant selection procedures established and followed? I.D. shown before apartment is shown? 16. Are the advertised amenities clearly stated and non-deceptive? 17. Are formal eviction procedures established and followed by management? 18. Are all spas and pools protected with a five-foot fence equipment with a self-latching gate? 19. Are all stairs protected by appropriate hand railing?	
 20. Are railings on decks and/or balconies adequate to prevent small children from squeezing through the openings? (4 inches maximum) 21. Have children's activities (unsupervised) on the premises been evaluated to identify and reduce hazards? 	
 22. Are certificates of insurance, with limits of at least \$500,000 on bodily injury and property damage, required for all contractors prior to their commencing work on the premises? 23. Is the playground equipment in need of any repairs? 24. Is the laundry room kept neat and clean? 25. Lint filters cleaned? 26. Are there boxes, newspaper or other trash in areas not designated for this purpose? 27. Appropriate pest control services; tenants notified before spraying? 28. All units provided with emergency instructions annually? 	
Comments	
Describe specific conditions to be corrected or note if condition was corrected immediately.	

This checklist is intended only as a reminder and is offered solely to assist management in its responsibility to provide a safer environment. This checklist is not intended to cover all possible hazardous conditions or unsafe acts that may exist. Other unsafe or hazardous conditions should also be noted and corrective action should be taken.

Monthly Premises Inspection Checklist

A Report of Unsafe Conditions form should be completed for each "Need Improvement" answer and the problem should be corrected within two weeks.

(OK = Adequate, N/I = Needs Improvement, N/A = Not Applicable

1.	Driveways, Parking Lots, Carports and Garages: Controls in place to protect walls and supports? Wheel stops in proper position, secured and painted a contrasting color? Speed bumps located where necessary and painted a contrasting color? Grease and oil spots controlled? No evidence of waste oil dumping? Lighting covers all public areas? All cars properly parked in marked spaces? Abandoned and inoperative cars promptly removed? Driveway surfaces free of pot holes and uneven surfaces? Vegetation pruned back to reduce blind spots? Gas meters protected to prevent damage by vehicles. i.e. concrete posts? Height limits posted over garage and carport openings? Snow removed as needed in winter weather?	OK	X	N/A
2.	Privacy Gates:			
	Safety devices in place and adjusted? Emergency access available for fire and police? Manual operating procedures available for gates if power fails? Driveway gates have stop signs posted on both sides? Automatic gates have sign posted "CAUTION: AUTOMATIC GATE"?			
3.	Garbage Area:			
	Area clean: no broken glass or slippery liquids? Dumpster lids kept closed and wheels locked? No abandoned appliances or furniture? No signs of hazardous materials being dumped? Vegetation cleared away from tops and sides of dumpsters? Dumpsters kept away from building walls?			0000
4.	FIRE PREVENTION:			
	Fire extinguishers of appropriate size and type available? Fire extinguishers serviced once a year? Alarm bells identified and painted a contrasting color? Local fire alarm serviced? Smoke detectors in place and functioning tested monthly? No flammable liquids allowed in storage areas? No combustible weeds or debris on property? Fireplace and BBQ ashes properly disposed of in separate metal containers?			
5.	Automatic sprinkler system regularly inspected and tested by qualified personnel?			
	Fireplaces and chimneys inspected/cleaned annually? Vegetation cleared within 10 feet of chimneys? Spark arrestor caps in place? Fireplaces equipped with screens inspected annually?			

6.	Walkways and Lawns:	OK	N/I	N/A
	Free of trip and fall hazards - no uneven surfaces? No standing water on walkways surfaces? Ground cover and bushes kept off walkway surfaces? Lawn sprinklers do not protrude above ground in any pedestrian area? Lighting illuminates all anticipated walking surfaces? Step up/step down areas properly protected by railings and/or indicated by bright, contrasting paint?			
7.	Trees, Bushes, Hedges, Ground Cover:			
	Gutters and roofs clear of leaves and debris? Trees pruned away from roofs, eaves or buildings? Lower branches of trees removed to a minimum of seven feet above sidewalk? Bushes and hedges pruned back to reduce hiding places? Brush cleared to 30 feet from buildings? Poison oak/ivy removed? Tree roots covered?	000000		00000
8.	Lighting			
	Adequate lighting present in all outdoor areas? Lighting time-clock adjusted at regular intervals for daylight changes? All porch lights covered and equipped with properly sized bulb? Hot bulbs/fixtures out of reach? Circuit breakers properly labeled? Is emergency lighting operational?			
9.	Balconies and Decks:			
	Potted plants on railings? No storage on balconies and decks (it adds undesirable extra weight)? No flammable liquid storage? Adequate railings in place? No loose railings?			
10.	Stairs and Handrails:			
	No loose stairs, Anti-slip covering in place? No loose or missing railings? No combustible storage under stairs? Lighting appropriate for conditions? Carpet secure and in good condition?			
11.	Playground and Equipment			
	Equipment secured to ground? Shock-absorbing base beneath equipment? Equipment inspected for worn, loose or missing components and repaired if necessary? Glass, animal feces and other litter routinely cleaned up? Regular documented inspections of equipment?			
12.	Laundry Room:			
	Lighting adequate? "NO SMOKING" signs posted? Metal garbage cans provided with self-closing lids? Dryer lint screens kept clean? Dryer vents unobstructed, connected and clean? Doors closed and locked when unattended? No storage within 18 inches of the water heaters? Water heater burner door in place? Area behind dryers and washers kept clean?			
	Dryer motor and related parts cleaned and lubricated semi-annually?			

13.	Pool and Spa:	OK	N/I	N/A
	Fences around pool and spa in good condition? Gates self-closing and self-latching?			
	Life saving equipment available? (i.e., life rings, pole with hook, ropes)			
	a) Pool occupancy/spa occupancy? b) Maximum and minimum depth of pool? c) Emergency phone number? d) Warning sign for spa? e) Warning sign for pool using chlorine? f) NO LIFEGUARD ON DUTY sign posted where necessary?			
	g) No diving sign visible?			
	Emergency switch for spa identified? Pool and spa are kept clean? Pool side tables and chairs in good condition? Phone readily available for emergency calls? Pool chemical supplies secured? Bathrooms and shower areas kept clean and in good repair?			00000
14.	Sauna:			
	Checked daily for serviceability? Lighting adequate? Door(s) open easily? Benches free of splinters? Rules posted for users' reference? Thermostat functional and visible to user? Window is present and clear? Health warning signs posted?			
15.	Recreation Room, Game Room, and Social Facilities:			
	Area checked daily for condition? (i.e., kitchen etc.) Cooking appliance(s) turned off when no one is present? Facilities inspected after each use or function? Rules posted for users' reference?			0
16.	Exercise Room:			
	Equipment frequently inspected for worn, loose or missing components? Defective equipment removed to preclude its use? Rules posted for users' reference? Buddy system encouraged when using equipment? Lighting adequate?			000
17.	Elevators:			
	Annual inspection certificate posted in car? Monthly service records maintained? "NO SMOKING" signs posted? Wide-lipped, sand-filled ash trays provided on each floor outside elevator doors? Signs posted "In The Event of Fire" do not use?			0000
18.	Heating and Air Conditioning:	_	_	_
	Units Regularly serviced? Water heaters or boilers inspected annually? Utility Room kept clean and free of debris?			

19.	Windows:	OK	N/I	N/A
	No broken or cracked window glass?			
	No missing window screens?			
	Barred windows equipped with interior releases?			
	Interior releases on barred windows tested for proper operation?			
20.	Doors and Locks:			
	Utility room doors kept closed and locked?			
	Residents' doors and locks functioning properly?			
	Locks changed when new tenant moves in?			
	Exterior gates and doors functioning properly and kept locked?			
	Residents' doors equipped with door viewer/peephole?			
	Emergency exits properly marked?			

Report of Unsafe Conditions

This form is designed for use by management, tenants and employees. It is also used by management during formal documented inspections of the property to identify problem areas which need immediate attention. Employees are encouraged to use this form to report unsafe conditions to management.

Date:	Time:
Location:	
Hazard/Problem:	
Submitted By:	Phone:
Address:	
For Manager Use Only:	
Repair/Correction Necessary:	
Permanent:	Temporary:
Reviewed By:	Date:
Fill Out and Return to Reporting Party	
Date Condition Inspected:	
Date Work to Start:	
Date Work to be Completed:	
No Action Taken - Reason:	
Reviewed By:	

Notes:		
	 	
	 	

Notes:



