

Courtesy Officer Duties

1. **Availability.** Courtesy Officer shall carry a cell phone and be on call during a span of hours each day as agreed upon between the courtesy officer and the Property Manager to respond to for any disturbance or other incidents requiring a response in a timely manner.
2. **General Assistance.** As permitted by his/her employing department or agency, Courtesy Officer shall assist the Property staff in handling any resident problems such as lease violations, notices, community correspondence and enforcement of Property rules and regulations when requested by the Property Manager. Based on his/her discretion, Courtesy Officer shall seek assistance from on-duty police officers immediately if anyone is observed on the Property engaging in criminal activity. Courtesy Officer will provide assistance in obtaining response from other law enforcement authorities or other such services as may be required when necessary. Courtesy Officer shall respond to after-hours noise complaints.
3. **Meeting with Property Manager.** Courtesy Officer shall meet with the Property Manager a minimum of two times a week. During these meetings, Courtesy Officer shall communicate pertinent situations or occurrences to the Property Manager and the Property Manager shall provide Courtesy Officer with an update regarding any potential situation.
4. **Property Inspection.** Courtesy Officer shall inspect and walk the Property after hours on a random basis at least 2 times daily. During Courtesy Officer's inspection, the following specific areas will be checked each time to determine if the area is secure: (a) pool area; (b) laundry room(s); (c) fitness center(s); (d) club house and leasing office(s); (e) maintenance and storage areas; (f) all gates (drive through and pedestrian); (g) lighting (report any lighting needing replacement/improvement); (h) fencing (entirety of perimeter fencing); and (i) any other items reasonably requested by MAALP or necessary to complete the Daily Activity Report.
5. **Daily Activity Report (DAR).** Courtesy Officer shall prepare a daily activity report (DAR) based on observations by Courtesy Officer including the following: (a) any lights out that Courtesy Officer observes on the Property; (b) calls or requests for assistance received; (c) other incidents reported to Courtesy Officer; (d) the proper operation of all privacy gates; (e) the condition of, and locked status of the fitness center, laundry room, clubhouse, leasing office or any other areas of the Property; and (f) other observations deemed by Courtesy Officer to merit reporting. The report prepared by Courtesy Officer will be completed online thru the provided database; times of any walks will be noted. A police incident report will be attached if available. If the online database is not available, the Courtesy Officer will complete a paper DAR and file it with the Property Manager.
6. **Good Will Ambassador.** Courtesy Officer should take every opportunity to introduce himself/herself to other residents. Courtesy Officer shall attend as many Property sponsored social events as possible (at least once a quarter). Additionally, Courtesy Officer shall meet with patrol officers of the patrol district in which the Property is located on a monthly basis. Courtesy Officer shall participate with residents of the Property in crime prevention seminars on timely and informational topics when requested. Courtesy Officer shall serve in any other capacity reasonably requested by MAALP that will promote goodwill with residents throughout the Property.
7. **Reporting of Certain Activities.** Any incident that involves an arrest or involvement in an investigation of a serious nature shall be reported to both the Property Manager and the Director of Security.

Courtesy Officer shall obtain copies of police incident (or similar) reports for all crimes that occur on the Property and provide to both the Property Manager and Director of Security