



# SECURITY IN THE HOME FACTSHEET

## Objective

ACHL endeavours to provide adequate security for its properties. We ensure that we meet all of our legal responsibilities to provide your home with a reasonable level of security.

Our definition of "reasonable" security is:

- All exit doors are made of solid core and have deadlocks;
- All exit doors are fitted with quality security doors;
- All windows are in good condition and are fitted with locks;
- There is appropriate lighting to the outside of the property
- The number of your house can be easily seen by emergency services

We can further improve the security of your home where there are special circumstances. We will ensure all of our capital properties meet the minimum standards and will negotiate with private landlords to meet similar standards in our leasehold properties

## What you can do

Our tenants also have a responsibility to improve the security of their homes. For example:

- Secure all doors and windows
- Lock up tools, ladders, toys and anything that an intruder could use to gain entry;
- Don't hide door keys around the house or garden as burglars know all the usual hiding places;
- Leave a list of emergency numbers next to the phone
- Do not display your full name on a flat directory or name plate
- If you live alone, be careful not to give any (unintentional) hints on your answering machine
- Obtain a lock for your electricity meter box – as burglars will often test to see if anyone is at home by turning off your power. (Locks must be obtained from your electricity supplier only)
- If you are home alone, never admit it to an unknown caller – either at the front door or on the phone
- Don't leave messages on your door advertising that no-one is at home
- If you are leaving the property for an extended period:
  - Keep curtains and blinds partly open
  - Organise someone to clear away any mail including junk mail
  - Make the home look as though someone is still in the house (leave a light or the TV on)

## Letting people into your home

- People from gas, electricity or telephone companies must carry identity cards. Ask to see the card and look at it closely or ring the company if you are unsure;
  - We will never send tradespeople to your home if you aren't expecting them. Call us if you are in any doubt at all before letting them into your home
  - If someone wants to use your telephone for an emergency, take the number and ring the number yourself
- Intruder alarms. We will not supply or install intruder alarms to our properties. If you are considering purchasing your own, then you must get approval from us before you buy or install it.

There are many different types of alarm systems so shop around. A good alarm should

- include a 24 hour battery backup
- comply with Australian Standards
- have tamper resistant sirens
- use a "user-friendly" code pad and control box
- have a 12 month warranty Remember to carefully calculate the cost of any monitoring services!

## Where can I get more information?

For further details or answers to any questions, visit or call your local Affordable Community Housing Office:

- ACHL Silverwater: (02) 8622 1500
  - ACHL Bankstown: (02) 8760 8500
  - Website: [www.achl.org.au](http://www.achl.org.au)
- Community Justice Centre: 1800 990 777, free call

**Providing secure, affordable housing to those most in need.**

Unit 6, 63-79 Parramatta Rd, Silverwater NSW 2128 Phone: 02 8622 1500 Fax: 02 8622 1599 Web: [www.achl.org.au](http://www.achl.org.au)