



Safety of Residents Paramount to High Quality of Life: Landex Management Selects Remote Video Patrol™ by Odyssey Technologies

Residents Potentially at Risk

For more than 20 years, Landex Management has been committed to *creating a better quality of community living* in the properties it manages throughout Maryland. Landex achieves this goal by managing within the **total** context of the community – working with community stakeholders and initiating public-private partnerships with local businesses and organizations to ensure long-term success.

But returns for investors and businesses mean nothing if residents are not happy in their home environment. Landex's number one priority is to serve its residents through a combination of best practices that puts security at the forefront. Indeed, in neighborhoods where the dreams of the vast majority of individuals and families looking to build successful lives can be thwarted by the reckless behavior of a handful of residents, a safe and well-protected environment is more than important; it can be life-crucial. In these Section 8 housing complexes, residents are looking to management to do more than fix leaky plumbing and keep up the grounds. They are looking for a sense of security that will give them peace of mind.

As Lisa Colley, Landex Portfolio Manager for the Bay Ridge property in Annapolis, Maryland explains, "Is this like reality TV? That's an understatement. To date in 2008, we had two murders in January and two shootings this summer. Last year, we had two murders and a few shootings as well." Despite employing off-duty police officers and security guards and implementing curfews, Ms. Colley and other Landex management staff were unable to get a complete, accurate picture of resident activity, hindering their ability to keep their communities safe.

A Solution Beyond Cameras

Landex was in need of a solution that went beyond the capabilities of traditional closed circuit television (CCTV) security cameras.

"We were looking for a total security package," said Art Reyes, Vice President of Landex Management. "We of course wanted the best camera system available – one that would let us view what was happening in real time, be accessed remotely, archive footage, and provide

reports that help us get a longer term handle on what's happening on our properties. But we also wanted a solution that included monitoring experts who could add another set of skilled eyes to our team. “

A solution that includes professionally trained and licensed surveillance staff is critical for organizations like Landex looking to put in place a system of checks and balances to fill potential safety gaps and drive safer environments.

“The important thing is – it's not enough just to have a camera system,” explains Ms. Colley. “People at the property need to understand the actions that will be taken if the rules are broken.”

Odyssey Delivers It All

“With Odyssey we got the complete solution we were looking for,” says Mr. Reyes.

Odyssey delivered state of the art Remote Eyes[®] camera systems to Landex properties in Annapolis and Baltimore along with Remote Video Patrol (RVP), a UL-listed remote video monitoring service provided on a custom schedule for each property. Odyssey security professionals carefully scan each property during the patrols, using pan-tilt-zoom (PTZ) cameras to maximize coverage and obtain highly valuable face, vehicle, and vehicle tag images of suspects involved in suspicious or criminal activity. Landex chose to implement a public address system, which allows the Odyssey security team to make security announcements enforcing the properties' curfews and alerting residents to cease undesirable behaviors. The RVP service includes succinct daily management reports along with supporting video evidence.

“If we see something suspicious, we can get in really tight and achieve clear identification. It allows us to focus on where we need to be focused the most,” explained Joyce Smith, Community Manager for Circle Terrace Apartments in Landsdowne, Maryland. “If there's a problem, and Odyssey is monitoring our systems – they will alert security, and if they aren't on duty at that time, they'll contact me and if need be, dispatch the police department for assistance.”

Odyssey sends out daily reports to management that include key observations on resident activity and supporting video evidence. According to Ms. Colley, “The daily reports allow the on-site manager to sit down with security and actually identify subjects that have been brought up in the clips in the video. This concrete evidence shows exactly when a resident is breaching his lease agreement and potentially endangering others. This helps with our audit trail to prove to HUD that we're doing something to curtail violence and questionable activity on our sites. Most importantly, it helps us live up to our contractual agreement to guarantee a peaceful environment for our residents.”

Actions Speak for Themselves

Odyssey delivers results that drive residential well-being and help enforce critical policies.

“With Odyssey, it has been successful because if there’s something that looks suspicious I ask them to e-mail me and give me the camera number, and I go in and see what’s going on at that time. I then address that household situation right away,” states Ms. Smith. “I’ve had one recent success that included a police incident involving drugs, and I was able to recognize the suspects immediately. I dispatched 911 and we got an arrest. It’s very proactive at enforcing rules and regulations and sets up a zero tolerance policy.”

In addition, Odyssey helps arm Landex with the tools it needs to ensure strong legal action. Without sufficient evidence, cases can be difficult to prosecute.

“Annapolis is very pro-tenant,” explains Ms. Colley. “Since working with Odyssey, we now have eight cases getting ready to go to attorney. If you have a video showing someone engaging in illicit drug use, for example, it’s not only against our lease, but also against the law. In the past, we haven’t really had the evidence of the heavy traffic. Now it’s cut and dried. We’ve also let the Annapolis Police Department install the Remote Eyes client software on their computers in their office, and they have actually utilized it to convict people.”

Finally, the solution from Odyssey puts real teeth behind the security system, creating proof points that are difficult to ignore.

“What it does, too, is it sets a standard,” continues Ms. Colley. “When people start hearing they’re really utilizing the services and people are being evicted left and right, it helps curtail the activity of other people. Having Odyssey monitor it for us makes it so much better.”

A Partner for the Long Term

With Odyssey, Landex can better meet its mission of improving the quality of community life while also streamlining what used to be extremely cumbersome security processes that lacked sufficient results.

“As we continue to work with Odyssey, we expect to see even greater improvements across our properties,” stated Mr. Reyes. “Their staff is top notch, and their solution is the best out there. They’re an integral part of our team for the long term.”

For more information about Landex Management, visit www.landex.org/management.htm

For more information about Remote Eyes, visit www.remoteeyes.com or call 888-291-6379.