

POINTS

TO CONSIDER:

Costs of Illegal Activity in Hotel/Motel Properties

When criminals and other destructive guests come onto the properties, owners, managers and other guests pay a high price.

That price may include:

- \$ Property damage arising from abuse, burglaries, police raids and drug labs.
- \$ Fire resulting from drug labs which are dangerous and highly combustible.
- \$ Civil penalties, including temporary closure of the property -- or even property seizure. Including Civil Lawsuits
- \$ Loss of rent during repair periods.
- \$ Fear and frustration when dealing with dangerous and threatening guests.
- \$ Increased resentment and anger between guests and property managers.
- \$ **The loss of other valued guests.**
- \$ Decrease in demand for overnight lodging.
- \$ Thousands of dollars in stolen property.

THE CRIME FREE HOTEL/MOTEL PROGRAM WILL TEACH YOU...

Prevention Techniques

- \$ Preparing the property so it does not attract crime
- \$ Develop applicant screening procedures
- \$ Warning signs of illegal activity
- \$ Actions to take if illegal activity is discovered on the property
- \$ Posted rules at the front desk
- \$ Assigning highly visible rooms to suspicious guests

Proven Management Techniques

- \$ On-going management
- \$ Spotting illegal activity
- \$ Working with the police
- \$ How to become a pro-active property manager and empower employees
- \$ Crisis resolution
- \$ Maintaining trespass logs
- \$ Keeping the legitimate users and abusers apart

Property Protection

- \$ C.P.T.E.D. (Crime Prevention Through Environmental Design)
- \$ Inspection of property

Resource Materials

- \$ Police Department issued literature addressing criminal activity in hotel/motel properties.



BEST CHOICE INSURANCE AGENCY

*The **CRIME FREE HOTEL/MOTEL PROGRAM** was designed to assist owners and managers of hotel/motel properties in keeping drugs and other illegal activity off their property.*

This program is solution oriented. It is designed to be easy, yet effective in reducing the incidents of crime in hotel/motel communities.

The program utilizes an approach which ensures the crime prevention goal, while maintaining an approach which is customer oriented and friendly.

Upon completion of the 4 hour seminar and the minimum CPTED requirements, managers and owners will be granted the use of large metal signs for display on the property. Upon full certification, management will also be granted the use of the Police Department's program logo in all advertisements..

Attendee comments

Glad to see a pro-active effort by law enforcement to keep hotels safe.

Good information on drugs and other crimes that affect our business.

Great learning experience. I am encouraging all my co-workers to attend.

Finally a training class that really identifies the problems and deals with them!

Very informative on safety issues involving the lodging industry

Property Managers Obligations:
Attend a four- hour training course

Post official "No Trespassing" signs in visible locations on the property and prosecute all violations

Successfully Complete Minimum C.P.T.E.D. Requirements

Patrol the property daily to deter and discover criminal activity

Empower employees to be the eyes and ears of the property.

Require guests to provide photo identification, copy & attach to Reg. Card if possible

THE CRIME FREE HOTEL/MOTEL PROGRAM

***“Keeping Illegal
Activity Out Of
Hotel/Motel Property”***

BENEFITS:

DECREASED CRIMINAL ACTIVITY

PROVIDE SAFER GUEST ENVIRONMENT

NETWORK BETWEEN HOTELS/MOTELS

REDUCED COSTS FOR REPAIRS

MAINTAIN INVENTORY/PROFITS

LESS LITIGATION

*MAINTAIN INVENTORY/PROFITS
LESS LITIGATION*

**Crime Free
Hotel/Motel
Program**

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