

Hi!

I would like to suggest a few ideas, however I'm not sure if this is the correct way of going about it. However I thought it would be good to send an email anyway, just in case.

I'm not sure if this has been addressed or if this is currently being considered, but I strongly think we need to change out the non-electronic locks on some of the doors around the apartment complex, especially in light of the recent break-in to the cellar storage in building 95. I have lived here for eight years and the locks have never been changed during that time. Have they ever been changed at all since they were installed many, many years ago?

Losing personal property to thieves is one thing, but what if one of the residents happened to come home at the wrong time, or go downstairs while the thieves were breaking in? There are people accessing our building that shouldn't have access to it, and that is a bigger security issue than just physical property disappearing. I don't want to sound like I'm overreacting, but there has been quite a bit of violent crime that has happened in this area, and I don't think this should be taken lightly. How many more times are we going to allow this to happen before some preventative action is taken?

If the non-electronic locks could be changed out every few years, we would have a better idea of who has a key, and if the latest thieves do have a key, they would no longer have access and would stop coming here.

My second suggestion is in regards to the way residents are contacted about important matters. There seems to be no consistency around this. Sometimes we receive a printed letter about upcoming maintenance, and sometimes communication is posted on the Facebook group. Not everyone uses Facebook, and it wasn't until last week that I was even a member of the private group. Likewise, not everyone is always home to receive printed letters (we were traveling in February and had no idea there would be maintenance that required us being home to address).

I understand that due to GDPR there is some information you cannot hold on to without permission (for example, names, telephone numbers and e-mail), so why don't you print out a contact form and send it to every resident with an option of being contacted by email and/or phone in case of emergencies, or if they would rather be notified by email of important dates/maintenance? You might find that the majority of people would prefer an email sent to them rather than receiving a letter in their mailbox (which also cuts down on paper waste). To be honest, I don't think it hurt to do both. Every resident could then sign the bottom of the paper stating that you have permission to have that information, which would make you GDPR compliant.

The other reason I believe having contact information is important is because we did not find out until Saturday afternoon that our cellar was broken into. The only reason we found out is because my sambo happened to notice some notifications on the Facebook page, and then went downstairs to check. That really bothered us. For three days our belongings were left downstairs, trashed, and we didn't know. Even the cleaners had come and gone by then to clean the broken glass around our cage. Other residents had been downstairs to secure their belongings, yet our cage remained damaged and unlocked, with our belongings scattered all over the place. What if we were older residents who didn't use Facebook, or the Internet at all? Would we have ever known? Did anyone from the board even think to go down to check that all the cages had been secured before calling the cleaners?

My sambo has already said this, but the last two times our cage was broken into we received a phone call, which made us feel like we were part of a community where people looked out for each other. There is more than one person on the board that could have reached out to us.

Back to the contact form – I would suggest leaving a space where residents can write down which cage number is theirs (if for some reason you no longer have that information, or you cannot currently find it).

I hope you take these suggestions into consideration. Thank you for your time.

Your neighbor,

**Andrea Miles**