

Property Management 7th Edition

Chapter Outline

Chapter 17: Life Safety Issues

- I. Overview
- II. Managing Life Safety and Security
 - A. Utilizing Personnel, Equipment and Procedures
 - B. Four Goals of Any Program
 - a. Preventing emergencies or security breaches
 - b. Detecting a breach early
 - c. Containing or confining the damage
 - d. Counteracting the damage
 - C. Post “9-11”
 - D. Building the Smart [and safest] Building
 - E. Utilizing Personnel, Equipment, and Procedure
- III. Emergency Equipment and Technology
 - A. Building Systems
 - 1. Elevators
 - 2. Smoke Detectors
 - 3. Sprinkler System
 - 4. Paging System
 - 5. Intrusion Alarms
 - B. Monitoring Tenant Equipment
- IV. Role of Personnel in Life Safety
 - A. Employee Training Procedures
 - B. Protect Human Life
 - C. Central Base of Operations
 - D. Tenant Wardens
 - E. Personnel Assignments
 - 1. Emergency Spokesperson
 - 2. Life Safety Control Center Operator
 - 3. Life Safety Officer (LSO)
 - 4. Mechanical Technician
 - 5. Property Manager
 - 6. Chief of Security
 - 7. Unassigned Personnel
- V. Property Management Procedures
 - A. Life Safety Procedures
 - 1. Internal Procedures
 - 2. Hazard Detection and Emergency Evacuations
 - 3. Disaster Planning
 - 4. Emergency Supplies
 - 5. Evacuation Drills
 - B. Emergency Preparedness Procedures

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- C. Inspection Procedures
- D. Communicating with Tenants and the Media
- E. Tenant Emergency Procedures Manual
 - 1. Accident or Illness
 - 2. Tornado or Hurricane
 - 3. Earthquake
 - 4. Fire Drill
 - 5. Bomb Threat
 - 6. Elevator Emergencies
 - 7. Emergency Special Provisions
- F. Minimizing Post-Emergency Damage
 - 1. Restoration Operations
 - 2. High-Speed Reconstruction
 - 3. Disaster Aftershocks
- VI. Managing Criminal Activity Issues
 - A. Increasing Management Liability
 - B. Preventing Criminal Activity
 - C. Hiring Security Personnel
 - D. Watch Programs
 - E. Working to Control Illegal Drug Activity
 - 1. Make Repairs
 - 2. Involve Other Tenants
 - 3. Focus on Potentially Hazardous Locations
 - 4. Make Use of Technology
 - 5. Review Lease Clauses
 - 6. Stop Employee Crime
- VII. Summary