



Suggested Precautionary Measures in Minimizing Threat from Unforeseeable Violent Act – Property Management Perspective

(1) Management Office

- To install perspex at reception counter as protection but can have a more friendly design or to have a wider counter as to avoid close confrontation. The door of the counter should be locked at all times;
- To install an internal security glass door between reception counter and internal office, if any;
- To install CCTV with recording function (with warning notice to alert public of the installation and in full compliance with the Personal Data (Privacy) Ordinance and the relevant guidance notes issued by the Privacy Commissioner¹)
- at reception counter/management office , the monitor will be viewed by internal office staff and the security control center, if any;
- at the outside entrance of management office main and 2nd doors, if any.
- To install 2nd door(with push bar) as emergency exit;
- To install sufficient windows for ventilation and easy awareness of external environment;
- To install fire extinguishers;
- To install panic button under the reception counter and in the management office, they will be linked to the security control center or other tower block(s) manned by 24 hours security staff if there is no control center;
- Objects like umbrellas or torches may be used to ward off attack in emergency situations but the measures taken must be reasonable and for self-defence only ;

¹ See for example the following guidance notes: -
https://www.pcpd.org.hk/english/resources_centre/publications/files/GN_CCTV_Drones_e.pdf



- To post a security guard inside or near management office, or have regular guard patrol when the office is open;
- To avoid placing sharp-edged items, glasses or movable chairs in the sitting/waiting area of the management office;
- To advise Architect on proper installation of management office with the above-mentioned safety measures during development stage(for new project)

(2) Meeting Room for IO/OC Meeting(separate from management office)

- To advise Architect(for new project) or Incorporated Owners(IO)/Owners' Committee(OC) on proper installation of meeting room in common areas
- To install 2nd door (with push bar)for emergency escape;
- To install sufficient windows for ventilation and easy awareness of external environment;
- To install CCTV with recording function (with warning notice to alert public of the installation and in full compliance with the Personal Data (Privacy) Ordinance and the relevant guidance notes issued by the Privacy Commissioner)in the meeting room and outside entrance of meeting room main and 2nd doors;
- To install panic button linked to security control center, if any or tower block(s) with 24 hrs security on duty;
- To install fire extinguishers;
- To avoid placing place sharp-edged items, glasses or movable chairs in the meeting room;
- Objects like umbrellas or torches may be used to ward off attack in emergency situations but the measures taken must be reasonable and for self-defence only



(3) Meeting in Progress

- To separate the sitting area of attended owners/residents from the meeting table with reasonable distance and if possible, to place proper stand as fencing purpose;
- To place belongings of attended owners/residents in a locked cabinet which is placed at the entrance of the meeting room and can be monitored by the owners themselves;
- To place a security guard outside the meeting room at the entrance door for easy control though door can be closed when meeting starts (for confidentiality reason) and the key of cabinet will be kept by him;
- Water bottles/drinks will be provided by management office, no personal drinking bottle is allowed to bring into the meeting room (including the meeting members);
- To install telephone set in meeting room and to bring along own hand phone, walkie talkies too;
- Stay alert and pay extra attention to any attendant known to be abusive.



(4) Personal Safety

- To stay alert during patrol especially when facing residents/owners who may be abusive;
- To remain calm and try not to irritate the emotion of problematic residents/owners e.g. by tone, attitude etc;
- To stay in more open and conspicuous location, preferably near guard kiosk if the problematic resident/owner insists to talk to you;
- To visit flat in pairs for normal cases, and to bring addition security guard stationing outside the flat (with door opens, if possible) if the resident is known to be abusive;
- Objects like umbrellas or torches may be used to ward off attack in emergency situations but the measures taken must be reasonable and for self-defence only;
- To inform your senior the place or flat you are going and expected return time;
- To learn 自衛術 but for self-defence only;
- To remind frontline security or building attendants to keep management office informed of some special owners/residents who may be abusive; senior manager should highlight the information to related management team in regular internal meeting for alertness; HOWEVER, all information should be kept in strict confidence and for internal information only as not to cause any disturbance or discrimination to the owner/resident concerned;
- If you are threatened by any calls, acts and/or written messages which you feel your personal safety is at stake, you should inform your senior immediately before you call police for help.

(Note: The above are suggestions for reference only. Protective methods and tools are non-exhausted. Members are advised to discuss with own management company and /or owners' committee to consider the feasibility and practicability in term of resources and environmental conditions.)