



BC Crime Prevention Association

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One of our tenants has noticed her second set of keys missing from her dresser. She is not sure when exactly, but she does remember it was there and now missing. As well, a bag of small gifts disappeared from her apt. On top of this, last summer she noticed some small household staples missing, rice, soaps, etc. She did not bring it up because she did not want to bother. We have an on site Residential Manager and at times a relief Res Man who have keys to all the apts. What, if anything, can we do to stop this from happening again, or to find the culprit. - Roxanne

Thank you

Tenants should always be reporting incidents such as this to Apartment Managers no matter how insignificant it may seem, because other tenants may be having a similar problem. A pattern may emerge that will assist building management in getting a better handle on the extent of the problem. Of course before formally complaining to management that items have gone missing tenants should conduct a thorough search to ensure items have simply not been misplaced and they should consider if visitors or short-stay friends or acquaintances could have been responsible for the thefts. Once these explanations have been eliminated the next step would be a formal complaint to building management.

Of far greater concern are the missing duplicate keys – provided there is absolutely no doubt that they were stolen and not misplaced, the tenant should work with the manager to replace the locks as quickly as possible to protect the security of the tenant's apartment and possessions.

Both the tenant who is experiencing theft problems and the building manager should be keeping a log book or record of these incidents for future reference.