

## Residential Homeowners Association Increases Patrols and Customer Service Through Contract Security and Company Police

### Lake Toxaway Community Association

**Situation:** Lake Toxaway, a three-mile long, one-mile wide lake in the southern Appalachian Mountains of North Carolina, reflects the beauty and serenity of the historically popular mountain retreat area. Year-round and seasonal residents share the 5,000-wooded acres surrounding the beautiful rural lake.

The Lake Toxaway Community Association is a homeowners association (HOA) that is responsible for administering and managing the community of some 1,200 residential property lots. Not unlike HOAs at thousands of up-scale destination communities throughout the country, one of the board's most important governing responsibilities is to maintain the safety and security of the residents and their properties.

In its efforts to provide quality, efficient and responsive services to its residents, the Lake Toxaway Community Association's Board of Directors has contracted IPM, of Arden, NC, one of the region's largest destination property management companies, to provide seamless community association management services. IPM enforces the association's rules and regulations, provides financial and administrative functions, and maintains operational procedures, which range from landscaping to security.

The Lake Toxaway Community Association Board's Safety and Security Committee, in conjunction with IPM, began researching the possible financial efficiencies available to the HOA by changing from a hybrid in-house security operation to a private security company.

"The Board's decision came down to simple economics," said Kit Garren, President of IPM. "We began to explore contract security services for Lake Toxaway and discovered through a series of interviews with numerous companies that we would have an economic advantage of outsourcing with a private security company."

After a thorough evaluation, the Board selected Allied Universal Security Services as their private security company.

"Allied Universal came in at a very competitive rate. They saved the HOA money without compromising the outstanding level of service that the residents had come to expect from their in-house security," Garren said. "Allied Universal brings a high level of customer service, which was critically important to the Lake Toxaway Board."

**Challenge:** In high-end residential communities like Lake Toxaway, residents have extremely high expectations, especially in the area of safety and security. "The delivery and execution of those services must equal those expectations," Garren said.

The critical challenges for Allied Universal were to execute a flawless, professional transition and establish a responsible, authoritative security presence with a high degree of customer service for the homeowners.

#### Location:

Lake Toxaway, NC

#### Statistics:

- > Approximately 1,200 residential properties
- > Company Police Officers
- > Rural lake community surrounded by 5,000-wooded acres





Significantly greater visibility to deter potential criminal activities.

More strategic and effective vehicular and nautical patrols.

A concerted effort to make customer service a priority.

The expertise and resources of Allied Universal's regional professionals.

Reduced costs.

Allied Universal's residential community security expertise and sharing of best practices.

"Allied Universal has made a very positive impression on the residents," Garren said. "In addition, the Safety and Security Committee is well versed and advised on the entire security process at all times. The Board of Directors is very happy."