



*Integrity*  
*Experience*  
*Security*

## National Property Management Company

**Overview:** National Property Management Company operates residential properties throughout Massachusetts. The quality of life that its residents enjoy is one of the most important things the company offers to set itself apart from competitors in the field. Facing increasing complaints of offenses from vandalism, drug dealing, loitering and other prohibited activities, National Property Management Company and their Director of Security turned to RMA Global to address the growing problem.

**The Problem:** National Property Management Company feared that the increase in complaints would negatively impact their bottom line and their reputation within host communities. The issues they faced were internal as the local law enforcement could only become involved if a crime was being committed at the time it was reported. National Property Management Company needed a way to proactively address the symptoms that lead to crime in order to address the problem.

**Strategic Recommendation:** RMA developed a program to address the problem including surveillance to identify the exact nature and location of prohibited and unlawful activities, the perpetrators and how best to mitigate the activities.

**Program Elements:**

- Surveillance and investigation of the property and complaints
- Patrols to enhance residents' feeling of safety
- Liaison with local police and community outreach

**Results:** RMA Global's efforts on behalf National Property Management Company developed a greater sense of community throughout the entire complex. There was a drop in crime and prohibited activity, allowing National Property Management Company to continue to service its tenants and provide them with a superior experience.