

ECAM

PROTECTING RESIDENTS. REDUCING DAILY PROBLEMS. IMPROVING PROPERTY PERFORMANCE.

A Proactive Security Guide for Multifamily Communities

WHAT'S HAPPENING IN MULTIFAMILY?

Multifamily communities face a unique security challenge. Unlike commercial or industrial properties, apartment communities are active around the clock. Residents, guests, deliveries, maintenance teams and service providers create constant movement, making it difficult to distinguish everyday activity from suspicious behavior.

For property managers, the biggest challenges are rarely catastrophic events. Instead, they're the recurring issues that consume time, frustrate residents and impact property performance. Vehicle break-ins, package theft, loitering, unauthorized visitors and amenity misuse create a steady stream of complaints that property teams must manage every day.

Many communities have already invested in surveillance cameras and access control systems. The challenge isn't a lack of technology. It's that these systems often aren't actively monitored, leaving property teams to review hours of footage after an incident has already occurred.

This guide explores the everyday security challenges facing multifamily communities and outlines how live monitoring, proactive intervention and operational support can help reduce recurring issues, improve the resident experience and protect long-term property performance.



BY THE NUMBERS

43% OF AMERICANS EXPERIENCE PACKAGE THEFT

Annually

52% OF PROPERTY MANAGERS SAY CRIME INCREASED

At multifamily properties last year

10 PACKAGES PER RESIDENT, PER MONTH

Stolen on average at apartment communities

36% OF PROPERTY MANAGERS CITE TRESPASSING

As a top ongoing security concern

73% OF PROPERTY MANAGERS CITE CAR BREAK-INS

As their top safety concern

105% INCREASE IN MOTOR VEHICLE THEFT

Across major U.S. cities since 2019

*https://ecam.com/security-blog/what-do-multifamily-crime-statistics-say
**https://www.multifamilyinsiders.com/multifamily-blogs/cloudastructure-s-multifamily-crime-poll-significant-increases-in-crime-in-2023

MULTIFAMILY COMMUNITIES FACE EVERYDAY SECURITY CHALLENGES

Unlike many industries, multifamily communities don't struggle with one major security event. They deal with dozens of smaller issues every week. These recurring incidents create operational headaches for property managers, frustrate residents and slowly impact property reputation and financial performance.



VULNERABILITIES

- **Open communities:** Residents, guests, deliveries and vendors create constant activity.
- **Shared amenities:** Pools, gyms, clubhouses and package rooms experience frequent misuse.
- **Parking areas:** Large parking lots and garages provide opportunities for vehicle crime.
- **Distributed layouts:** Garden-style communities often have multiple entrances and limited visibility.
- **Passive surveillance:** Cameras record incidents but aren't actively monitored.

THREATS

- **Vehicle break-ins:** One of the most common resident complaints.
- **Package theft:** Increasing with online shopping.
- **Loitering:** Unauthorized individuals lingering around buildings and common areas.
- **Amenity abuse:** Non-residents using pools, gyms and clubhouses after hours.
- **Trespassing:** Unauthorized individuals entering the property.

RISKS

- **Resident dissatisfaction:** Frequent complaints reduce resident satisfaction.
- **Lower lease renewals:** Security concerns influence resident retention.
- **Negative reviews:** Online reputation impacts leasing performance.
- **Operational burden:** Property teams spend valuable time managing incidents.
- **Revenue impact:** Increased turnover, concessions and vacancy costs.

Traditional security often reacts after problems occur. Multifamily communities need solutions that reduce recurring issues, support property teams and improve the resident experience before incidents escalate.

FIVE SIGNS YOUR MULTIFAMILY SECURITY ISN'T KEEPING UP

Multifamily security isn't defined by major incidents. It's defined by the constant operational burden of managing recurring problems. The question isn't whether incidents happen—it's how much time your team spends responding to them.



1. YOUR TEAM SPENDS MORE TIME REVIEWING FOOTAGE THAN MANAGING THE PROPERTY

- Property managers shouldn't have to search through hours of recorded video every time a resident reports an issue.

2. RESIDENTS KEEP REPORTING "SUSPICIOUS PEOPLE"

- Many complaints aren't about confirmed crime; they're about uncertainty over who belongs on the property and who doesn't.

3. YOUR AMENITIES CREATE MORE COMPLAINTS THAN VALUE

- Pools, gyms, clubhouses and package rooms should attract residents, not become ongoing sources of frustration.

4. YOUR CAMERAS RECORD INCIDENTS, BUT DON'T HELP PREVENT THEM

- If you're only reviewing footage after something happens, your investment isn't working as hard as it should.

5. YOUR SECURITY SOLUTION CAN'T KEEP UP WITH A LIVING COMMUNITY

- Traditional event-based monitoring struggles in environments with constant activity. Live monitoring provides the context needed to distinguish everyday resident activity from real security threats.

If even one of these challenges feels familiar, it may be time to evaluate your community's security strategy. Consider strengthening your approach with live monitoring, proactive intervention and operational support that reduces recurring issues while improving the resident experience. At ECAM, we provide scalable solutions designed specifically for multifamily communities.

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CASE STUDY

HOW ECAM HELPED REDUCE CRIMINAL ACTIVITY AT CORE APARTMENTS

THE CHALLENGE

Core Apartments, a 400-unit luxury apartment community in Anaheim, California, was experiencing ongoing security issues in its multi-level parking garage. Frequent vehicle break-ins, vandalism and unwanted activity were creating frustration for residents while increasing the workload for onsite management.

While the property already had surveillance cameras and onsite security, limited coverage, blind spots and inconsistent police response left the community vulnerable. Property management needed a more proactive approach that could help deter crime before it occurred while improving safety for residents.

THE SOLUTION

ECAM designed a customized security strategy focused on the community's highest-risk areas, particularly its parking garage. The solution included:

- expanded surveillance coverage to eliminate blind spots throughout the garage;
- live video monitoring by trained ECAM security professionals;
- audio deterrent speakers to intervene during suspicious activity;
- integration of existing onsite cameras into one monitored solution;
- real-time verification and direct communication with local law enforcement.

This layered approach transformed the property's surveillance system from a passive recording tool into a proactive security program capable of detecting, verifying and responding to incidents in real time.

THE RESULTS

- 70% police response rate to verified incidents during the first six months
- Significant reduction in criminal activity throughout the parking garage
- Faster, more consistent law enforcement response
- Multiple apprehensions and successful deterrence of criminal activity
- Reduced reliance on onsite security guards, lowering operating costs
- Improved resident confidence and overall community safety

KEY TAKEAWAY

For multifamily communities, effective security is about more than responding after an incident occurs. By combining live video monitoring, proactive intervention and comprehensive parking garage coverage, ECAM helped Core Apartments reduce recurring criminal activity, improve police response and create a safer, more secure environment for residents while reducing the operational burden on property management.

SOLUTIONS BUILT FOR MULTIFAMILY

Multifamily communities require more than standalone cameras or motion alerts. Effective security depends on proactive monitoring, operational support and technologies that help property teams reduce recurring issues while improving the resident experience.

ECAM helps property owners and managers build scalable security programs that reduce operational burden, improve visibility and make existing security investments work harder.



PERMANENT SURVEILLANCE SYSTEMS

- Continuous coverage across parking areas, amenities and common spaces
- Supports investigations and resident follow-up
- Integrates with existing infrastructure
- Improves property-wide visibility

LIVE VIDEO MONITORING

- Real-time intervention before incidents escalate
- Works effectively in high-motion environments
- Supports rapid response and police dispatch
- Provides context beyond simple motion alerts

AI-DRIVEN ANALYTICS

- Prioritizes real threats over routine resident activity
- Reduces nuisance alarms
- Improves monitoring efficiency
- Accelerates response

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MOBILE SURVEILLANCE UNITS (MSU MINI)

- Flexible coverage for difficult-to-monitor areas
- Ideal for overflow parking, detached amenities or temporary needs
- Rapid deployment without permanent infrastructure
- Visible deterrence

CAMERA TAKEOVER & SYSTEM MANAGEMENT

- Leverages existing camera investments
- Ongoing maintenance and health monitoring
- Footage retrieval and incident support
- Maximizes the value of existing systems

INCIDENT REPORTING & OPERATIONAL SUPPORT

- Complete incident summaries
- Entry and exit tracking
- Organized evidence packages
- Reduced administrative workload for property teams

By combining live monitoring, proactive intervention and operational support, multifamily communities can move beyond reactive security and create safer communities while reducing the daily burden on property management teams.



CONSIDER THE NUMBERS

Surveillance cameras can reduce thefts
BY UP TO 45%

Sensors, LPR and real-time monitoring can cut crime
BY UP TO 60%

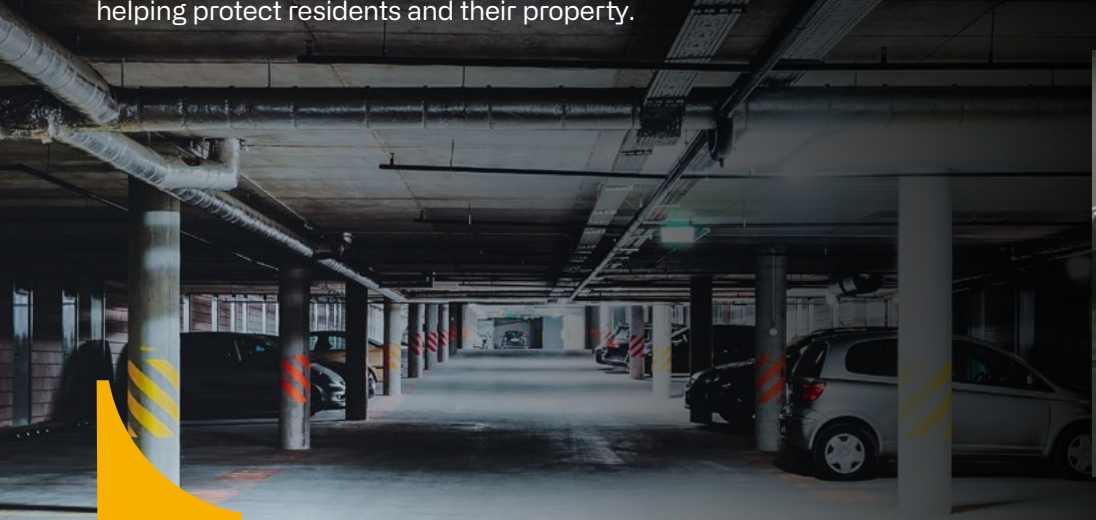
Surveillance footage helps identify suspects
IN 70% OF THEFT CASES

*https://zipdo.co/crime-statistics/#sources

MULTIFAMILY INCIDENT REPLAY

SUSPICIOUS INDIVIDUAL APPREHENDED AT WASHINGTON APARTMENT COMMUNITY

Late one evening, ECAM monitoring professionals observed an individual loitering in the parking lot of a Washington apartment community. As operators continued to monitor the situation, the individual began attempting to open multiple parked vehicles, behavior that clearly indicated a potential vehicle break-in was underway. ECAM immediately contacted local law enforcement while maintaining real-time surveillance of the suspect. Officers arrived quickly and took the individual into custody without incident, preventing potential theft and helping protect residents and their property.



HOW ECAM RESPONDED

- Detected suspicious loitering in the parking lot
- Verified attempted vehicle tampering in real time
- Contacted local law enforcement immediately
- Continued monitoring until officers safely apprehended the suspect

WHY IT MATTERS

Parking lots are among the most common locations for criminal activity in multifamily communities, yet they're also some of the hardest areas to monitor effectively. Live video monitoring gives property teams real-time visibility into suspicious behavior, helping stop incidents before they escalate into vehicle theft, property damage or resident safety concerns. Rather than simply recording what happened, proactive monitoring enables faster police response and helps create a safer environment for residents.

WATCH THE INCIDENT



MULTIFAMILY SECURITY CHECKLIST

Creating an effective multifamily security strategy requires more than adding cameras. Communities need proactive monitoring, operational support and security programs that reduce recurring problems while improving the resident experience.

1. IDENTIFY RECURRING PROBLEM AREAS

- Parking lots
- Package rooms
- Amenities
- Common gathering areas

2. MAKE YOUR EXISTING CAMERAS WORK HARDER

- Monitor live, not just record
- Maintain system health
- Improve camera coverage

3. PRIORITIZE LIVE MONITORING

- Respond in real time
- Reduce false alarms
- Verify incidents before dispatch



4. REDUCE THE OPERATIONAL BURDEN

- Simplify investigations
- Receive organized incident reports
- Spend less time reviewing footage

5. MEASURE PROPERTY PERFORMANCE

- Track recurring issues
- Monitor resident complaints
- Evaluate retention and operational improvements

By understanding where recurring issues occur, deploying proactive monitoring and reducing the workload placed on property teams, multifamily communities can move from constantly reacting to problems toward preventing them. The result is happier residents, more efficient operations and stronger property performance.

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APARTMENT LAUNDRY ROOM THEFT ENDS IN SWIFT ARREST

During the early morning hours, ECAM monitoring professionals observed an individual stealing clothing from the communal laundry room of an Indiana apartment community. After taking several items, the suspect was seen putting on the stolen clothing and attempting to leave the property. ECAM immediately notified local law enforcement while continuing to track the suspect in real time. Responding officers arrived within minutes, located the individual in the parking lot and made an arrest before they could leave the property.

HOW ECAM RESPONDED

- Detected suspicious activity inside a shared community amenity
- Verified the theft in real time
- Immediately contacted local law enforcement
- Continued monitoring until officers arrived and arrested the suspect

WHY IT MATTERS

Security in multifamily communities extends beyond entrances and parking lots. Shared spaces like laundry rooms, package rooms, clubhouses and fitness centers play an important role in the resident experience and can become easy targets when they aren't actively monitored. Live video monitoring helps property teams protect these everyday amenities, deter theft before it impacts residents and build confidence that the community is being actively watched—not simply recorded.

WATCH THE INCIDENT



YOUR PATH TO BETTER COMMUNITY SECURITY

Multifamily communities aren't measured by whether they prevent every incident. They're measured by the experience they create for residents every day. When recurring issues like vehicle break-ins, package theft, loitering and amenity misuse are reduced, property teams spend less time managing complaints, residents feel safer, and communities become more desirable places to live.

Effective multifamily security combines live monitoring, proactive intervention, AI-driven analytics and operational support to reduce recurring problems before they escalate. When implemented strategically, these solutions not only help deter crime but also improve resident satisfaction, protect property reputation, reduce operational burden and support long-term asset performance.

TAKE ACTION WITH ECAM

Create a safer community while reducing the daily burden on your property team. ECAM provides scalable security solutions, live monitoring and operational support designed specifically for multifamily communities, helping you improve resident satisfaction, streamline operations and protect property performance.

