



Building Safer Communities: Case Studies

Monroe Group and Steele Properties are proud of our work to improve the neighborhoods where we develop, rehabilitate and manage properties.



We believe our investment builds a healthy stable community and contributes to the success of our residents. Together, we have a proven track record of improving neighborhood safety by working with local community groups and law enforcement agencies resulting in reduced crime and increased safety and security for our residents.

Trestletree Village

ATLANTA, GA



Trestletree Village is a Project Based Section 8 family community that consists of two complexes with 55 buildings and 188 units, Trestletree North and Trestletree South, both located in the Grant and Ormewood Park neighborhoods of Atlanta. Steele Properties invested \$9 million in renovations including \$210,000 in safety and security enhancements when the property was acquired and developed in 2013.

Prior to the safety improvements, there was heavy gang-related activity at the property including domestic violence, break-ins and shootings. The community management team was often threatened and did not feel safe at Trestletree, especially during the evening. Torrance Ashmon, an Atlanta Police Department officer and Trestletree security officer said, *“Trestletree staff safety was a huge concern for us. Officers would come back to the property after hours just to make sure that the staff was safe while leaving the premises.”*

Steele Properties invested \$210,000 in the following upgrades and property enhancements to increase resident safety and security:

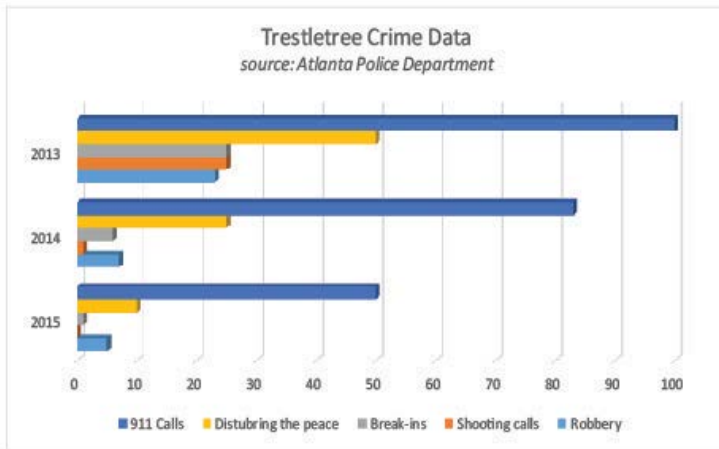
- Upgrading the entire property by investing millions of dollars in rehabilitation and renovation
- Improving site lighting with the installation of more light poles and LED lights to deter unwanted activity
- Installing a 46-camera surveillance system integrated with APD video system
- Installing controlled access gates into the property
- Implementing new parking policies and increased signage throughout the complex
- Partnering with the Atlanta Police Department to increase security patrols, and to prevent, monitor and deter unwanted activity
- Adding two new community centers to provide much needed services to residents including internet access
- Upgrading the property landscaping by removing old vegetation to improve visibility
- Removing improperly disposed of trash and debris
- Installing bollards to help control vehicle access into the property

“I did not feel safe at all. There were many break-ins and a lot of shootings. There were times I had to lay on the floor to get out of the line of fire.”

Melissa Brown
former Trestletree Community
Manager

Crime has dropped dramatically since Steele Properties acquired Trestletree. Thanks to these improvements and strong community partnerships, there has been a 62% drop in overall crime at Trestletree Village, as well as a 100% reduction in shooting calls, 96% reduction in unit break-ins, 80% reduction in disturbing the peace, and 50% reduction in 911 calls.

The following is a report from the Atlanta Police Department:



Community management and security staff have seen significant improvements in safety after the addition of these security enhancements and upgrades. The addition of a controlled-access gate limiting vehicle traffic, and increased police presence significantly impacted crime reduction at Trestletree.

Local community groups in Atlanta also noticed the positive effects of Trestletree’s security enhancements. *“I received several positive comments that criminal activity at Trestletree has quieted down. Also, there are fewer community complaints,”* explained Melissa, *“The NPU neighborhood groups are very happy about how crime has reduced in the area. They are pleased with the increased police presence and our security improvements at Trestletree.”*

Our community management team continues to collaborate with local government, community and neighborhood groups, including the Faith Collaborative, to ensure the neighborhood remains safe and crime is deterred. Our team also participates in quarterly open community meetings at City Hall to stay informed about local neighborhood issues.

“I have seen a great improvement and I feel safe. I can walk outside without being fearful. There is a lot less crime, especially break-ins. I haven’t been getting as many complaints or resident violations.”

Melissa Brown
Trestletree Community Manager

“Since Trestletree has beefed up security, I have noticed at least a 10-15% reduction in crime. Our response time is much faster now. Violent crime has gone down. Residents definitely feel much safer because I see them coming out of their homes to interact with one another, and spend time outside.”

Officer Torrance Ashmon
Atlanta Police Department and
Trestletree Security Officer

Castle Park Apartments

ST. LOUIS, MO



Steele Properties completed the rehabilitation of historic Castle Park, a 209-unit Project Based Section 8 family community in late 2011 including significant safety and security upgrades.

Steele Properties invested \$170,000 in security upgrades and property enhancements to increase resident safety:

- Upgrading the entire property by investing millions of dollars in rehabilitation and renovation
- Installing new surveillance cameras throughout the property
- Creating a single-entry point to access the property complex guarded by security staff
- Installing key card access system and residents ID program
- Implementing a restrictive building access policy
- Installing breach alarms to the exterior doors
- Implementing a strict visitor policy including visitor sign in and visitors accompanied by residents in order to enter the property
- Installing breach alarms to exterior doors to make sure they cannot be opened, unless it is an emergency
- Implementing a fire escape policy so that they can no longer be accessed, unless it is an emergency

“These improvements have made an enormous difference,” explained Detective Greg Adams, *“The guarded entrance door and restricting access to one entry point have made a significant impact in reducing violence and property crime. The new cameras that were installed are much better than what we had before and allow us to better monitor the property. As a result, our response time is much faster now and we can quickly resolve a situation before it escalates.”*

“I’ve worked at Castle Park for over ten years. Prior to the security improvements, there was a high volume of violations every week such as violent crimes and property break-ins. About 80% of crime was due to unwanted visitors. I personally have been injured responding to some violations here.”

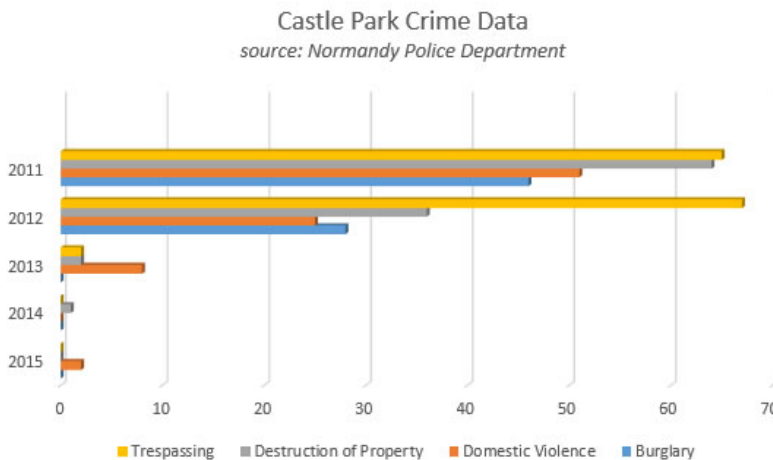
Greg Adams
Homicide Detective, Berkeley
Police Department and Castle Park
Security Officer

Residents feel much safer with the addition of security enhancements and increased security staff resulting in decreased resident violations and complaints. Castle Park Community Manager Melody Day commented, *“There’s no doubt the security enhancements have made Castle Park safer. Prior to the improvements, the building had about 100 doors that were always propped open. Those doors are now shut and there is only one entrance door, which is now guarded. Our residents definitely appreciate the security staff and love the guest sign-in policy because now there are no unexpected and unwanted visitors.”*

Detective Adams commented after receiving excellent resident feedback, *“The vast majority of residents told me that the community is much safer and they are glad to live in a securer environment. Even outside visitors, especially parents of the residents who live here, have said they are very happy to see a police presence monitoring the premises.”*

The following is a report from the Normandy Police Department:

Crime has dropped significantly since Steele Properties acquired Castle Park in 2011. Data from the Normandy Police Department shows a 100% drop in crime for trespassing, burglary and destruction of property. Domestic violence was reduced by 99%.



When a Castle Park resident safety and security survey was conducted after renovations were completed, 88% of responders felt that safety and security is much better now than prior to the property rehabilitation. The same 88% said they feel safer now. Residents commented that they are very happy to have the police sitting at the front of the property to monitor who comes into the building. They are glad to no longer have to worry about unwanted visitors.

Woodside Village Apartments

MCKINNEY, TX



Steele Properties completed a significant \$5 million rehabilitation at Woodside Village, a 100-unit Project Based Section 8 family community located in McKinney, TX in 2013 including important safety and security upgrades.

Steele Properties invested \$165,000 in security upgrades to increase resident safety:

- Upgrading the entire property by investing millions of dollars in rehabilitation and renovation
- Installing of new security cameras
- Upgrading security monitoring systems including installing a license plate camera
- Upgrading light poles
- Adding new security patrols by the McKinney Police Department to ensure resident safety
- Installing new light fixtures to improve lighting and visibility throughout the property complex

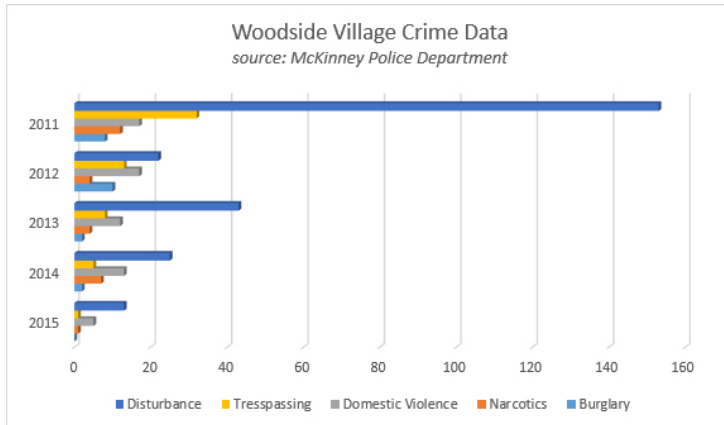
Security patrol is now provided by the McKinney Police Department to ensure resident safety and has made a big difference. *“I have seen a lot less traffic throughout the property and there has been a large reduction in violence,”* said Felicia. *“Now that residents know we have security patrol as well as monitoring cameras, they are much more careful about what they do and are more respectful of the property.”*

“Prior to the security improvements, I received numerous complaints and many lease violations ranging from drug use to violence including many shootings. There were many reports of assault, burglary, disturbance, domestic violence and trespassing.”

“I’ve seen many significant security improvements throughout my three years as community manager at Woodside Village Apartments and have developed close relationships with our current tenants. We have removed the bad tenants who caused many of our security problems due to our wonderful partnership with our police department.”

Felicia Graves
Woodside Village Community
Manager

The following is a report from the McKinney Police Department:



A resident safety and security survey was conducted at the conclusion of the Woodside Village renovation and 100% of responders felt that the security improvements improved safety. Residents felt much safer than before with 90% of responders strongly agreeing.

One resident commented: *"I think our Woodside community manager is doing a great job helping residents feel safe. As long as we all stay together as a community, things around here will get even better."*
Another resident said: *"I don't feel any danger here. I see kids playing outside all the time and as long as they feel safe, then this is a good place to call home."*

Total crime dropped 81% since Steele Properties took ownership of Woodside Village. Crime data from the McKinney Police Department shows a significant drop in total crime since 2011. The largest declines include assault, burglary, disturbance, domestic violence and trespassing.
