FREE BOARD RESOURCE

THE BOARD SECURITY CHECKLIST

10 questions every HOA board and property manager should ask their security company before the next renewal or bid.

WatchYourBiz

How to use it: ask your current vendor each question, then ask any company bidding for your community. Check the box when you get a good answer.

	QUESTION TO ASK	CURRENT VENDOR	NEW BIDDER
01	**Are your officers licensed, and are you insured?** Ask for the PPO license number and a certificate of insurance that names the association as additional insured, with workers' comp on file. **Good answer: A license number on the spot and a certificate within a day or two.**	☐	☐
02	**Who watches our cameras at night?** Most guard companies only patrol. Ask whether anyone views your cameras live, or only pulls footage after something happens. **Good answer: A named command center watching live, all night, every night.**	☐	☐
03	**How do you prove rounds actually happened?** Without proof, the board is trusting a handwritten log. **Good answer: GPS-logged rounds, supervisor check-ins, and officers visible on camera.**	☐	☐
04	**How fast do you respond, and how do you measure it?** "Quickly" isn't an answer. Ask for typical times and how they're recorded. **Good answer: A clear range (for example 0–15 minutes) with response times in the report.**	☐	☐
05	**What report do we get, and how often?** Managers need something they can drop into the board packet. **Good answer: A written report every morning and a monthly summary for the board.**	☐	☐
06	**What happens when a guard calls out?** A missed shift leaves the community uncovered. **Good answer: A named backup process and no unfilled shifts on your invoice.**	☐	☐
07	**Who is our point of contact?** Large companies often route you to a call center or a rotating account manager. **Good answer: One local person with a direct phone number who answers.**	☐	☐
08	**Can you use the cameras we already have?** Some vendors push new equipment contracts before they'll help. **Good answer: A free camera review, with additions only where there are blind spots.**	☐	☐
09	**What does the contract say about term, cancellation and rate increases?** Read the fine print before you sign, not after. **Good answer: Plain terms, a clear cancellation clause and no surprise increases.**	☐	☐
10	**Can we adjust coverage as our needs change?** A fixed shift you can't change wastes budget in quiet months. **Good answer: Packages you can move up or down, mixing monitoring, patrol and officers.**	☐	☐

SCORE YOUR SECURITY COMPANY

9–10 checks
You're in good hands. Keep asking for the morning report.

6–8 checks
Gaps worth fixing at renewal. Ask for a written plan to close them.

0–5 checks
Time to compare. Your community is paying for coverage it can't verify.

RED FLAGS TO WATCH FOR

- No license number or insurance certificate on request
- No way to prove rounds happened
- Unfilled shifts still showing on invoices
- Pressure to buy new equipment first
- Reports only after an incident, never routinely
- Nobody watching cameras at night
- A different contact every time you call
- Long contracts with automatic rate increases

NOTES FROM YOUR BOARD

This checklist is general guidance for boards and managers, not legal advice. Ask your association's attorney about contract terms and liability.

WANT A SECOND OPINION?
FREE WALKTHROUGH.

We'll walk the property, review your cameras and go through this checklist with your board, with no obligation. Officers and patrol provided by Testudo Guard, California PPO #122134.

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