
A SECURITY SCRIPT

There are security cameras and lights at all the building entrances. These measures are there to keep Tenants safe. However, if you let someone into the building, you're letting them bypass these safety efforts.

We know it's awkward when someone is at the front door at the same time as you are entering. We've created a sample 'script' to make it easier for you or your visitors to not let strangers in when you're at the entrance at the same time.

FADE IN:

EXT. CASTLE ARMS BUILDING ENTRANCE - ANY TIME OF DAY

WE OPEN as TRACY TENANT is heading home from a short walk. She arrives to find SAM STRANGER about to enter through the exterior door. SAM follows Tracy inside.

CUT TO:

INT. BETWEEN THE EXTERIOR DOOR AND THE LOCKED INTERIOR DOOR

TRACY approaches the interior, locked door with her key. SAM moves to follow.

TRACY TENANT

Sorry. Our building has a strict policy - Tenants are not allowed to let in non-Tenants. You'll need to buzz [indicating toward the access panel] who you're visiting and they'll let you in.

SAM STRANGER

[smiling, reaching for the door] It's OK, I'm Sam, Jane's boyfriend.

TRACY TENANT

[standing to block the door] Hi Sam. Maybe Jane will introduce us properly at the next event. 'Til then you'll have to buzz up.

SAM STRANGER turns toward the panel and TRACY TENANT closes the door.

FADE OUT:

YOU ARE THE STAR

There are a lot of variations to this scenario: food delivery, a PSW, a past Tenant, etc. In every situation, being honest and direct is best. Ask “Are you visiting someone in here?”. Follow up with specific questions like, “Who?” “What apartment?” “Have you tried buzzing up?” They should be able to give the Tenant’s name and apartment number.

No matter their response, ask them to wait outside until their host buzzes them in or arrives to let them in. It doesn’t have to be stern. A simple “I’m sure they’ll buzz you up soon. Thanks for understanding our building policy of not letting guests in unannounced.” will do. If that’s met with aggression and/or you can’t safely let yourself in, call 911.

