



# Response Guide for Condo and Apartment Building Break & Enters (B&Es), Theft, and Damage to Lobby, Storage Areas, & Parkades



*Prioritize personal and public safety when reporting crime*

## How to Report

### CALL POLICE 911

**IF:** Break & Enter, theft, damage, or suspicious activity (cutting lock, door handle checks) is **in-progress, just occurred, OR** where suspect is **actively** threatening property, self, or others

### CALL RCMP NON-EMERGENCY 250-762-3300

**IF:** Break & Enter, theft, damage, or suspicious activity occurred more than 30 minutes ago **with video** and/or suspect information available

### ONLINE at [kelowna.ca/police](https://kelowna.ca/police)

**IF:** Activity occurred over 30 minutes ago with **NO** video or suspect information

**Online reporting required for documentation & crime statistics**

City of Kelowna  
1435 Water Street  
Kelowna, BC V1Y 1J4

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## Part 1: Initial Report to Police

*The following information is necessary for best police initial response*

### Name and address of building?

### Date and time of B&E, theft and/or damage?

### Description of the suspect? *(if known)*

- Number and gender of suspect(s)?
- Do you know who the suspect is? Name(s)? How do you know?
- Complexion / skin tone
- Approximate age
- Build: tall, short, heavy, thin, etc.
- Hair: colour, length, style, etc.
- Features: tattoos, facial hair, glasses, etc.

### Description of suspect clothing? *(if known)*

- Colour and style of shirt or jacket
- Colour and style of pants or shorts
- Colour and style of shoes or sandals
- Other clothing: hat, jewelry, bag, etc.

### What direction did suspect leave? *(if known)*

- Mode of transportation: by foot, bike or vehicle
- Colour, approx. year, make/model, description, and plate number of associated vehicle(s)
- Objects carried by the suspect, including weapons

### What happened? What was stolen/damaged? Value?

### Does the building have video surveillance?

- Has the property/building manager been notified? (If you are an owner or tenant, notify your property/building manager ASAP.)
- Have owners been notified of damaged or stolen property?

### Has the video been reviewed yet?

- How did suspects enter the building?
- Are they wearing gloves? Did they touch areas without gloves on?
- Are any suspect vehicles visible? Plates?

Continued

## Part 2: From Property, Building, or Strata Manager

*To increase likelihood of charges, police require the following information*

### 1. Names, address & phone # of owner/tenants whose property was stolen/damaged

- Include storage locker #'s /stall #'s involved
- Include vehicle(s) plate involved
- Request owner/tenants provide list of items stolen and/or damaged with serial #'s, value & photos of stolen items as applicable
- Request owner/tenants write an individual statement (refer to Part 3)

### 2. How was access gained?

- Forced entry? Damaged doors?
- Forced entry via fire lockbox or other lockboxes?
- Use of fob? Which fob? Will require a printout of the fob reports
- Non-forced entry? Followed a person or vehicle in? Lives in the building?
- Is this a repeat occurrence?

### 3. Video Surveillance

- Locate the suspect(s) on camera system
- Otherwise provide name, phone #, email address for person responsible for camera system
- Download video BEFORE it overwrites:** Include all video of suspects inside & outside building (including stairwells & elevators)
- Ensure timestamp is visible on the video. Include raw format and MP4 format if possible

- Compare camera timestamp to real time. Do they match or is camera time different? By how much?
- Include name, date of birth & phone # of person who downloaded video

### 4. Property/Building Manager written statement

- Describe your role and/or position
- Describe what happened with respect to the building itself. Anything else stolen or damaged? Locks, doors, cameras, tools, etc.
- Value of items stolen and/or damage done Include receipts for repairs or replacement
- Did keys and/or fobs need to be replaced? Include receipts for replacement
- Include your involvement in obtaining video
- Include your name, date of birth, phone number and the date you wrote your statement

### 5. Include the following in your written statement if you witnessed the crime in person

- Describe what happened. What did you see? Include dates and times
- What did the suspects do? Did they say anything?
- What did you say to them?
- Do you know who the suspect(s) are? How do you know?
- Anything else?

## Part 3: From Individual Owner(s) /Tenants(s)

*Please include the following in your written statement to police*

- List of your items stolen and/or damaged with serial #s and value. Include photos.
- What kind of damage occurred to your property?
- Where were the items stolen from and/or your vehicle parked when the theft/damage occurred?
- Include your storage unit/locker # if applicable
- Include your vehicle plates if applicable
- How did this impact you?
- Include your full name, address, phone #, date of birth, and the date you wrote your statement

### Include the following in your written statement if you witnessed the crime in person

- Describe what happened. What did you see? Include dates and times
- What did the suspects do? Did they say anything?
- What did you say to them?
- Do you know who the suspect(s) are? How do you know?
- Anything else?

