



# Case Study

## KASTLE'S URBAN ALARM TEAM PROTECTS WINN RESIDENTIAL PROPERTIES WITH VIDEO MONITORING SOLUTION

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– Crystal Davis  
General Manager  
WINN Residential

### PROJECT OVERVIEW

In response to several security challenges it was facing, the Winn Residential Properties in SE Washington D.C. sought a security solution to protect its affordable housing community.

The location spans some 46 buildings and 200 private parking spaces. Winn turned to the expertise of Kastle Systems' Urban Alarm team to specify the ideal video surveillance and 24/7 monitoring solutions to meet their specific security challenges.

### CHALLENGES

There were several factors that prompted Winn to strengthen security measures. Incidents of disruptive tenant behavior were on the rise, as were cases of vandalism and property damage. Parking rules and regulations also needed to be enforced. But budget constraints prevented Winn from putting a guard in all 46 buildings. Prior to putting Kastle's solutions in place, there was no electronic security system to safeguard the property. A more scalable way to be able monitor the entire property without adding significantly more guards was needed.

### SOLUTION

To best serve Winn's security needs, Urban Alarm designed and implemented a Kastle Video solution taking Winn's unique circumstances into account. It features a comprehensive CCTV

surveillance system with 150 IP cameras covering the property's access points, lobbies, common spaces, laundry and community rooms, and stairwells.

**These advanced cameras can provide continuous high definition video feed for live monitoring as well as digital analytics to trigger instant video alerts when events occur during periods live surveillance is unavailable.** A strategic combination of 24/7 live and remote patrol video monitoring was put in place, supported by on-site security dispatch services

### RESULTS

Winn's Residential Properties are now protected by 24 hour video surveillance complete with remote audio functionality and 24 hour live and event based video monitoring. The overall solution has significantly cut down on loitering as well as the amount of vandalism occurring on the property. The solution has reduced the overall crime rate in the area and enabled Winn to collaborate closely with the local police department to resolve criminal cases faster.

The implementation of live and event-based video monitoring has enabled Winn to reduce the number of physical guards on-site while simultaneously improving the overall effectiveness of the security program. Remote monitoring of the cameras has also facilitated quicker

While reported crime in the neighborhood has increased 27% over the past 5 years, crime in the immediate area has reduced 46% year over year (2014 vs 2018 full year).

**Source:**  
DC Metropolitan  
Police Department  
<http://crimemap.dc.gov>



emergency response time as the Urban Alarm station operators can see and react to developing situations in real time and deploy the most appropriate response – be it on-site security or other emergency responders such as police, fire or EMS.

### END USER SATISFACTION

“Winn chose Kastle Systems and its Urban Alarm team as our security solutions provider because of their ability to develop a customized security solution suited specifically to our needs,” notes Crystal Davis, General Manager WINN Residential.

“It’s proven to not only be a security-focused solution, but one that’s also alleviating other challenges we faced, including tenant infractions, centralized reporting, and parking management.”

### SUMMARY BOX

#### End User:

Winn Residential Properties /  
Washington, D.C.

#### Solutions Provider:

Kastle Systems / Urban Alarm

#### Challenges:

- + Unacceptable tenant behavior
- + Vandalism and property damage
- + Lack of centralized documentation, incident reporting and accountability
- + No on-site or remote security measures in place
- + Lack of on-site security oversight and support
- + Lack of parking control

#### Solution:

Live, event-based and remote CCTV monitoring

24/7 monitoring and dispatch services

### ABOUT KASTLE SYSTEMS

Kastle Systems has been leading the security industry for more than 40 years with new technologies and advanced security solutions. Kastle operates and manages security systems for its clients remotely, around-the-clock and protects over 10,000 locations nationwide and internationally. Kastle’s innovative outsourced security services significantly reduce costs and improve the critically important, 24x7 performance of security systems for building owners, developers and tenants. KastleVideo systems deliver the latest advancements in monitored video solutions, including high-definition cameras, cloud-enabled network recording and cutting-edge video analytics. Headquartered in Falls Church, Virginia, Kastle is consistently ranked the #1 Security Provider in DC by the Washington Business Journal and is on CIOReview’s 2018 List of Top Physical Security Providers in the US.

### ABOUT URBAN ALARM

Based in Washington DC, Urban Alarm services businesses and residential neighborhoods in the DC metro area. The company provides security alarm systems, fire alarms, access control, telephone entry, video surveillance, and 24/7 monitoring for residential, commercial, and property management customers. Urban Alarm was acquired in 2017 by Kastle Systems, becoming an independently operated business unit of one of the most highly regarded DC-based security services companies.