

Albuquerque Police Department Recommendations for REALTORS®

Below is a detailed list of recommendations from APD related to Seller property.

APD strongly emphasized taking photos and serial numbers of all property because suspects cannot be detained if owners cannot positively identify their property.

Crime Prevention

1. **Record property:** Encourage your homeowner and/or stager to take photos of all property. Take down serial numbers for appliances* and any other valuables.

If the homeowner is going to be out of town (whether they on vacation or if they have moved), advise them to take the list. This is vital to investigations because criminals are often caught when selling stolen property.

Strongly encourage all clients (not just sellers) – and stagers – to remotely store serial numbers and pictures for free at LeadsOnline. To open their account, direct your homeowner to <https://www.cabq.gov/police/online-services/leads-online> and to select “ReportIt: Citizen Property Inventory System.” Having property listed through LeadsOnline will help APD better find the property and criminals – and is useful for insurance claims where property is damaged.

** Marketing tip: An easy approach your seller is to ask them to provide you with appliance serial numbers when they’re included the home sale. Buyers will need this information to transfer or extend warranties. This will give you information on the large ticket items in a vacant home without causing alarm with the homeowner. Even though the owner must file a stolen property report, you can include this information to the police in your report to them.*

Encourage your homeowner and/or stager “marks” all the property so it can be identified later. This can include special stickers, engravings, or other notations. This mark should unique and hidden so it is not easily found, identified and removed by a stranger. If the property has serial numbers, make sure the homeowner / stager keeps a list of property associated with the house.

2. **Meet the neighbors:** When you list a property of a vacant home, make sure you introduce yourself to the neighbors – especially those that were friends with your seller.

Give them your business card and let them know that the house will be shown to potential buyers. Let them know what car you drive so they know when you are at the property (which also helps ensure your personal safety).

If neighbors see anyone moving furniture or appliances – or see strange vehicles in the driveway –at odd hours instruct them to call 911 and then call you and/or the owners.

Of course, introducing yourself and handing out your card has the added benefit of marketing yourself to the neighbors. You may also promise to inform them when the house is sold – giving you another touch point with the neighbors – an letting them know the next moving van is likely their new neighbor so no need to call 911.

If there is a Neighborhood Watch sticker on the property or in the neighborhood, introduce yourself to them and let them know the address of the house you have listed.

* For a list of the active Neighborhood Watch in your seller's neighborhood, call Steve Sink, ABQ's Senior Crime Prevention Specialist at 505-244-6644.

3. **Put the lockbox on the front of the house:** While some of real estate safety tips advise you to put the lockbox on the back door, APD recommends that all lockboxes in the front of the house for your safety.

Entering the back of a vacant property increases the safety risk to REALTORS® and potential buyers. The public already knows the house is for sale from the sign in the front yard and the public listings online, so there is no benefit to putting it on the back door.

The more visible you are, the safer you will be.

4. **Keep information secure:** Make sure you follow proper MLS procedures – and use those same safety procedures everywhere you list the property.

Do not include information about vacancy or the owner's schedule in the public listing. This should only be entered LO/SO Remarks for other REALTORS® or their admins to see.

Remember: ***Do not share your Flexmls login information with anyone.*** Everyone using Flexmls must be assigned their own access to the system.

Reporting Crimes at your Seller's Property

1. **If your lockbox is missing: Call police and report the theft first.** Then, notify your client. If they are in town, they will need to come to the property to see if anything is stolen and report the crime. If they are out of town, you will need to check the property for them (send them pictures to help them with their report).
2. **If your lockbox is missing and nothing is stolen: Call a locksmith** to have the locks changed. It is crucial that the locks are changed quickly because the criminal is likely to come back with the key to the property.
3. **If there are signs of forced entry or the lockbox is missing and you notice property is stolen, call 911 immediately. Leave the house and stay safe until the police arrive.** If you have the serial numbers and/or pictures of the property, provide it to the police in your report. Even though the property owner needs to file the official theft report, it will help police identify stolen property if it's found quickly.
4. After filing the initial report, have the owner of the property (either the homeowner or the stager) call 505-768-2030 during normal business hours to file the stolen property report or go to <http://apdsop.tripod.com/onlinereports/start-report.html> to file the police report online.
5. **After you call the police and have the house secured, call GAAR Member Services to report the incident.** Have your MLS number handy and let member services know whether or not property was stolen. In addition to deactivating the box with Supra, GAAR is providing APD with a list of incidents so nothing slips through the cracks.

Should you have any questions about personal or property safety, please contact Eva Medcroft, Manager of Communications and Outreach, by phone at 505-724 -3461 or by email at eva@gaar.com.

For more tips about REALTOR® safety, [please visit the article on REALTOR.org here.](#)

For more tips about vacant home protection, [read our recent article.](#)

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