INSTRUCTIONS FOR SECURITY RELATED CALLS

1. Call the Chicago Police Department first by dialing 911.

2. Call the Bickerdike answering service at 773.227.6332. Follow the prompts and a live operator will come on the line.

3. Tell the operator that it is a security related call.

4. You will be asked for your name and a number where you may be contacted (you may remain anonymous if you choose).

5. Tell the operator which Bickerdike address you are calling about. Kindly make sure that it is a Bickerdike property address when calling.

6. Describe the problem.

7. Should you decide to follow up with the Property Management Department the next business day, document your call and the date and time you made the call.

8. If you would like to follow up with the Property Management Department, simple call during regular business hours, Monday through Friday, 9:00 am to 5:00 pm, and ask to speak with the Security Manager.