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Case Study: **Orpheum Lofts Condominium Association**

Residential Security Services That Go Above and Beyond.

The Client

Orpheum Lofts Condominium Association governs Orpheum Lofts, a 90-unit community of privately-owned condos in downtown Phoenix, Arizona. The 11-story art-deco building was constructed in 1931 as office space and was completely renovated and converted into modern condominiums in 2004. An essential component of a high-end condominium community is professional, on-site security guard services.

Since reopening as a multi-family complex, Orpheum Lofts has kept a security team on-site to ensure the property is kept secure and residents feel safe at all times. Amid industry shifts that place a higher demand on security, the Association determined it needed a higher level of professionalism and high-touch service than their existing security contractor could provide.

The Challenge

How can a homeowners association strengthen on-site security and improve residents' quality of life without experiencing any coverage gaps or oversight?

The Solution

IPSA Security Services stepped in to provide full-service security for Orpheum Lofts. After conducting a local search for a new security services company, IPSA quickly rose to the top of the short list of qualified contenders. The Orpheum Lofts Condominium Association's board of directors met with IPSA's leadership team to develop a customized

We do the job right – every day, every time.

security plan for Orpheum Lofts. The engagement kicked off with a comprehensive Transition Checklist to ensure every gap would be covered when the IPSA team took over. Ultimately, this resulted in a strategic security plan that would surpass the board's initial expectations.

"IPSA stood out to us right away because, after learning about our needs for Orpheum Lofts, they provided strategic recommendations for meeting the high level of service we wanted for our residents," explained Jolene Brown, Community Manager for Orpheum Lofts. "On day one, our team of IPSA security officers was friendly, knowledgeable and prepared for anything. It was like they'd been there for years."

Today, IPSA provides on-site security services for Orpheum Lofts, including lobby and camera monitoring, package services (including acceptance, resident notification and door delivery) and patrols. This full-service offering has made all the difference for the HOA and the residents.

"After the initial building walkthrough and safety audit, we hand-picked a team of experienced officers for the job," said Derek Oldham, IPSA President.

"We've also been able to adapt and grow as the client's needs have changed. We've seen an uptick in deliveries for residents working from home due to the pandemic, and our team has stepped up to ensure the building adheres to all state and federal safety guidelines."

The IPSA Difference

Every IPSA security plan comes with access to the company's proprietary technology as a service offering. For the Orpheum Lofts Condominium Association, having access to up-to-date reporting on daily activities and patrols has been invaluable.

"IPSA's app has given the community a more consistent level of service," continued Brown. "It has also improved the flow of information between the property, administration and the board of directors. We're all on the same page, even if we're not in the same room – and we know our property is in good hands."

Daily reports mean Brown and her team can stay informed with current security operations, even if they're not on-site. Day in and day out, the IPSA team provides reliable, high-touch security services and a dedicated, responsible team of officers who go above and beyond for the property and people they serve.

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a family.

EVERYDAY EXCELLENCE

We do the
job right.

OUTSTANDING SERVICE

We're here
to serve.

INNOVATIVE LEADERSHIP

We're proud
to lead the
industry.

RELENTLESS DEDICATION

We love what
we do, and it
shows.

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