

### Canada Post NEW high security postal locks

Since May 2006, Canada Post has spent millions of dollars nationally beefing up postal locks on apartment panels, micro-switches, mail rooms and other postal equipment with new generation high security locks (HSL). These new locks utilize the latest technology and have proven to help reduce the risk of mail theft and related property crimes by deterring unauthorized access to buildings and to mail panels.

Canada Post is pleased to confirm that the implementation of high security locks is scheduled to begin in Calgary starting this fall, with an anticipated completion date of early summer 2010. With very few exceptions, when a Canada Post crown lock is used, the Corporation manages and performs the entire lock installation process free of charge.

Many of the installations can be completed without requiring building owners or managers to attend. However, a small percentage of installations in entry micro switches, and the occasional mailroom or mail panel, may require special access to change the lock in the device. In these cases it may require the building owner to arrange for their maintenance person or intercom specialist to be on-site while the lock is being changed. If this becomes necessary, the building owners or resident manager will be notified by Canada Post.

As with most crime, despite our best efforts and the installation of high security locks, thieves often find ways to commit crime, even to the point of prying into mailboxes by forced entry. Canada Post Postal Inspectors work closely with Law Enforcement Agencies to identify and arrest individuals responsible for vandalism and break and enters into mailboxes.

Property related crimes, including vandalism and break-ins to mailboxes is a serious issue and a top priority for everyone at Canada Post. We offer the following tips to help residents and building owners and managers protect the mail:

- **Customers should always clear mail from their mailbox as soon as possible and never leave it in the mail panel overnight.**
- If customers receive mail that is not theirs, don't leave it in an unprotected area. Write "*Delivered to Wrong Address*" or "*Not at this Address*" on the envelope and deposit into a red street letter box or outgoing mail slot at the earliest convenience.
- When a tenant moves, it is very important they submit a mail redirection request with Canada Post to have their mail forwarded to their new address. By law Canada Post must deliver to the address on the envelope. As such; mail will be delivered to the old address if a redirection request is not in effect.
- If tenants are away for period of time, they should place a "hold" on their mail with Canada Post to ensure it does not get delivered during their absence; or ask a trusted friend or neighbour to collect their mail on a daily basis.

---

## **Recommended security enhancements for building managers/tenants**

- Consider installing a recessed high-security steel lock box connected to the micro switch/timer, removing the Canada Post lock from the intercom panel. Timers for Micro-Switch panels are available from any locksmith.
- Consider installing security hardening and a seven-day timer in the intercom/micro switch panel to control off-hours access into the building by postal carriers. Access times for postal delivery should be scheduled from 9 a.m. to 6 p.m., with evenings, statutory holidays and weekends blocked out. Security hardening for micro-switch panels, including security screws, secondary locks, reinforcement strips and/or brackets, are also available from any locksmith.
- Consider installing Anti-Pry kits to harden the physical security of mailbox panels. Anti-Pry devices for mailbox panels are available from general metal fabricators, locksmith suppliers and mailbox manufacturers.
- Always ensure mail compartment locks are changed when new tenants move in, or when building keys are not returned by a former tenant.
- Consider Closed Circuit Television (CCT) surveillance of building access and mailbox panels.

**We rely on the help of residents and building owners and managers to call 911 to report any suspicious activity around mailboxes.**

The Canada Post website is a great source of information on protection against mail theft and identity theft. We encourage customers to check it out at [www.canadapost.ca/postalsecurity](http://www.canadapost.ca/postalsecurity). Your local locksmith is also an excellent source to help evaluate your current security system and make valuable recommendations.