Vacation House Checks

211.1 PURPOSE AND SCOPE

This protocol outlines the process by which the department receives requests for vacation house-checks from community members, documents and tracks them, and conducts them.

Vacation house-checks refer to when department members visit and inspect a community member's private residence while they are away and/or out of town for an extended period of time (usually several days to weeks). The San Mateo Police Department will make reasonable efforts to monitor your property while you are away. However, operational demands or other circumstances may prevent checks on certain days, multiple days, or throughout the entire duration of your vacation.

211.2 RECEIPT AND DOCUMENTATION OF REQUESTS FOR VACATION HOUSE CHECKS

1. Vacation House Checks are submitted online through the My San Mateo - Online Service Request Portal.
    (a) When a requesting community member lacks internet access or is unfamiliar with navigating the online request process, they should be directed to call the San Mateo Police Department Non-emergency Dispatch line at (650)522-7700.
2. Once the service request is received by Dispatch personnel, they will create a scheduled incident in CAD.

211.3 CONDUCTING CHECKS

1. Department members will conduct these checks on a reasonable basis as workload permits.
2. They will conduct a check as appropriate, based on the specific location, which may include the following actions:
    (a) Walking the front of the property.
    (b) Inspecting any visible doors, windows, and other access points to see if they look secure and intact.
    (c) Checking to see if there are vehicles present on the property (and comparing those to what was provided in the Vacation House Check request).
    (d) Any other notable or significant observations.
3. If anything is found to be amiss or of concern, staff shall document it in a police report.
4. If nothing is amiss, staff shall advise Dispatch they have completed the check and broadcast "10-8, completed."
5. Dispatch will close the incident out with a Completed Disposition.

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