



CRIME FREE MULTI-HOUSING PROGRAM

COMMUNITY SERVICES DIVISION • NEW WESTMINSTER POLICE SERVICE

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Three Stages To Acquiring First-Rate Residents

Stage One: The Interview = Ask Questions

Screening applicants for tenancy should be conducted in a consistent and fair business manner. Arrange an interview time so you can meet personally with all adult applicants. Ask open ended questions during the showing of the suite such as "Why are you looking in this area?"; "What type of work do you do?"; "Where is your workplace located?"; "Where do your children go to school?" Listen closely and watch for body language that signals unease, evasion, or lack of sincerity. Pay attention to the type of questions the applicant asks. Are they questions that indicate someone looking for a home or just a place to rent with no hassles?

Stage Two: The Application Form

After the showing, sit down and fill in the application form with the applicant, preferably with you asking the questions and filling in the form (better able to read the writing). Require each applicant to produce two pieces of identification, with at least one bearing a picture. Examine the identification, ensuring the ID has not expired, verify the picture, signature and address on the ID. Any discrepancies should be questioned and, if not fully explained, be a warning. Identify spe-

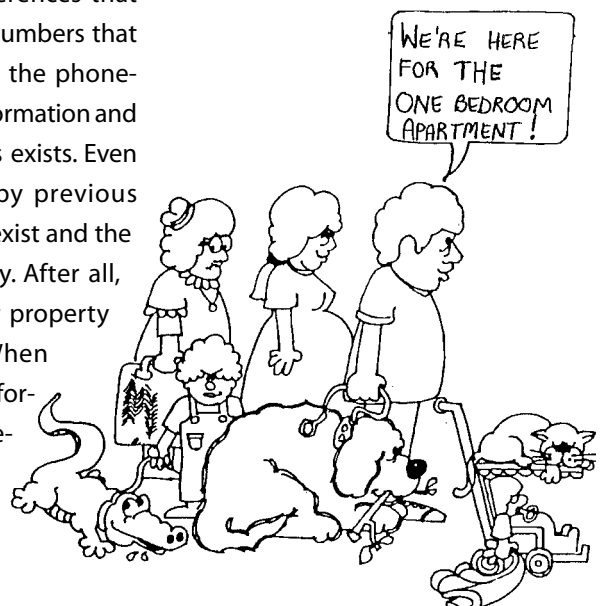
cifically who will be occupying the unit, including children, recording the names and birthdates. The application form should be filled in its entirety including current and past residences and work or income references, establishing at least a two-year history. There should be no blank spaces on the application form. Have the applicant(s) sign the form and any other documents that authorize you to perform a credit check.

Stage Three: Verifying Information

Always do a credit check, as this will either support the information provided or identify undisclosed information. Confirm all references provided for employment and past residences. Do not be satisfied with references that only provide cell phone numbers that are difficult to verify. Use the phonebook to verify landlord information and confirm that the business exists. Even take the time to drive by previous residences to verify they exist and the condition of the property. After all, you will be trusting your property with these applicants. When verifying employment information, speak with someone in personnel, rather than just the reference provided. Ask questions

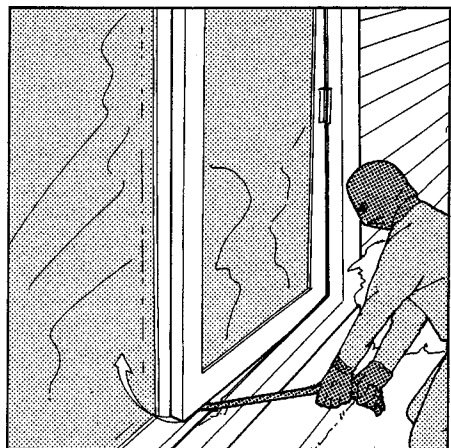
that only the legitimate landlord or employer would know such as "How many bedrooms in the unit?"; "What is the cross-street of the address?"; "Describe the type of work ____ performs?" These would be questions that you had asked during your interview with the applicant.

Only accept applicants that can pass each stage successfully. Doing your research first, will save time and money. Through the Crime Free Multi-Housing Workshop, applicant interview and screening tips, along with information about the Residential Tenancy Act, how to identify illegal activity, and other crime prevention tactics are covered. Call the CFMH office at 604-529-2494 for details on the next workshop.



Get On Track With Patio Doors

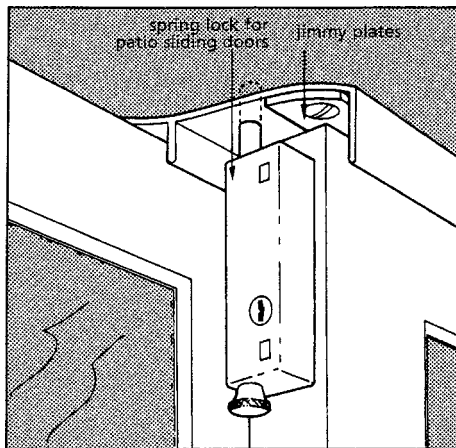
Sliding patio doors are an attractive feature in apartments for residents...and burglars. Many break-ins occur through this entry. Most sliding patio doors are equipped with a single locking mechanism on the door handle. These locks are often flimsy and ineffective and take very little effort to pry open with a tool or simply unhook by jiggling the panel.



Patio doors can be lifted out of track, breaking the lock.

The lock can be defeated when a corner of the panel is pried out of its frame. But the lock is just one of the patio door's weaknesses. Some doors, especially those with the sliding panel on the outside, can be lifted out of the tracks from the outside when closed. Many aluminum and vinyl doors can be forced apart where the closed doors overlap, without breaking the glass, allowing a burglar to reach in and unlock the doors. Burglars can also break the glass on the door, but this is not common. Most entries are made by breaking the lock or otherwise forcing the door.

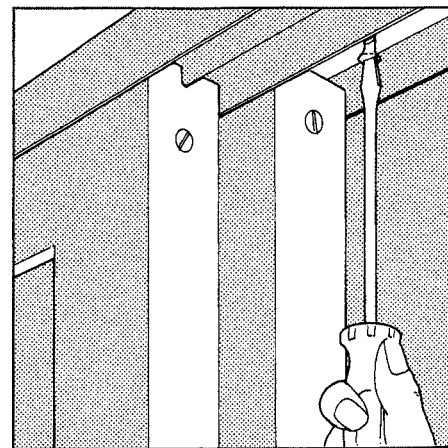
To compensate for the lack of effective locks, there are many after-market security devices that should be installed. These include:



Jimmy plates and auxiliary lock will prevent door from being lifted out of its frame.

Anti-lift or Jimmy plates: designed to be installed in the upper door channel and prevent the door from being lifted out of its track. These can be as simple as gluing or screwing a strip of wood or metal into the full length of the recess in the upper track, while still allowing the door to slide freely in its channel. Or install large pan-head screws, 10-inches apart, into the upper track, screwing them in just far enough to allow the door to slide, but eliminating the vertical play.

Safety or Charlie bars: prevents the door from sliding horizontally by bracing it against the stationary frame. Homemade versions include a hockey stick or broom handle fitted snugly in the bottom channel of the sliding panel. Commercial products include bars that attach to the frame



Install screws in upper channel to prevent sliding panel from being lifted out of its track.

and drop into a bracket on the sliding door. Choose bars of solid metal or heavy tubing, preferably of a fixed-length, as the adjustable models may be weak at those points.

Auxiliary locks: A wide variety of locks are available from most locksmiths and hardware stores. Most use a slide or deadbolt of hardened steel, operated easily by a lever or thumb-turn, mounted on the inside edge of the track where the sliding door and stationary panel meet. Other devices include a loop lock that attaches to the sliding door and door-frame, effective on sliders located on the outside track.

These devices should be used in combination with each other and the door's existing lock to prevent horizontal, verti-

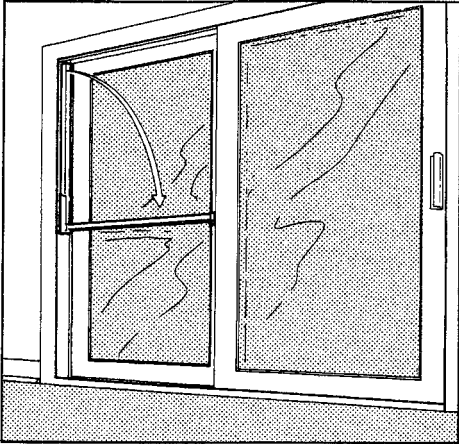
Congratulations New CFMH Members!

Since January 2004, the management of the following properties have successfully completed all three phases of the CFMH Program, promoting safer apartment communities:

Sol Manor – 315 Sherbrooke Street
Windsor House – 420 Seventh Street
634 Twelfth Street

For a complete list of fully certified Crime Free properties go to:
www.nwpolice.org/cfmh.html

Benefits in joining the CFMH program include: regular communication on criminal activity in your neighbourhood, crime prevention tactics, security meetings with residents, and discount on renters insurance. Property owners also experience improved property values, stable and satisfied resident base, increased demand for suites from desirable residents, and lower maintenance and repair costs. To find out if your property is ready to be certified, contact the CFMH office.



A self-storing bar for sliding patio door.

cal and rotating motion of the door. And don't forget about windows. These methods also work well on sliding windows.

Other precautions to take include:

- Ensure patio doors and windows are securely locked when going out.
- Periodically check all locking devices to ensure they fit properly and clean of dirt that may impede effectiveness.
- Keep the area around patio and windows clear of bushes, trees, and structures that could provide cover or easy access to the patio.
- Install a sensor light that will activate if someone approaches the patio.

Did you know...

Marking your valuables with an identification number (usually your province and drivers license) makes it more difficult for thieves to pawn and more likely for recovered items to be traced back to the owner. To mark items such as tools, electronics, sports equipment and computers one of two methods may be used.

Electric Engravers: may be borrowed from the police station at no charge;
SecuriTags: small security stickers with your identification number available, by donation, from TB Vets.

Contact the New Westminster Police Service, Community Services Division for more information.



Do you have an open door policy?

Help remind your residents to not let in unauthorized visitors. Signs are available from the Crime Free office for \$5.00 each.

Many tenants do not realize their possessions are NOT covered under a building's policy in the event of a fire, flood or other disaster. Post this notice on your bulletin board to alert residents on the importance in making sure they are covered.

Just how important is Tenant's Insurance? You decide.

Trish Tyrell, Canadian Direct Insurance

So you don't think you need Tenants Insurance? Your only valuables are a TV, a couch, a bed and maybe a few CD's. Well guess what? You forgot to look in the cupboards, in the closet and yes, probably under the bed.

The biggest hurdle to overcome when thinking about buying insurance is believing "I don't really need it as I don't have very much stuff" – or "nothing will ever happen to me". Have you seen those people on the local news that have lost everything in an apartment fire? The trauma of suffering such a loss is difficult enough to bear never mind losing all your possessions.

Take a moment to think about the value of your personal possessions. Besides big-ticket items like a TV, stereo and computer, what about all your clothes, dishes, towels, bedding, pots, pans, food and everything else that you carried into your apartment when you first moved in – and everything you have acquired over the years. It adds up. Really adds up!

Here's a little homework project. Take a current store catalogue and write out a list of everything you own. Then match your list with the prices in the catalogue.

Now that you realize how much your belongings are worth – where are you going to stay in the event a fire makes your apartment unlivable? Out of pocket expenses like hotel or restaurant bills could be covered under "Additional Living Expenses" resulting from an insured claim.

It's too expensive you say? Premiums can be affordable when using a monthly premium plan and well worth your "peace of mind". And as members of the Crime-Free Multi Housing Program **you qualify for a 10% discount with Canadian Direct Insurance.**

It takes only 10-15 minutes to obtain a quote. Is it worth it? You decide. For more information call (604) 525-2115 or check out our website at www.canadiandirect.com

Editors note: BCAA Insurance also offers a discount to residents of Crime Free Multi-Housing properties.

**New Westminister Crime Free Multi-Housing Program
604-529-2494**



The Crime Free Multi-Housing Program is designed to help owners, managers, and residents of multi-unit rental property work with the police and other agencies to keep illegal and nuisance activity off such property. The result of this team effort is a safer, more habitable environment in which to live.

The program consists of three phases:

Phase One: Residential Managers attend an 8-hour workshop

Phase Two: Meet minimum requirements from a Security Assessment

Phase Three: Management hosts an annual Resident Safety Social.

Following completion of all three phases, the management will earn the privilege of posting signs on the property and using the CFMH Program logo in advertising.

For more information, contact:
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