



# CRIME FREE MULTI-HOUSING PROGRAM

COMMUNITY SERVICES DIVISION • NEW WESTMINSTER POLICE SERVICE

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## Personal Security Tips for Managers

**W**hen a suite comes up for rent, managers will likely come in contact with a variety of people who show interest in viewing and possibly renting the suite. Most times, the applicant is a stranger. Their motives may not be just to view an available suite.

There have been situations where a building is broken into after a manager shows off the security system and inadvertently identifies weak areas. Spare keys, resident files, and rent collection procedures are vulnerable and can become targets. Personal safety should also be considered.

### Following are some safety tips for managers:

#### **Rent Collection:**

At the beginning of the month everyone knows the manager has collected the rent. The manager and office can become a target.

- Do not accept cash. Request cheques, money orders or use a direct payment system.
- Do not post signs around the building where to drop off rent payments. This gives visitors unnecessary knowledge.
- Avoid habits such as always visiting the bank at the same time and using the same route.

#### **Keys:**

- Do not hang keys on an open pegboard. Establish a private and secure area.
- Use a coding system for the keys, rather than the suite numbers, such as different colours for each floor.
- Do not reveal the location of spare keys to maintenance or contract persons.

#### **Office & Files:**

- Ensure resident files are kept locked in a filing cabinet in a secure room.
- Do not show applicants where you keep resident files.
- Always lock the office when you are absent, even if it is only for a few minutes.
- Avoid using your personal suite as the office. If you don't have a separate office space, interview applicants in the lobby or laundry room.

#### **Showing Suites:**

- Request identification before showing suites. Use a "Client I.D. Form" and record identification and vehicle information.
- Always carry your cell phone. Clip it to your side for easy access and keep the battery fully charged.
- Limit the amount of personal information you give to an applicant.
- If possible, inform Head Office that you are showing a suite and with whom. "I'm off to show #202 with Mr. Alan Smith. I expect to be back in 15 minutes." Use the pretense that you are waiting for an important call or fax. Use a friend or your own answering machine if you don't have a head office.
- Do not close suite doors behind you and avoid getting trapped in small spaces such as hallways, storage closets, laundry rooms, or underground garages.
- Always trust your instincts or gut feelings. If you have unexplained fear or apprehension then you might be in some danger. Be aware of your surroundings.

Ultimately, a manager's awareness of these potential criminal opportunities will be of benefit not only to the manager, but the building as a whole.

**Crime Free Workshop for Managers & Owners of Rental Property**  
**February 22, 2006 – Phase One CFMH Program**

Role of Police • Identify Illegal Activity • Applicant Screening Techniques • Residential Tenancy Act • Security Tips

**Call 604-529-2494 to register.**

# CRIME STOPPERS

GREATER VANCOUVER

Crime Stoppers is a national program providing citizens with an opportunity to anonymously supply information to police about a crime or potential crime. Crime Stoppers tipsters are guaranteed that they will not have to give their name, be identified or testify in court. Cash rewards are offered to people whose information leads to an arrest. As managers of apartment properties, you come in contact with numerous people throughout the day. You also observe activity that may be criminal in nature. If you're apprehensive about reporting this activity for fear of being identified, considering using Crime Stoppers.

The Crime Stoppers tip line is manned 24/7 by trained personnel who receive, process, and pass on tip information

to investigating officers. Only a code number issued by Crime Stoppers identifies callers. Greater Vancouver Crime Stoppers also provides multilingual translation service to receive information in any one of 115 different languages.

Mugshots, re-enacted crimes, missing persons, and "Crime of the Week" are posted on the website <[www.GreaterVancouverCrimeStoppers.com](http://www.GreaterVancouverCrimeStoppers.com)> and updated regularly. Anonymous tips can also be left through this site.

A reward of up to \$2,000 is offered to anyone providing information that leads to an arrest for a crime. Rewards may also be made for information leading to the recovery of stolen property, the seizure of illegal drugs or an arrest on an outstanding warrant.

**To report a tip call 1-800-222-TIPS (8477) or <[www.solvecrime.ca](http://www.solvecrime.ca)>.**

## Who's That Knocking?

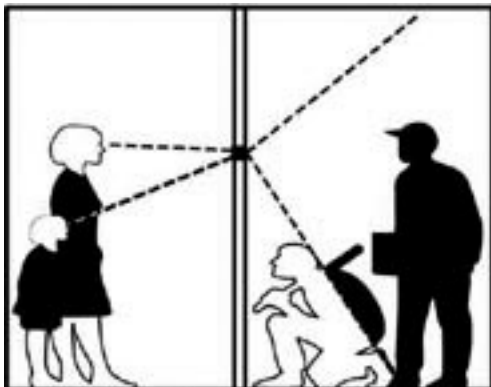
One of the minimum requirements for Phase Two of the CFMH program is ensuring each apartment suite has an optical door viewer or peephole. Door viewers allow the resident to see who is at the door before opening. Older style viewers only allowed for a 90-degree viewing area. Optical viewers manufactured today have close to 180-degree viewing area. This is more desirable as it gives a better viewing range into the hallway of not only who is in front of the door but also of persons off to the sides and crouching below.

The viewer should be installed no higher than 65-inches from the floor. The type of residents your property houses

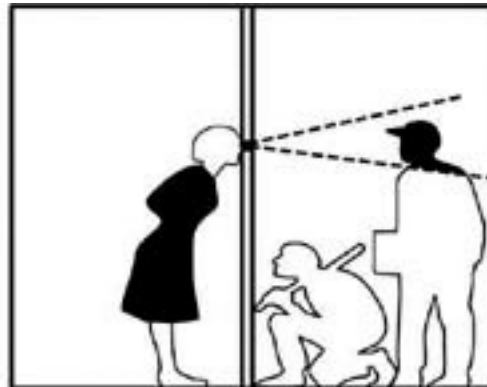
should be taken into consideration. For example, if there is a senior, child, or disabled person living in the suite, consider installing a second viewer at a lower height.

Lighting in the hallways is also important. It is difficult to see out a peephole and identify properly if there is insufficient lighting or dark shadows.

Door chains are not an ideal replacement. Most door chains can be broken and forced open with very little effort. Optical viewers are more secure and allow residents to look out their doors without opening. They can also observe into the hallway if they hear suspicious noises.



Security Door Viewer



Traditional Peephole

For a very small cost, usually under \$5, your residents will have better security and be the "eyes and ears" of your community.

# Welcome New Crime Free Member Properties!



Residents at Libby Manor draw for door prizes at the Crime Free Safety Social/Halloween event. CFMH member since 1999.



Bayside Property Services hosts 2nd annual Crime Free Safety Social at Twin Hollies Apts.

## The following properties completed the requirements to join the CFMH program in 2005:

- Cameo House – 340 Eighth Street
- Devonshire House – 621 Eighth Street
- Hillside Place – 1025 Queens Avenue
- St. Andrews Manor – 1025 St. Andrews
- The Westport – 1021 Fourth Avenue
- Villa Margarita – 320 Ninth Street

For a complete list of New Westminster properties in the Crime Free program go to <[www.nwpolice.org/cfmh.html](http://www.nwpolice.org/cfmh.html)>

Benefits in joining the CFMH program include 10% reduction on annual business license fee, regular communication from the police department on crime trends and prevention, and manager network opportunities.

Promoting safer apartment communities appeals to residents and makes your apartments more desirable, resulting in a better investment for the property owner and more job satisfaction for the manager.

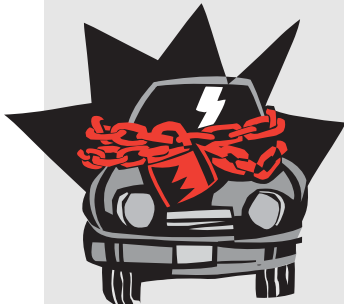
To get involved in the CFMH program, contact the Crime Free Co-ordinator at 604-529-2494.

We Have Joined The:  
**NEW WESTMINSTER  
CRIME FREE  
MULTI-HOUSING  
PROGRAM**



Keeping Illegal Activity  
Out of Rental Property

## Stop Auto Crime in Underground Parking Lots



I CBC provides a comprehensive guide on strategies to reduce auto crime in underground parking facilities. The guide compares the cost and effectiveness of various means of security and provides tips on assessing and target hardening access points into the area. Ultimately, the best defense is getting the involvement of all residents in protecting their home and possessions. Copies of *Stop Auto Crime in Multi-residential and Mixed-use Buildings* is available online at <[www.icbc.com/crime-fraud/](http://www.icbc.com/crime-fraud/)>.

# Resources

## Funds Available for Senior Home Safety

Canada Mortgage and Housing Corporation (CMHC) offers funding to assist low-income seniors make their homes more comfortable, safe, and accessible to live in. Up to \$3,500 is offered for adaptations such as installing a ramp, lever handles on doors, grab bars in bathrooms, security bars on windows, reinforcing doors and replacing locks allowing the senior to live independently in their home longer.

For more information on the *Home Adaptations for Seniors Independence* (HASI) program contact CMHC at 604-731-5733 or <[www.cmhc-schl.gc.ca](http://www.cmhc-schl.gc.ca)>.

## BC Apartment Owners & Managers Association

Tel. 604-733-9440 <[www.bcapartmentowners.com](http://www.bcapartmentowners.com)>

BCAOMA provides its members education and advice on tenancy situations; credit check reports; tenancy applications and agreement forms; lobbies government; publishes a quarterly newsletter; offers networking opportunities with industry professionals; along with many other benefits.

## Tenant Verification Services

Tel. 1-877-974-9328 <[www.tenantverification.com](http://www.tenantverification.com)>

TVS is an effective tenant screening service that helps prevent fraud and reduce income loss on rental property. TVS can provide credit and criminal record checks on applicants. CFMH members qualify for a reduced fee. They also record and report on debts owed by delinquent tenants.

## Seniors Housing Information Program

Tel. 604-520-6621 <[www.seniorshousing.bc.ca](http://www.seniorshousing.bc.ca)>

SHIP provides information on housing and related services to seniors. Located in New Westminster at the Royal Square Mall, 8th Ave & McBride, they have produced a useful booklet for building managers on issues with housing seniors. Contact their office or go online for a free copy of *Housing Seniors: A Resource For Building Managers*.

## Residential Tenancy Branch

<[www.rto.gov.bc.ca](http://www.rto.gov.bc.ca)>

Anyone who manages rental property needs to know the *Residential Tenancy Act*. The Act, which went through major changes in 2004, lays out the rights and responsibilities of landlords and tenants. RTO provides information and dispute resolution to landlords and tenants according to the Act. Everything you need to know on how to manage your property effectively is on their website including legislation, policy guidelines, and forms.

## 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 each.



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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