



CRIME FREE MULTI-HOUSING PROGRAM

COMMUNITY SERVICES DIVISION • NEW WESTMINSTER POLICE SERVICE

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The Building Blocks of a Well-Managed Rental Property

*To have a good building, you need good tenants.
To get good tenants, you need a competent and well-trained manager.
To get a competent and well-trained manager, you need a supportive owner.
These are the building blocks to a well-managed property.*



The owner is the foundation and supports the manager, so that the manager can make sound decisions on how to do their job. A manager who knows their job will attract good tenants, who in turn, will do their part in making the building their home. Tenants take pride in a building that is well-maintained and safe and that pride will help ensure the property remains in good condition, a benefit to the owner.

Here are some ways the manager and owner can build those blocks:

1. Knowledge: Keep yourself informed. Owners should support all training for their manager that will help improve their business. Join industry organizations, such as BC Apartment Owners and Managers Association (www.bcaoma.com) that keep you updated on latest trends in apartment management. Access the Internet for updated information on the *Residential Tenancy Act*. Attend training workshops such as the **Crime Free Multi-Housing Workshop** on Feb. 14, 2007.

2. Business Manners: Running an apartment building is a business and

you must conduct yourself in a business-like manner at all times. Opinions on residents should be based on facts. Interactions should be kept at arms length and not mix socially. Invest in your business through maintenance and improvements.

CRIME FREE WORKSHOP FOR MANAGERS & OWNERS OF RENTAL PROPERTY

FEBRUARY 14, 2007 –
PHASE ONE CFMH PROGRAM



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

Call 604-529-2494 to register.

3. Paperwork: Ensure all applications and contracts are up-to-date and filled in its entirety. Record all necessary information on applications, including identification for each adult applicant, references, and financial information. Ensure your Tenancy Agreement is clear, concise and specific for your property.

4. Rules: Take the time to go over the house rules and behaviour expectations with applicants during the interview. Note their comments and reactions. Breaches to the Tenancy Agreement must be addressed in a business-like manner with consistency and in a timely fashion. The *Crime Free Lease Addendum* is a good addition for clear expectations on behaviour.

5. Consistency: Be consistent in the manner with which you treat residents. Respect your residents, keep your word, and apply rules to everyone (including yourself).

6. Join the Crime Free Program: Keep up-to-date on crime prevention, screening applications, and identifying illegal activity through the *Crime Free Multi-Housing Program*. For more information call 604-529-2494 or go to www.nwpolice.org

Target Hardening: Retro-fitting Your Property to Reduce Crime

Back in the 'good-old' days, nobody locked their doors and neighbours looked out for one another's property. Although there are still good days to be had, the age of innocence is long gone. Property crime is a major source of police files and sometimes the only way to protect the property is to make it more difficult to break into. That's called "Target Hardening".

Locking mechanisms on older doors and windows usually don't meet today's requirements. Start with good quality locks. Deadbolts require a 1-inch throw and the strike plates require 3-inch screws into the stud behind the frame. This, together with well-trimmed landscaping and proper lighting, can be effective in deterring break-ins. Below are other examples of target hardening.

SLIDING PATIO DOORS & WINDOWS



Window Stick Alarm:

www.windowstick.com

An adjustable plastic stick equipped with a pressure activated alarm. Fits into the track of any sliding patio door or window and emits a 110 decibel alarm when forced open.

Anti-Lift Shields for sliding windows and doors

Plates with a 3/4-inch lip screws into the bottom track preventing the door or window from being lifted out of its frame. Especially useful for sliders on the outside track.

Anti-Lift shims:

Flat metal pieces fitted into the top track of the sliding door or window prevents the slider from being lifted out of the frame when closed.

Patio Door Security Bar:

Attaches to the stationary wall, this stick swings out of the way when not in use. To engage, simply extend to desired length and place into holster. Works on outside track sliding patio doors.

SUITE DOORS



Latch Shields:

Interlocking pieces attached to the door and frame to prevent the deadbolt from being forced open for inward opening doors.

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Keep informed on what's happening in New Westminster.

Get valuable news releases and other crime prevention information emailed directly to you. Simply provide your email address by sending a message to vmetchie@nwpolice.org providing your name and property address.

COMMON AREA DOORS



Wrap-around Lock & Door Reinforcer:
Reinforces the wood around a dead-bolt from forced entry.



Latch Shields or Astragals:
Metal plate protecting door latch mechanism.



Door handle lock protectors:
Door handles are weak and vulnerable to being pried off. If lock is on a suite door, replace it with a top-quality deadbolt. Use the wrap-around lock on handles to common area doors.

Welcome New Crime Free Member Properties!

The following properties completed the requirements to join the CFMH program in 2006:

Banes Plaza
212 Agnes Street

Lynn-Gary Apartments
520 Tenth Street

Southview Apartments
1314 Fifth Avenue

For a complete list of New Westminster properties in the Crime Free program go to www.nwpolice.org/cfmh.html.

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



Over 80 residents attend Parkside Towers annual Crime Free Safety Social to learn crime prevention tips. CFMH member since 1997.

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

Marihuana Grow Ops & Meth Labs

Marihuana grow operations can be found in single-family residences, commercial premises, storage facilities and apartment suites. Recently, three apartment suites in one single property were found to have active grow ops, with a fourth suite acting as the distribution centre.

Grow ops can create extensive damage to an apartment unit and building. Fires, water damage, and mould are just some examples. Violence often associated to this activity also poses a risk to innocent residents. When a marihuana grow operation is found, services to the unit are disconnected and the unit must undergo municipal inspections and fees before being re-occupied. This can run into thousands of dollars.

To minimize the opportunity of someone setting up a grow operation do the following:

- Thoroughly check references of applicants.
- Inform them that regular inspections of units are conducted.
- Conduct those inspections! Under the RTA, you are permitted to conduct monthly inspections of units with proper notice. All new tenants should have monthly inspections. Once established, it is advised to inspect units quarterly.

To date, methamphetamine (meth) production is not commonly found in New Westminister. However individuals who use the drug are often involved in criminal activity and nuisance behaviour and this affects your other residents. Users of meth and crack, a derivative of cocaine, usually exhibit the following behaviour and physical signs:

- Insomnia, hyperactivity or twitching
- Compulsive or repetitive actions
- Mood changes, psychosis, hallucinations or delusions
- Tooth decay and poor hygiene
- Sores – abusers often pick at their faces and get skin rashes, acne and sores
- Weight loss



Drug addiction can be the source of nuisance behaviour affecting the peaceful and quiet enjoyment of other residents in your property. Typical nuisances include: unusual amount of visitor traffic to suite; unwanted or intimidating houseguests; and an increase in thefts and vandalism around the property. Using due diligence in tenant selection and addressing nuisance behaviour swiftly is the only way to protect your property. Learn more through the *Crime Free Multi-Housing Program*.



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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