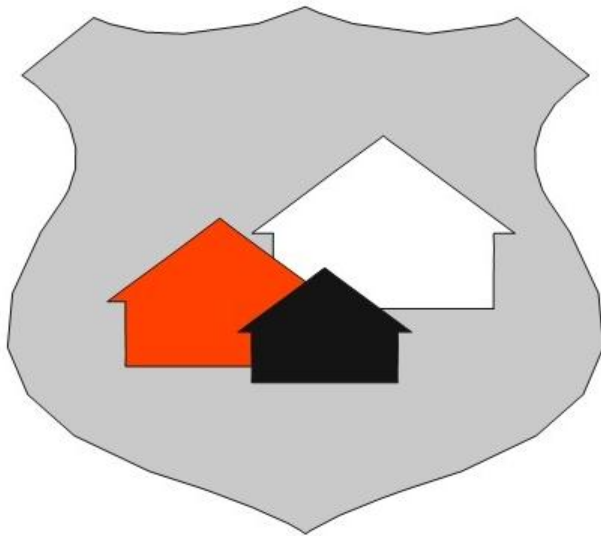


# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher Course



***Keeping Illegal Activity  
Out of Rental Property***

# **Indio CFMHP Refresher Course is not a substitute training program for first time participants.**

Information for Crime Free Multi-Housing Program is available at: [http://www.indiopd.org/cf\\_multi.asp](http://www.indiopd.org/cf_multi.asp)

To inquire about upcoming Crime Free Multi-Housing Program trainings please contact the *Office of Community Safety* at 760-391-4057 ext.4020 or [icarrillo@indiopd.org](mailto:icarrillo@indiopd.org)



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Disclaimer

- No part of this program should be regarded as legal advice
- It is not a substitute for you the owner/manager having the responsibility to become familiar with the laws and ordinances of the State of California, County of Riverside, and City of Indio.
- ***We urge you to consult an attorney to assist you with rental situations.***



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Program Goals

- Reduce crime in rental property
- Reduce the fear of crime
- Improve communication and trust
- Reduce the potential for run down properties



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Program Goals

- Empower landlords
- Train them in **Management Skills** NOT **Police** Work!
- Provide support avenues including; police, fire, and other government agencies



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Components of Program

Started in Mesa, AZ (1992)

### **Phase I: Management Training (8-Hours) taught by Police Dept.**

- Crime Prevention Theory; CPTED Theory; new resident screening, lease agreement Issues, Crime Free Lease Addendum; on-going security management, monitoring criminal activity, gangs and drugs; legal warnings and evictions, working with the police, community awareness

### **Phase II: CPTED Property Survey by the Police**

- Crime Prevention Through Environmental Design Survey (CPTED)
- Minimum door, window, and lock standards compliance
- Minimum exterior lighting standards compliance
- Key Control procedures evaluation
- Landscape maintenance standards compliance

### **Phase III: Community Awareness Training**

- Community awareness and continuous participation
- *Mandatory refresher course*



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

A Partnership of all Three!

Police, Landlords and Tenants must all work together to address the problems at the location.

***This is the primary objective of the Crime  
Free Multi-Housing Program***



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Crime Prevention

### Criminals Are Like Weeds



- As a weed grows, it chokes out the healthy plants
- A single weed quickly overtakes an entire garden
- When criminal activity is allowed to flourish, the effect on housing is the same





# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Crime Prevention

- The recognition or anticipation of a crime risk, and steps taken to reduce or eliminate that risk
- *A primary objective of this program!*



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Risk Management

The issue at hand is:

**How do you deal with Risk  
Management?**

**Or**

**How do you manage a loss?**



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Risk Management

### 5 Types of Risk Management:

- Risk Avoidance
- Risk Reduction
- Risk Transference
- Risk Spreading
- Risk Acceptance





# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Risk Avoidance

### **Minimal Cost**

- Take preventative steps ahead of time
- Avoid the risk completely through preparation:
  - Lock doors
  - Secure valuables
  - etc..
- Probably one of the best things you can do to maximize risk avoidance is through applicant screening!



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

Risk Reduction (Reduce the risk)

## **No Measurable Cost**

Reduce Risk by:

- Lock doors
- Roll up windows
- Remove valuables
- Screen applicants



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Risk Transference

**Spend a little money now  
To save a lot of money later**

- Require renter to have renters insurance
- Adding updated locks/security features



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

Risk Spreading

**No measurable cost**

- Spread your risk around
- Money or valuables
- Many hiding places
- Vary your routine



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Risk Acceptance

### **Cost nothing to do nothing**

- Accept the risks
- Take your chances
- THIS IS **NOT** GOOD BUSINESS SENSE!
- Liability





# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Crime Prevention

### **Target Hardening**

- Detect (criminal will have to make noise)
- Deny (make it harder to gain rewards)
- Delay (make it harder to get in to commit crime)
- Deter (all three above will make them leave and look for easier an target)



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Security Enhancements

### **Crime Prevention Through Environmental Design (CPTED)**

- Surveillance
- Access control
- Improve territoriality
- Improve activity support
- Improve lighting





# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## **Crime Prevention Through Environmental Design (CPTED)**

### Lighting (CFMHP Required)

Adequate lighting in parking lots, entrance ways and around dumpster areas:

- Metal Halite exterior lights
- Pressurized sodium (low and high)
- Florescent
- Spot lights

***Lighting should be energy efficient, tamper-proof and break resistant***



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## **Crime Prevention Through Environmental Design (CPTED)**

### Maintenance (CFMHP Required)

- Clean & fresh
- No graffiti
- No liter
- Etc.





# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## **Crime Prevention Through Environmental Design (CPTED)**

### Maintenance (CFMHP Required)

- Trim trees up
- Trim shrubs down
- Use of thorny shrubs/trees
- Lava rock/desert landscape
- ***Landscaping should not obscure visibility***



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## **Crime Prevention Through Environmental Design (CPTED)**

### Optional CPTED Requirements

- Deadbolts (1" locking)
- Peepholes (180-190)
- Security strike plates with 3 inch wood screws
- Anti-Slide/Anti-Lift windows and Arcadia Doors

# CPTED security enhancements goals Refresher

- The optional requirements for CPTED certification under Crime Free Multi-Housing Program are nothing more than a reasonable attempt to harden your property against crime
- Example: Security doors that work and the education of tenants to not leave them propped open



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

Screening Applicants

**YOU SHOULD USE THE MOST  
THOROUGH PROCESS  
POSSIBLE TO SCREEN  
PROSPECTIVE RESIDENTS**





# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Benefits of Applicants Screening

- Have a fair screening process
- Include an application
- Include a credit and criminal history check
- Include a rental policy (show it to prospective tenants up front)
- Follow-up on applicant references



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Benefits of Applicants Screening

1. Screen for Credit History
2. Screen for Eviction History
3. Screen for Criminal History
4. Screen for Employment History
5. Screen for Past residence History



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

How Can You Predict Who Will Be A Criminal?

- Best way to predict 'Future' desire to do criminal activity
  - Look into their PAST
  - Thorough Screening
  - Proper Orientation to the Crime Free Multi-Housing Program





# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Screening Applicants

The WORST time to  
“screen” your residents

After they move in



During the eviction process!



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Benefits of Applicants Screening

- The best possible tenant can be found
- The worst possible tenant might be avoided
- It can enhance the quality of life at the complex
- Can save the landlord \$\$\$\$
- Minimize *risk* to the landlord and other tenants



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Benefits of Applicants Screening

- Have a fair screening process
- Include an application
- Include a credit, eviction, and criminal history check
- Include a rental policy. Show it to prospective tenants up front. NO surprises!
- Include Crime Free Multi-Housing Lease Addendum  
(**Required**)



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## The Rental Application

- Should Ask About Criminal History (Felonies AND also *Misdemeanors*)
- *Plea Bargains*
- Probation/Parole
- Ensure that all question are complete and accurate
- False statements of any kind should disqualify applicant



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## The Rental Application

### The Crime Free Lease Addendum

- The backbone of the program
- It shows in black and white what is expected of the tenant. There is no confusion
- The landlord should discuss it very bluntly and make sure there is no confusion.





# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## The Rental Application



## The Crime Free Lease Addendum

- Should be presented the same way to all prospective renters
- Could be made into a poster and placed on your wall
- Must **REMAIN** as an Addendum



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

Active Property Management

**If you have any legal questions that are not answered in this course it is strongly recommended that you consult with your attorney**



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Active Property Management

### Key Point

- Be consistent-treat all your tenants the same.
- What you do for one, do for all
- It will avoid accusations later of different treatment
- ***Document*** what you do by having policies



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Active Property Management

- Complaints
  - Be open to taking complaints from tenants
  - Stay in contact with the police
- Inspect you property frequently





# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Active Property Management

- Require in your lease agreement that there will be annual or semi-annual inspection
- Conduct these inspections for ALL of your tenants
- Remember to notify tenants of inspection





# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Combating Crime Problems

- The property manager cannot always depend so heavily on the police to solve the problem at hand
- Police, Landlords and Tenants must work together as a team in order to maintain a great quality of life



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Dealing With Non Compliance

- Do your homework-Document history
- Set policies that prohibit certain behaviors (Have a strong lease)
- Don't be complacent
- Know your responsibilities



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Dealing With Non Compliance

- Review the lease with your attorney
- Include a periodic inspection clause
- Inspect before they move in and before they move out
- *Emphasize the crime free addendum when issuing the lease*





# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## **Indio Police Department Trespassing Sign Specifications**

To conform with state law regarding the posting of “No Trespassing” signs, these directions must be followed

Sign: At least (1) foot square in size and must be posted at **all entrances** to the property

Words: “Trespassing/Loitering Forbidden by Law” must appear in letters at least two (2) inches in height



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## **Indio Police Department Trespassing Sign Specifications**

Example:

Private Property  
Trespassing/Loitering Forbidden by Law  
Violators will be prosecuted  
California Penal Code 602



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Indio Police Department Trespassing Sign Specifications

- Required signage must be posted at ***all official entrances*** (vehicle and pedestrian) to property for enforcement
- Signage should also be posted in high activity areas
- Signage must be maintained clean and visible
- *Trespassing Waiver Form* must always be current with police department
- One *Trespassing Waiver Form* is required for each posted trespassing sign

*IPD Trespassing Waiver Form* may be viewed and downloaded through the link provided below

[http://www.indiopd.org/pdf/Trespassing\\_Requirements.pdf](http://www.indiopd.org/pdf/Trespassing_Requirements.pdf)



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Safety Tips

- Lock doors when working late
- Report suspicious activity
- Keep vacant units secured
- Use caution if conducting cash transactions
- Use 2-way radio or cellular phone





# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher

## Safety Issues

- When Showing A Unit:
  - Require photo ID before showing unit
  - Notify another person
  - Stay near exit
  - Leave door open
  - Be aware of your surroundings



# INDIO CRIME FREE MULTI-HOUSING PROGRAM Refresher Course

## **IMPORTANT CITY OF INDIO NUMBERS**

All Emergencies (Police, Fire, or Ambulance)

911

Business Licenses

760-391-4197

City Hall

760-391-4000

Code Enforcement

760-391-4123

Fire Department (Business)

760-347-0756

Indio Police Department Main Line (24-hours)

760-391-4057

Indio Police Department Non-Emergency

760-391-4051

Indio Water Authority (Business)

760-391-4038

Graffiti Removal Hot Line

760-391-4143

Coachella Valley Crime Stoppers (Anonymous Tips)

760-341-STOP

