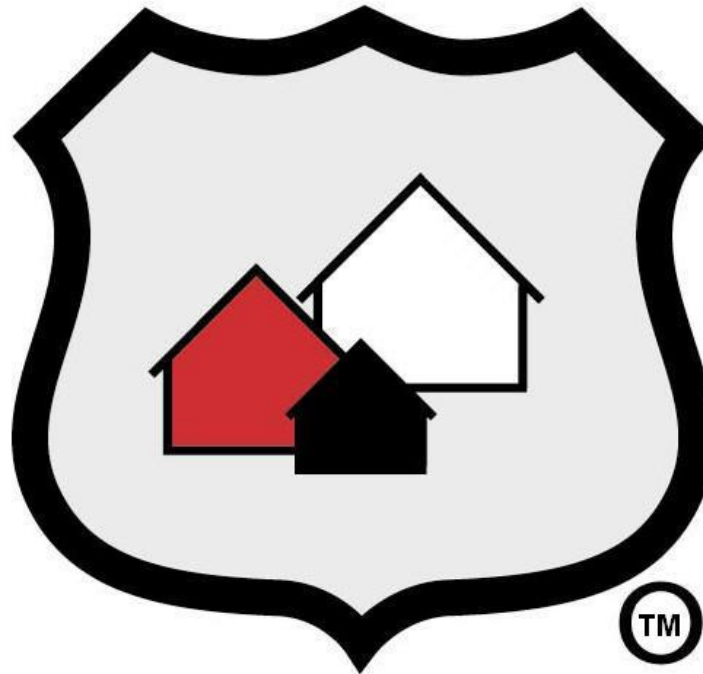


San Bernardino County Sheriff's Department Crime Free Multi-Housing Program Workbook



**Keeping Illegal Activity off Rental Property
*County of San Bernardino***



2019 Edition

Congratulations and thank you for participating in San Bernardino County Sheriff's Department crime prevention program, *Crime Free Multi-Housing*. This program is the latest addition to an extensive list of programs offered through the International Crime Free Association, Inc. (on the Internet at <http://www.crime-free-association.org>).

Your participation will assist us in our efforts to assess and develop crime prevention measures that work. We believe that the training and consultation offered through Crime Free Multi-Housing will increase both the safety & security of your properties.

This is an opportunity for your property to earn the coveted title of "Certified Crime Free Multi-Housing Member." You will find that the essential program elements are inexpensive and easy to incorporate into your facility. Your employees and residents will appreciate the changes that will reduce both the probability and fear of criminal activity.

Once again, thanks for your participation, and we look forward to working together to make your business a safer place for you, your employees, and your customers.

John McMahon

John McMahon
Sheriff

Greg Jones

Greg Jones, Deputy
Crime Free Coordinator
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Overview

Rental properties present a unique challenge for law enforcement. The typical Neighborhood Watch approach to residents in single-family homes is not easily adapted to rental communities. In single-family homes, owners generally have a large cash investment in the purchase of their home. This motivates owners to have a greater concern about crime in their neighborhoods. With rising, crime rates come lowering property values.

An owner of a single-family home might also be looking at long term residency. Typically, homeowners have a thirty-year mortgage for their property. Home is where they come each day and perhaps raise a family. There tends to be a lot of pride and ownership of their property. When crime problems begin to appear, owners are very likely to organize Neighborhood Watch activities to protect the long-term interests of their families.

In rental properties, the communities tend to be much more transient. Residents sign a six-month, nine-month, or a twelve-month lease for a rental property. In many cases, owners don't even require leases, and residency is based on a month-to-month agreement. This allows for an occupant to move very quickly if they feel a crime has reached a level they will not tolerate. It is easier to move away from crime than to confront it.

The police have historically fought a losing battle with Neighborhood Watch in multi-family rental properties. The San Bernardino County Sheriff's Department decided to implement a program that developed a new concept for crime prevention in the rental communities.

The result was the **Crime Free Multi-Housing Program**. This is a bold program created by the San Bernardino County Sheriff's Department in 1992. The program's concept was to take a multi-faceted approach to crime prevention. A unique coalition of police, property managers, and residents of rental properties, the program was to be an on-going program with a three-phase approach to address all of the opportunities of crime in rental property.

The program was designed to include a certification process, never before offered by a police department. The incentives of police issued signs, certificates, and advertising privileges provided immediate interest in the program.

The development of the **Crime Free Lease Addendum** proved to be the backbone of the **Crime Free Multi-Housing Program**. This addendum to the lease agreement lists specific criminal acts that, if committed on the property, will result in the immediate termination of the resident's lease.

The **Crime Free Multi-Housing Program** achieved almost instant success. In rental properties with the highest crime rates, the immediate results showed up to a 90% reduction in police calls for service. Even in the best properties, reductions of 15% to 20% were not uncommon.

The **Crime Free Multi-Housing Program** began to spread nationally after the first year, and internationally after the second year. **The Crime Free Multi-Housing Program** has been a success all across the United States, Canada, and Internationally.

Summary

The **Crime Free Multi-Housing Program** is successful because it approaches crime on many fronts. The police cannot solve crime problems alone; neither can the management or residents of rental properties. However, by working together, the result has been the most successful approach to crimes in rental communities.

There are three ways criminal activity comes into a rental community. The criminal lives there, they visit friends there, or they randomly come to the property to commit crimes. The **Crime Free Multi-Housing Program** addresses all three of these possibilities. By not renting to people with criminal intent, they not only reduce the likelihood of crime in the community, but they also reduce the number of visitors who come to the property with criminal intent, i.e., to purchase drugs.

For the opportunistic criminal, the implementation of C.P.T.E.D. (Crime Prevention Through Environmental Design) has been used to combat crimes that might occur in the parking lots or common areas. This includes assaults, robberies, burglaries, auto thefts, and other crimes.

If the police, property managers, and residents will make a dedicated effort to crime prevention and the **Crime Free Multi-Housing Program**, the outlook for success is extremely high. Good luck as you endeavor to make your community a safer place to live and enjoy for many years to come!

Respectfully yours,

**San Bernardino Sheriff's Department
Crime Free Multi-Housing Program**

PART ONE

CRIME PREVENTION

DOES IT WORK?

Many people feel helpless against crime because, too often, crime is seen as an inevitable part of our society. It has been said, "If a criminal WANTS to get you, he'll get you!" This belief leads to helplessness, fear, and apathy. Apathy is one of the most dangerous elements in society today. When law-abiding citizens refuse to go outside after dark, they have voluntarily turned over their neighborhoods to the ones perpetrating crimes.

Criminals Are Like Weeds

Many times a community will not battle crime because they feel they cannot be successful. Often, people view dangerous criminals like a large rock that cannot be moved or even be budged. Dangerous criminals are NOT like rocks; they are more like



plants. Unlike an inanimate rock, a plant will grow. A weed can best illustrate this. As a weed grows, it roots, it sprouts, and it chokes out healthy plants. A single weed quickly overtakes an entire garden. When criminal activity is allowed to flourish, the effect is the same.

The typical police approach to crime is **reactive**. Once a crime has been committed, the police officer responds, writes a police report, and begins the preliminary investigation. It is certainly more cost-effective to prevent a crime from ever occurring. Crime Prevention is the **proactive** side of law enforcement. Crime **Prevention** is more desirable because it is addressed the potential for a crime before it becomes a severe problem.

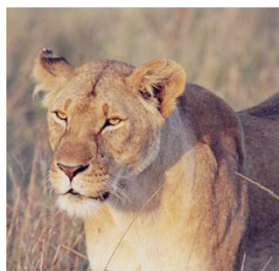
Unfortunately, many people don't address crime situations until it is too late. A good example is the victim of a burglary who suddenly becomes interested in buying a security system.

Once a crime problem has become too large, it is often easier to run away than face it. Equate the crime problem of killing a dinosaur. The easiest way to kill a dinosaur is

while it is still in the egg. Once the dinosaur is allowed to grow, it will progressively become more prominent, stronger, and harder to defeat. The same is true regarding criminal activity.

UNDERSTANDING CRIME PREVENTION

To prevent crime, you need to understand crime, and you need to understand the criminal mind. When you think of criminals, think of predators. Most criminals are like predators, looking for easy victims.



Predator Definition: a person or group that ruthlessly exploits others.

When you think of predators, you might think of the lion. When the lion is hungry, she will go out to stalk her prey. The lion knows the watering hole is an excellent place to find food, as this is where all the animals come to get water. The lion is a skilled hunter. She knows the best approach is from downwind. This way, she can smell the herd, but they cannot sense her. The lion is also careful to approach slowly, staying low in the tall grass to avoid detection.

At just the right moment, the lion pounces into the herd. The lion does not run past the injured, the diseased, or slowest ones in favor of the strongest one at the lead of the pack. It usually is the one that is injured, sick, or simply not paying attention that gets attacked. This is called “**survival of the fittest or thinning the herd.**”

The two-legged urban predator, the criminal, works the same way. They stalk their victims, looking for easy prey. To be successful against an attack, you don't necessarily have to be the **strongest** one, but you don't want to be the **weakest**!

Lions only hunt when hungry, but criminals are always a danger. This is why crime prevention is so important. Crime prevention is a shared responsibility. **Crime is a community & law enforcement issue - crime prevention must be a community & law enforcement effort.**

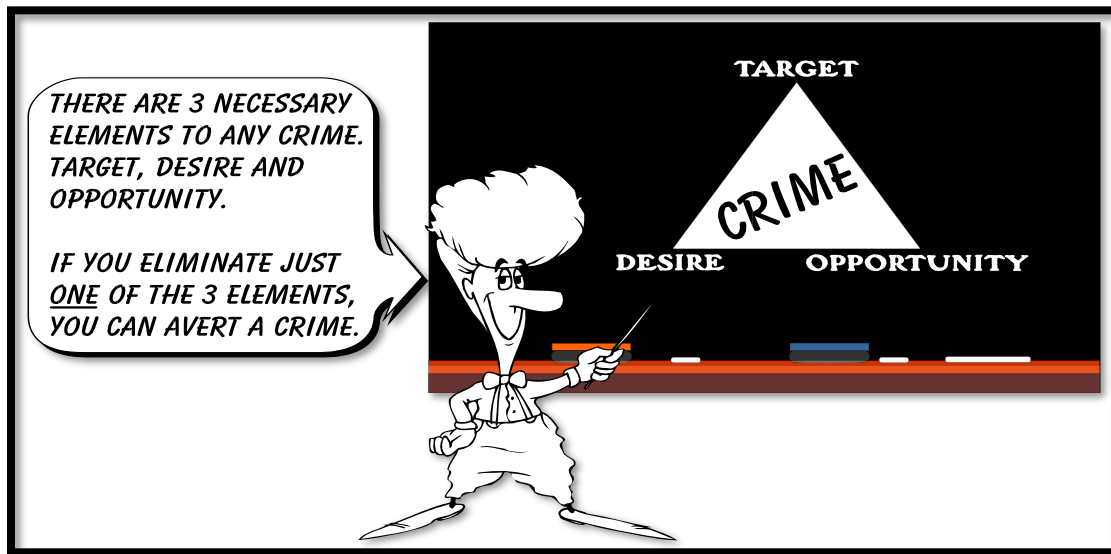
*3% - 5% OF SERIOUS
HABITUAL OFFENDERS ARE
RESPONSIBLE FOR A
MAJORITY OF VIOLENT
OFFENSES.*



RISK (LOSS) MANAGEMENT

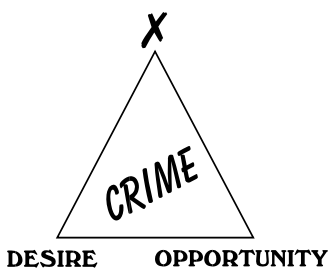
When assessing the potential for crime, it is essential to decide whether to accept the risk (risk acceptance), without investing in countermeasures or to take sometimes costly steps to reduce the risk (risk transference). Transferring the risk may involve spending a little money now to save more money later.

There are other less expensive ways to prevent crime. This includes the removal of the elements necessary for a crime to occur (risk avoidance). There are also ways to reduce the risk or spread the chance to minimize losses. The following page demonstrates the types of risk management.



SCENARIO ONE

Eliminate **TARGET**



If a car thief comes to a community to steal a Camaro, the **desire** is there. If all of the residents are inside their apartments, now the **opportunity** is there. But if there is not a Camaro on the property, you will not have crime because there is no **target**.

SCENARIO TWO

Eliminate **DESIRE**



If a person sees a Camaro, the **target**, and all of the residents are inside their apartments, this allows the **opportunity** for crime. However, if the person who sees the Camaro has no **desire** to steal the car, again, you will have no crime.

SCENARIO THREE

Eliminate
OPPORTUNITY



If a person comes to the community with the **desire** to steal the Camaro and sees the perfect **target**, but the residents of the community are out in the recreational and common areas, this will reduce or eliminate the **opportunity**.

The Crime Free Multi-Housing Program is significant because it addresses all three elements: **target**, **opportunity**, **desire**. To eliminate the **target**, we teach how to “target harden.” To eliminate **opportunity**, we train residents to be the “eyes and ears” of the community, and to eliminate the **desire**; a concerted effort is made to keep those with criminal intent from trespassing, visiting, or living at the property.

SET RULES

If a person knows that rules are clearly stated and enforced, they are less likely to move into a community to commit criminal activity. Have a back-up plan to discourage the more determined individuals.

By careful screening and active management principles addressed in the **Crime Free Multi-Housing Program**, the criminal activity among residents and visitors can be virtually eliminated.

Safety Socials, which incorporate the principles of Neighborhood Watch, will encourage residents to become an organized group of eyes and ears for the property.

It is not uncommon to see once distressed properties show a 70% - 90% **decrease** in police calls for service, as a result of the **Crime Free Multi-Housing Program**.

In San Bernardino County and several cities, throughout the county, the amount of rental properties varies. However, they are home to two million people. The managers of these rental properties all have one thing in common...they all want more law enforcement patrol.

Even if San Bernardino County Deputies turned off their police radios and never answered a single 911 call for help, we would not have enough patrol cars to provide adequate security patrols for every rental property. Now consider twice that many, two-thirds of San Bernardino County residents live in single-family homes.

They also want more police patrols up and down their streets and alleyways. Then there are the grocery store managers that want more police patrol because a customer's purse was stolen, or an automobile in the parking lot was stolen. Also, consider all the strip malls, flower shops, and movie theaters.

Everybody wants more police patrol; however, there just aren't enough officers. Therefore, managers must take precautions. Residents of rental properties must also be aware of their role in Crime Prevention.

TARGET HARDENING

Sometimes you cannot remove a target. But you can harden the target. Target hardening involves the use of locks, electronic devices, or other hardware that will **detect, deny, delay, or deter** the criminal (away from the intended target). Target hardening is directed to all structures, vehicles, and personal property within the rental community.

☐ **DETECT:**

Utilizing useful security techniques may result in the person making more noise, which will **increase the risk of detection**. This may also persuade the person not to commit the crime.

☐ **DENY:**

By engraving valuables, using electronic security equipment, or by moving other valuables out of view, you can **remove the rewards received from a crime opportunity**. If the rewards are not there, this may persuade the person not to commit the crime.

☐ **DELAY:**

Many times crimes are committed because of an easy opportunity. By using useful crime prevention techniques, you can **increase the time and effort needed to commit the crime**. This may persuade the person not to commit the crime.

□ **DETER:**

By utilizing the previous three techniques, you may prevent a crime from happening by **detering the criminal from the property** to an easier target elsewhere

MANAGING CRIME PROBLEMS

1. How to encourage crime:

2. How to discourage crime:

MAKING HOUSING CRIME-FREE AT PARK PLACE APARTMENTS

Editor's Note: Each month, Apartment News will spotlight an AMA-member community that has reduced criminal activities thanks to the Crime Free Multi-Housing Program. This month we feature Park Place Apartments in Glendale.

The Crime Free Multi-Housing Program is more than a crime prevention program for apartments—it's an attitude. It challenges property managers, managers, and residents to rethink their management style: STOP THINKING "US VS. THEM!" START working together to eliminate criminal activity in the neighborhood.

In late 1990, my husband and I became managers at the 20-year-old Park Place Apartments in east Glendale. It was a 159-unit, one-, two- and three-bedroom community over-whelmed by years of untrained management and crime with tough neighborhood problems.

When we arrived, Park Place had regular, major violent crime--96 police visits in 3 months! Crimes included drug-related activities, heavy gang activity, intimidation, stabbings, rape, prostitution, shootings, a domestic-hostage situation, residents packing guns to the pool to sunbathe and much more.

Residents ran and hid from management. They pulled their children indoors, closed their blinds, and locked their doors. They were fearful of being evicted because they had no place to go.

The previous management solved the problem of no hot water to over half the property by installing a community hot-water heater in one apartment and then loaning the keys to residents so they could take a shower! The air-conditioning was broken in many of the apartments, and roof leaks were abundant. The occupancy rate was barely 65 percent. Most residents were involved in criminal activity, but they refused to pay rent because of inadequate services.

We were unprepared to handle the criminal problems. All we did for the first six months was crisis control. We waited each day for something to happen, and

it surely did! Convinced there HAD to be a better way, we contacted our neighboring properties to see what they were doing. We discovered that everyone was struggling. We contacted the Glendale Police Department for help.

Suddenly, we found ourselves with an organized group of managers who met once a month with the police department to discuss strategies to improve our properties. After many monthly meetings and mini-training sessions, the police



Department produced the "Property manager Training Manual," and Glendale's Crime Free Multi-Housing Program was born! In one day, managers now could have the training it took years to get!



Does the crime-prevention program work? YOU BET!

Using the Crime Free Multi-Housing Program guidelines, we lowered our police visits by 90 percent within a year of taking over Park Place. We still have some criminal activity because of the neighborhood. But we, the property manager and residents, are pulling the same way--toward a safe, crime-free community.

Does the program work fast? It can if you and the owner are willing to evict everyone from the get-go. We didn't. We never let our occupancy drop below 80 percent (after we built-up). We tried to work with the residents to help them understand how to change their behavior. Of course, there's ALWAYS the hard cases, and you cannot do much with them.

We were firm, consistent, and fair with our evictions. We quickly gained a reputation for honest management with impartial community rules, which still are working five years later.

The present owner recently survived a Chapter 11 bankruptcy because of, I believe, our strong resident base and the concept of the Crime Free Multi-Housing Program. We were the first on our block to qualify for the crime-prevention program. It took approximately six months with management and residents working together.

Was it expensive? We had to add peep holes and change dead bolt locks on all 159 doors! The total cost came to under \$2,000. Compare that to being 100 percent occupied with a pleasant, resident-involved community!

By Pat Butler
General Manager
Park Place Apartments

(Reprinted with permission from the Arizona Multihousing Association Apartment News.)

A SUCCESS STORY AT STANFORD COURT APARTMENTS PHOENIX: INVOLVEMENT EQUALS RESULTS

Editor's Note: *This new feature of Apartment News will spotlight an AMA-member community that has reduced criminal activities through its participation in the Crime Free Multi-Housing Program, which the AMA strongly supports.*

Stanford Court, a 436-unit apartment community, was better known as "HELL TERRACE" before it was purchased by Stanford Court Limited Partnership in 1991. Its occupancy rate was 56 percent. The neighborhood disliked many of the residents, as did the police department. Officers were called almost daily for domestic violence, drugs, gunshots, and other criminal activities. Maintenance workers would make graffiti clean up a daily routine. The law-abiding residents and staff feared for their safety.

Today, Stanford Court is a different community. Crime activity is rare. Occupancy is 100 percent with a waiting list. The Crime Free Multi-Housing Program made the difference.

The residents and staff at Stanford Court are very fortunate to reside and work where Stanford Court Limited Partnership's philosophy is to provide a community with a safe, home-like atmosphere. The owner plans to do this through customer service and caring about residents as people.

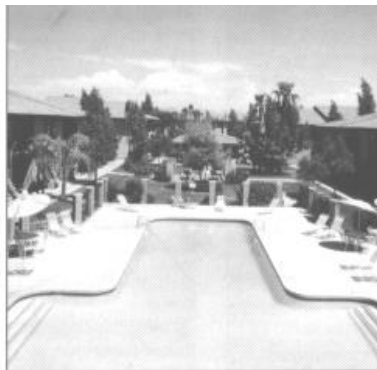
When we began cleaning up "HELL TERRACE," we did not have many of the crime-fighting programs available today. We began with better resident screening.

We also started a two-person Resident Services Department. Their daily job was to not only talk with residents but listen to the problems they were having with their neighbors. Our team also looked for ways to solve problems and find evidence to use in

evictions.

From this program evolved our resident Neighborhood Watch Program. One captain and at least one assistant were assigned to each building. This arrangement worked and helped to recruit new volunteers who have limited time to participate in Neighborhood Watch activities. It has been through this program that residents meet and welcome new neighbors into their community. Our outreach efforts foster a friendly, neighborhood feeling at Stanford Court. By early 1994, we began to see more "good" residents move in as we expanded the Neighborhood Watch efforts.

In April of last year, we learned of the Crime Free Multi-Housing Program, and the staff and owners of Stanford Court completed the training taught by Phoenix Police Officer Connie Stine.



Photograph courtesy of For Rent Magazine

As a result of the Crime Free program, Stanford Court changed all the doorplate screws to the required 3-inch size; removed several trees and installed additional security lighting. The Crime Free Lease Addendum was made poster



Photograph courtesy of Stanford Court

size and displayed next to the leasing table where prospective residents could read it. They also are told about our Neighborhood Watch program and its involvement by the entire apartment community and staff.

For many new renters, knowing that Stanford Court participates in Crime Free is the deciding reason why they move in.

Stanford Court also hosts the New Neighborhood Watchers on Patrol training program taught by Officer Ed Patterson.

Our Neighborhood Watch captains are sponsoring and planning a pancake breakfast and ice cream social to raise money for shirts, scanners, and a cellular phone. They have already planned this year's National Night Out on August 1. They plan to top last year's attendance of 500 people.

Because of our Neighborhood Watch efforts, we helped police find a juvenile who was shooting an air gun in the neighborhood. One of the shootings occurred in Stanford Court. Our Neighborhood Watchers distributed a flyer to all residents and a few neighborhood Neighborhood Watch groups. Within a couple of days, a suspect was apprehended by police from information received from Stanford Court's Neighborhood Watchers. The Crime Free Lease Addendum was used to evict the family from the community.

Stanford Court houses over 394 children. We provide them the Neighborhood Watch training and programs geared to their needs. Because of this, there is a drastic drop in graffiti and vandalism in our community.

Making an apartment community a safe place to live requires involvement by everyone -- owners, management companies, on-site staff, and all residents. We constantly remind others and ourselves that Neighborhood Watch

is a necessity in today's society. It's training you will use the rest of your life. You become alert and aware of your

surroundings, which could save a life or protect someone's property.

By Goldie Wilson, Manager

PART TWO

WHAT IS THE CRIME FREE MULTI-HOUSING PROGRAM?

WHERE IT BEGAN

The **Crime Free Multi-Housing Program** began in Mesa, Arizona, on July 1992. It has spread across the United States, Canada, and overseas countries in a very short time. It was designed to be law enforcement driven.

HOW IT WORKS

The **Crime Free Multi-Housing Program** is a unique, three-phase certification program for rental properties of all sizes, including single-family rental homes. The first phase is the completion of an eight-hour program that may be taught by attorneys, police, and fire personnel. Frequently, guest speakers will also attend to address specific topics relating to rental properties. This police-sponsored program is designed to be very easy yet extremely effective at reducing criminal activity in rental properties.

The **Crime Free Multi-Housing Program** addresses these topics:

- ☐ Understanding Crime Prevention
- ☐ C.P.T.E.D. Concepts
- ☐ The Application Process
- ☐ Common Sense Self Defense
- ☐ Community Rules/Leases
- ☐ Apartment Communities/Not Complexes
- ☐ Active Property Management
- ☐ Combating Crime Problems
- ☐ Police: To Serve and Protect?
- ☐ Partnership with the Fire Department
- ☐ Dealing with Non-Compliance

Typically, the **Crime Free Multi-Housing Program** is taught during a single eight-hour day. Some police agencies may sponsor two four-hour training sessions. The program is designed to be flexible, as many communities have differing needs.

WHO SHOULD ATTEND

Property owners, managers, leasing staff, maintenance personnel, and others in the management team should attend the entire 8-hour training program. It is also recommended that police officers attend the training to understand the civil nature of rental communities and to establish a rapport with managers of rental properties.

PHASE ONE: TRAINING

After completion of the eight-hour training program, each participant will receive a green certificate, which has been signed by the sheriff of San Bernardino County. The certificate is also signed by the program coordinator of the **Crime Free Multi-Housing Program**, who sponsors the training.

This green certificate is to be immediately framed and displayed in the leasing office, or in a prominent place where applicants are sure to see it. Prospective residents should be told as soon as possible that property management is working with the police to keep the community healthy. If there is not a leasing office, a certificate can be displayed in a 3-ring notebook with other materials used in the **Crime Free Multi-Housing Program**. The manager or owner should show the notebook to prospective residents.

Participating managers should also begin immediate implementation of the **Crime Free Lease Addendum**, which is the backbone of the **Crime Free Multi-Housing Program**. The addendum to the lease cites specific actions that will be taken by management if a resident, or someone affiliated with the resident, is involved in illegal, dangerous, or nuisance activity on or near the rental property.

If the management is conducting a background check that includes credit and criminal information, the applicant should be informed before they turn in the application or pay any fees or deposits. Every prospective resident must be treated the same as the others. It is important to develop office policies to ensure this.

PHASE TWO: C.P.T.E.D. INSPECTION

In the second phase of the program, a representative of the police/sheriff's department will inspect the rental property to assess the physical security and general appearance of the property. If the property meets the agency's minimum C.P.T.E.D. requirements, they will be given a red certificate signed by the chief law enforcement official.

This red certificate will certify the property has met the minimum security requirements

of the **Crime Free Multi-Housing Program**. The minimum-security requirements are:

MANDATORY C.P.T.E.D. SECURITY REQUIREMENTS:

- | | |
|--------------------------------------|------------------------------------|
| 1) Deadbolt locks on entry doors | 4) Properly maintained landscaping |
| 2) Anti-lift/slide devices on doors | 5) Proper security lighting |
| 3) Door strike plates with 3" screws | 6) 180-degree peepholes |

PHASE THREE: SAFETY SOCIAL

In the third and final phase of the program, **San Bernardino County Sheriff's Department** personnel and **Property Management** staff will conduct a Safety Social for residents at the rental property. This will include information about general safety principles and crime prevention, including Neighborhood Watch information. This will also give law enforcement the opportunity to explain the **Crime Free Multi-Housing Program** to the residents of the rental community.

Property Management is responsible for providing food, non-alcoholic drinks, and entertainment for this event. It is also recommended that property managers raffle door prizes as an added incentive to draw residents to the meeting. It is necessary to conduct at least one (1) meeting per year to maintain membership in the **Crime Free Multi-Housing Program**.

A blue certificate will be issued at the Safety Social to demonstrate to the residents that management is committed and has completed all three (3) phases of the program.

FULL CERTIFICATION

Once fully certified, the property manager will receive a gold certificate. (This certificate is the only certificate that has an expiration date. It is renewed each year after the subsequent Safety Social has been conducted.)

After completion of the first safety social, the management can post the **Crime Free Multi-Housing Program** signs on the property. It is recommended that one sign be posted at each entrance to the property where prospective residents will see them.

SIGN REGISTRATION

The sign is the property of the Oviedo Police Department, and permission to display the sign can be revoked if the property is sold or the management no longer wishes to participate in the **Crime Free Multi-Housing Program**.



An added incentive to reach full certification is the use of the **Crime Free Multi-Housing Program** logo in all relevant advertisements, as well as on company letterheads, business cards, and associated paperwork.

This logo has achieved a very high level of recognition in the United States, Canada, and Internationally. It has proven very effective in attracting honest residents looking for safe housing. It has worked equally well to discourage those looking for an apartment unit for conducting criminal activities.

MAINTAINING CRIME FREE SIGNS

It is the responsibility of the management to maintain and replace all lost or damaged signs. Contact the Crime Free Program Coordinator if this occurs. Normally, no fading will show on the brightly colored signs. It is a good idea to use car wax on signs to prevent them from fading or cracking in the hot Florida sun.

Carefully consider how each sign is installed to prevent theft or damage. Through bolts can be bent or stripped to prevent removal. Signs can be attached with liquid nails and bolted to a building at a height that cannot be reached.

PART THREE

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN

C.P.T.E.D. ELEMENTS

Crime Prevention Through Environmental Design (C.P.T.E.D.) is comprised of four (4) key elements: **surveillance**, **access control**, **territoriality**, and **activity support**. Using C.P.T.E.D., you can eliminate virtually any property crime.

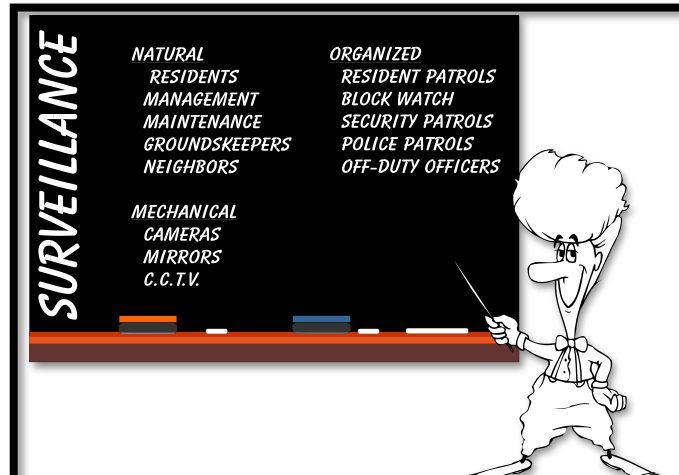
IMPROVE SURVEILLANCE

Surveillance is the first element of C.P.T.E.D. Surveillance is the ability to look into an area and the ability to look back out. It can be formal or informal. Formal surveillance is generally organized, while informal surveillance is naturally occurring. You should observe your property from all locations, keeping in mind whether you can see into and out of the property. Keep in mind that residents and staff are formal surveillance partners and that neighbors or visitors to your property will conduct informal surveillance of your property. Remove anything that hinders surveillance. There are three types of surveillance to consider: **Natural, Mechanical, and Organized**. The best plan will involve some combination of all three types of surveillance.

- **Natural Surveillance** is naturally occurring. As people are moving around an area, they will be able to observe what is going on around them, provided the area is open and well lighted. Natural Surveillance is typically free of cost, but observers may choose not to get involved in any situation that may pose a potential threat to themselves or others.

When considering surveillance of your property, remember that casual observers from neighboring properties might be willing to report suspicious activity. All you need to do is ask! It is a great idea to ask them to join your Neighborhood Watch meeting and safety socials.

- **Mechanical Surveillance** employs the use of cameras, mirrors, and other equipment that allows an individual to monitor a remote area. Mechanical



Surveillance usually involves the purchase of moderately inexpensive mirrors to the more expensive electronic devices, such as closed-circuit television (CCTV). Once the equipment is purchased, maintenance of the devices must be considered.

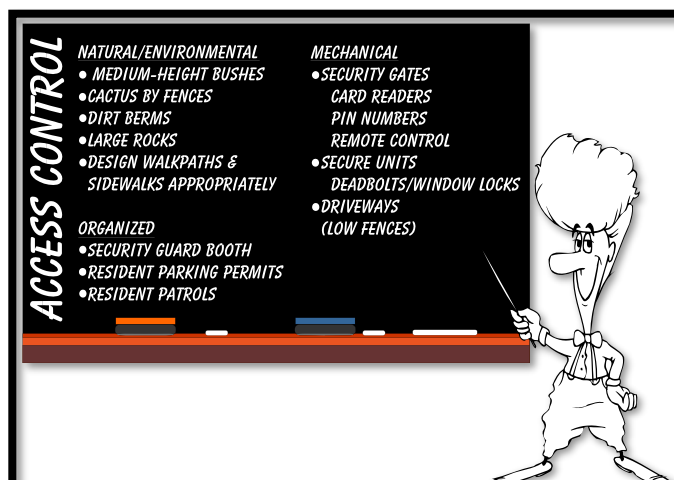
- **Organized Surveillance** includes security patrols and other people who are organized to watch a targeted area. While this is the most effective deterrent to crime, it is also the least cost-effective. While it may be necessary to employ security patrols or off-duty police officers, once the patrols are discontinued there is generally nothing left to show for your investment.

IMPROVE ACCESS CONTROL

ACCESS CONTROL is the second element in C.P.T.E.D. Because many criminals look for an easy escape, limiting access into an area and back out again is a great way to deter criminal activity. Access Control can be demonstrated by having one way into and out of a location, such as a security post or the use of mechanical gates. Others, who use alternative methods to enter an area look suspicious, risk detection, and sense an increased risk of apprehension.

It is important to assess how the intended users are entering the property. It is equally important to assess how the non-intended users are entering the property as well. Look at perimeter fencing for damage. Look for footprints in the dirt and gravel. Check for wear patterns in grassy areas. Determining the weak points will be the first step to correcting the problem.

There are three (3) types of Access Controls to consider: **Natural (or Environmental), Mechanical and Organized.**



- **Natural/Environmental Access Control** involves the use of the environment. To keep trespassers from climbing over walls, for instance, you could plant hostile vegetation in the area where it will be highly visible. The use of dirt berms or large rocks can also keep unwanted visitors from entering private property and vacant lots.

- **Mechanical Access Control** includes the use of security gates, which have proven very effective at

reducing auto thefts, burglaries, and other crimes. Most perpetrators of these crimes do not want to exit the way they entered as it allows witnesses to record license plates and get better suspect information.

- **Organized Access Control** entails the use of security or courtesy patrol to monitor those entering the property. Distribution of parking permits, affixed to registered vehicles, will identify which vehicles belong to the residents. **Vehicles should not be allowed to back into parking spaces so that parking permits and license tags will be visible at all times.**

IMPROVE TERRITORIALITY

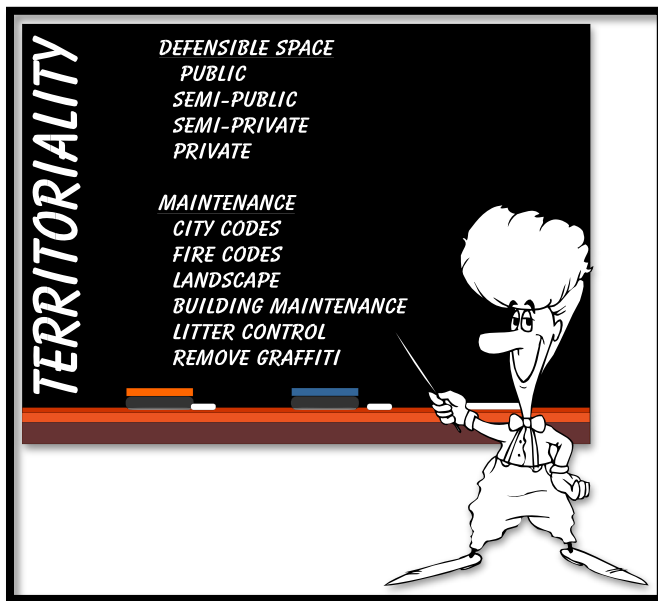
TERRITORIALITY is the third element in C.P.T.E.D. Territoriality is a psychological impression that people get when they look at the property. If management displays good territoriality, it will influence the community to respect the property as well. Good territoriality demonstrates a sense of ownership, alerting potential offenders that they don't belong there, and they will be seen and reported because undesirable behavior will not be tolerated. It has two (2) principal components: **Defensible Space and Maintenance.**

Defensible Space is divided into four (4) categories: **Public, Semi-public, Semi-private, and Private.**

- **Public** areas are typically the least defensible. A car driving on a public street would not automatically arouse suspicion.

- **Semi-public** areas might include a cul-de-sac. If there are only five homes in the circle, a driver would be expected to stop at one of the five homes or leave the area.
- **Semi-private** areas might include sidewalks or common areas around residential areas. While most people may not confront a stranger in a common area, they are likely to call the police if the person does not appear to belong there.
- **Private** areas are different in rental communities than in single-family home neighborhoods. In a typical apartment, the private area may not begin until you enter the unit. This is especially true if several units share a common balcony or stairways. In a single-family home neighborhood, many owners consider their front yard to be private or defensible space.

There are many ways to establish defensible space. By planting low growing hedges or bushes, you will show a defined property line. By posting signs such as "No Trespassing" or "No Soliciting," you have established the area as defensible space.



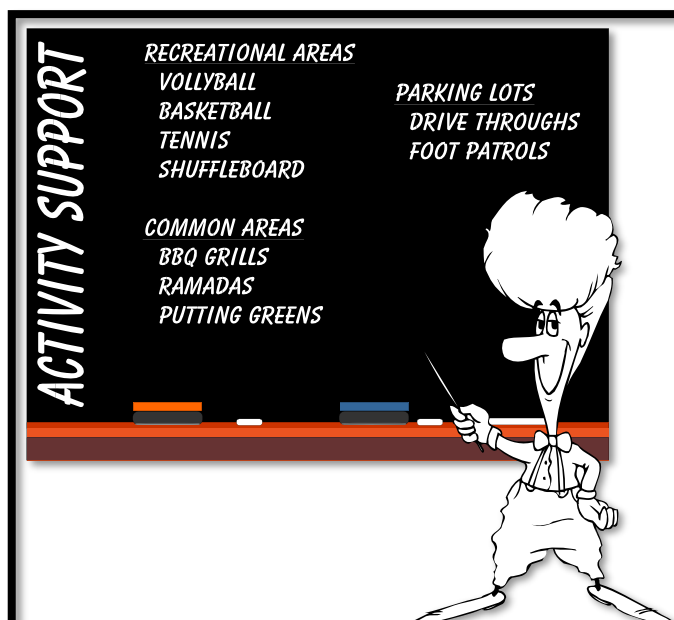
Maintenance is another key issue for Territoriality. Properties that are clean and well maintained are more likely to attract residents who take pride in their community. This also promotes confidence in the management team.

If you and a resident agree to improvements or repairs on the rental unit, make sure the details are in writing and signed by both parties. The property manager must approve all improvements to the property ahead of time, especially if the resident expects to be reimbursed for materials and labor. Keep receipts and records of the time and money spent.

IMPROVE ACTIVITY SUPPORT

Activity support is the fourth element in C.P.T.E.D. This involves the appropriate use of recreational facilities and common areas. The objective is to fill the area with legitimate users so the abusers will leave.

It may be difficult to believe that filling an area with legitimate users will cause the deviant users, or abusers, to leave. But the opposite is also true. If you fill an area with deviant users, the legitimate users will withdraw.



To promote Activity Support, utilize common areas effectively. By incorporating picnic areas and other amenities into open areas, the legitimate users will maintain ownership of the property.

In recreational areas, utilize proper lighting techniques and establish community rules to encourage the proper and safe use of the facilities. For laundry facilities, exercise and game rooms, maintain unobscured visibility for the intended users.

CONFLICTS WITH C.P.T.E.D. CONCEPTS

SURVEILLANCE	ACCESS CONTROL
<p><i>Concept:</i></p> <p><i>Conflict:</i></p> <p><i>Solutions:</i></p>	<p><i>Concept:</i></p> <p><i>Conflict:</i></p> <p><i>Solutions:</i></p>
TERRITORIALITY	ACTIVITY SUPPORT
<p><i>Concept:</i></p> <p><i>Conflict:</i></p> <p><i>Solutions:</i></p>	<p><i>Concept:</i></p> <p><i>Conflict:</i></p> <p><i>Solutions:</i></p>

C.P.T.E.D. LIGHTING

Lighting, by itself, does **not** prevent crime. Many times cars are burglarized while parked under a light. Lighting provides the opportunity for **choice**, the choice to walk forward because you can see clearly that the path is clear AND free of danger. If the user can see a potential danger (a person hiding, a gang of kids at the corner), they may choose to walk a different way. Lighting can illuminate a target as easily as it provides a legitimate user to see a potential threat or criminal.

Lighting is a powerful tool the management and residents can use to control and reduce the fear and opportunity of crime.

Unless you have formal or informal surveillance of an area, lighting may not always prevent crime. Good lighting without surveillance may encourage criminal activity in some cases.

GOALS OF LIGHTING

UNIT LIGHTING SHOULD BE:

- ☐ Energy efficient (used consistently)
- ☐ Non-tamperable (use special screws)
- ☐ Break Resistant Lens (Polycarbonate-Lexan)

BUILDING LIGHTING SHOULD:

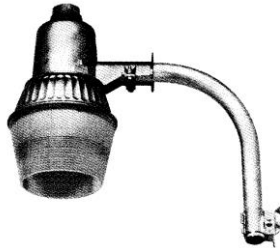
- ☐ Illuminate building numbers
- ☐ Illuminate building accesses
- ☐ Illuminate front and back areas
- ☐ Illuminate porch lights under control of the building, not apartment user.

GROUNDS LIGHTING SHOULD:

- ☐ Provide a cone of light downward to walkways
- ☐ Provide a level of lighting between buildings to distinguish forms and movement.

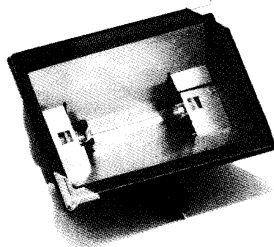
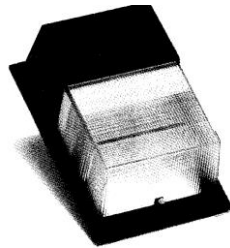
Energy-efficient lighting fixtures help you cut your electric bill. Plus, most products are easy to install because many models come pre-wired and pre-assembled. Each style comes with a lamp, and you can also choose to add a photocell on some designs.

**Dusk-To-Dawn
High-Pressure Sodium**
150 watt



**High-Pressure
Sodium Flood**
150 watt

**High-Pressure
Sodium Wall Light**
70 watt



**Quartz Light Metal
Halide**
500 watt

TYPES OF LAMPS

High-Pressure Sodium, Metal Halide, Mercury Vapor, and Self-Ballasted Mercury Lamps are all high-intensity electric discharge lamps. Except for self-ballasted lamps, auxiliary equipment such as ballasts and starters must be provided for proper starting and operation of each type, by American National Standards Institute (ANSI) specifications.

Low-Pressure Sodium lamps, although technically not high-intensity discharge lamps, are used in many similar applications. As with HID lamps they require auxiliary equipment for proper starting and operation. These lamps, which have efficacies up to 200L/W, have a mixture of neon and argon gas plus sodium metal in the arc tube and an evacuated outer bulb. When voltage is applied to the lamp, the arc discharge is through the neon and argon gas. As the sodium metal in the arc tube heats up and vaporizes, the characteristic yellow amber color of sodium is achieved.

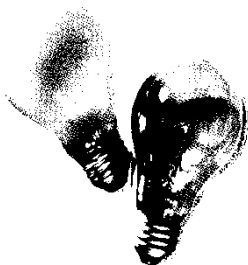
Nominal Wattage of Lamps

Lamp wattage varies during life because of ballast and lamp characteristics. Ballast data should be reviewed for actual wattage levels.

Voltage Control

An interruption in the power supply or a sudden voltage drop may extinguish the arc. Before the lamp relights, it must cool sufficiently, reducing the vapor pressure to a point where the arc will restrike with available voltage. Instant restrike lamps restrike immediately with the resumption of power, providing approximately 5% of steady state lumens and a rapid warm-up. Other lamps require approximately one-minute cooling before relighting. Still, other HID types take 3 to 20 minutes, depending on the type of lamp and luminaire.

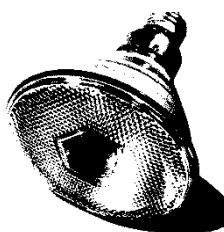
Incandescent Bulbs



Supreme incandescent bulbs are rated at 5000 hours compared to 750 for regular bulbs. Cooler burn has 85% longer lamp life. Withstands voltage fluctuations, and it's brass base offers reduced socket freezing. Frosted or clear, available in watt varieties.

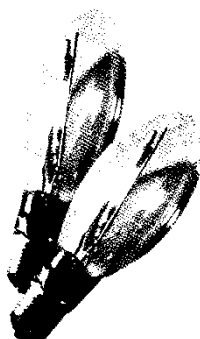
Flood Light

One-piece weatherproof construction with a brass base to reduce socket freezing. Cooler burn.



High-Pressure Sodium

Hermetically sealed, this high-pressure sodium lamp offers 24,000 hours of dependable life. Built for outdoor uses, it absorbs wind and vibration, is insulated against high voltage pulses and has minimal freezing or rusting in the socket. Clear or coated. (For use in high-pressure sodium fixtures only.)



COLOR RENDERING

Another key performance characteristic, *color rendering*, is the ability of a light source to represent colors in objects. The relative measure of this ability is color rendering index or CR, which rates lights sources on a scale of 0 to 100.

The higher the CRI, the more vibrant or close to natural the colors of objects appear. For example, a CRI of 0 would come from a source that provides light without color, much like a black and white television. A CRI of 100 would represent a source that has the rendering capabilities of incandescent light (for sources below 5000K) or "daylight" (for sources above 5000K). CRI is especially important when evaluating fluorescent and HID sources because they have a wide range of CRIs.

Fluorescent Tubes

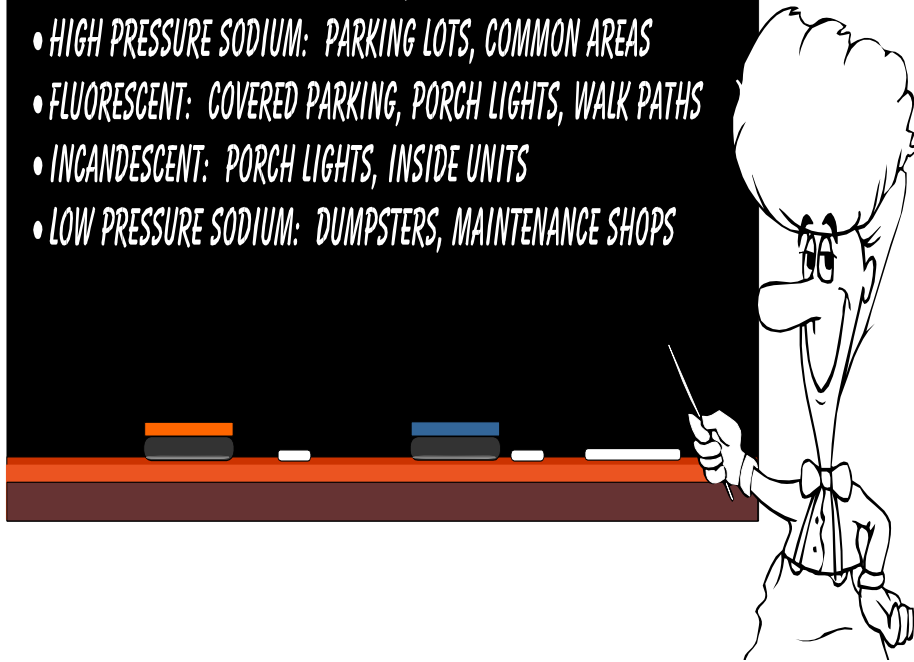
Cast cool, bright, economical light for indoor use.

Pictured: Circular, one of the many fluorescent tubes available.



PROPER USE VARIOUS LIGHTS

- METAL HALIDE: RECREATION AREAS, PARKING LOTS
- HIGH PRESSURE SODIUM: PARKING LOTS, COMMON AREAS
- FLUORESCENT: COVERED PARKING, PORCH LIGHTS, WALK PATHS
- INCANDESCENT: PORCH LIGHTS, INSIDE UNITS
- LOW PRESSURE SODIUM: DUMPSTERS, MAINTENANCE SHOPS



SECURITY LIGHTING

1. Purposes of lighting.

2. Lighting terminology.

3. Three types of lighting.

PROS AND CONS

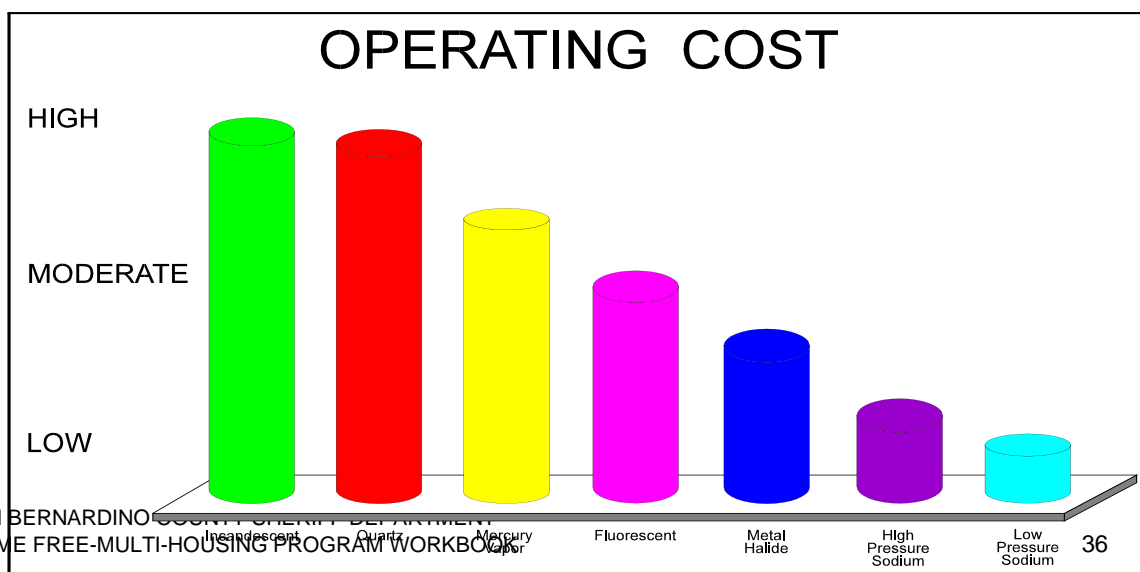
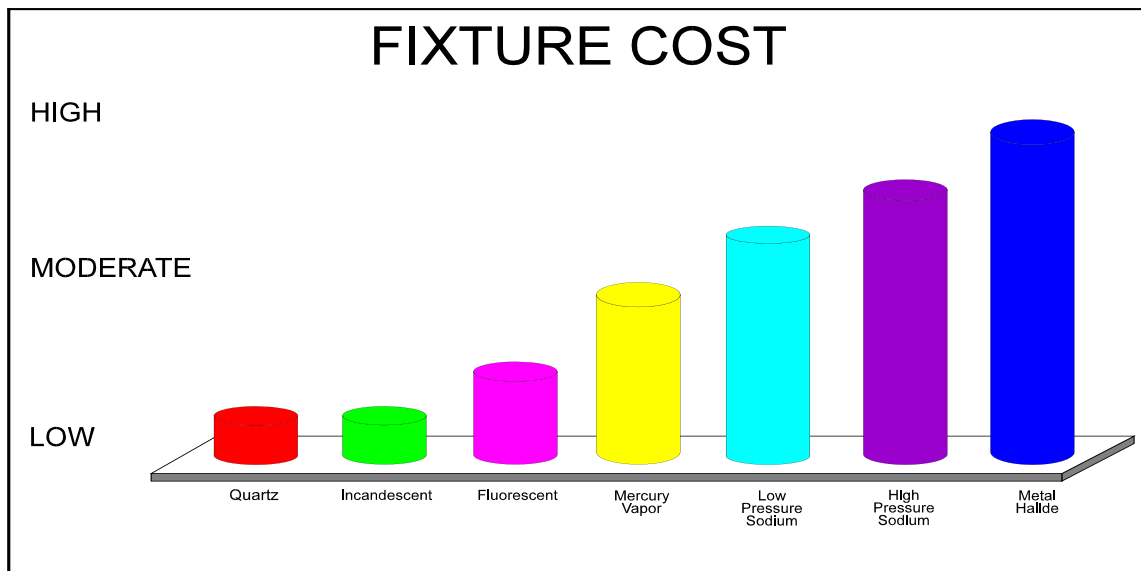
1. Type One:

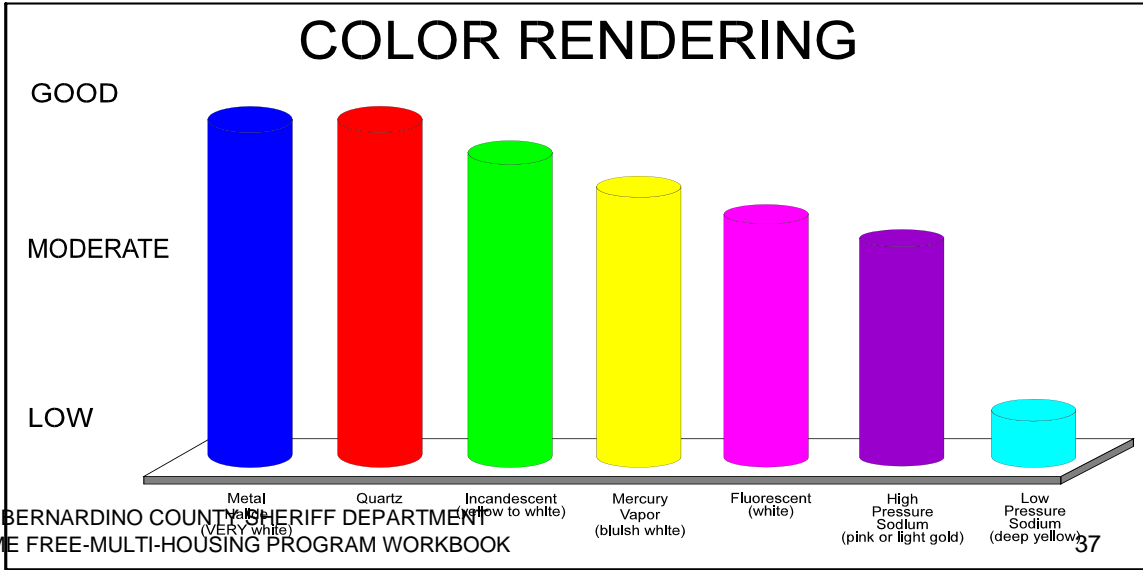
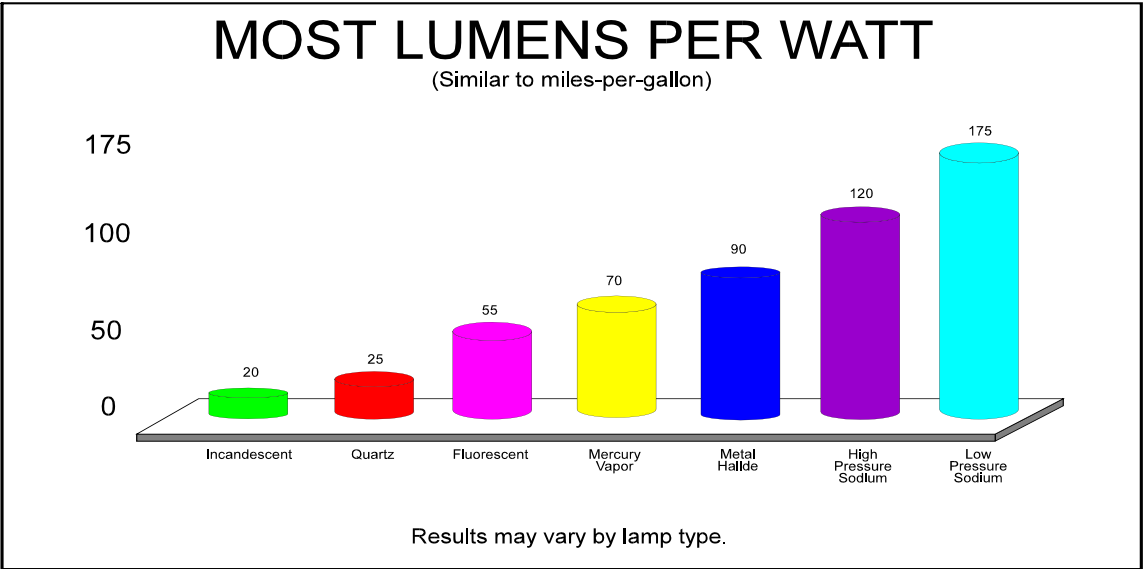
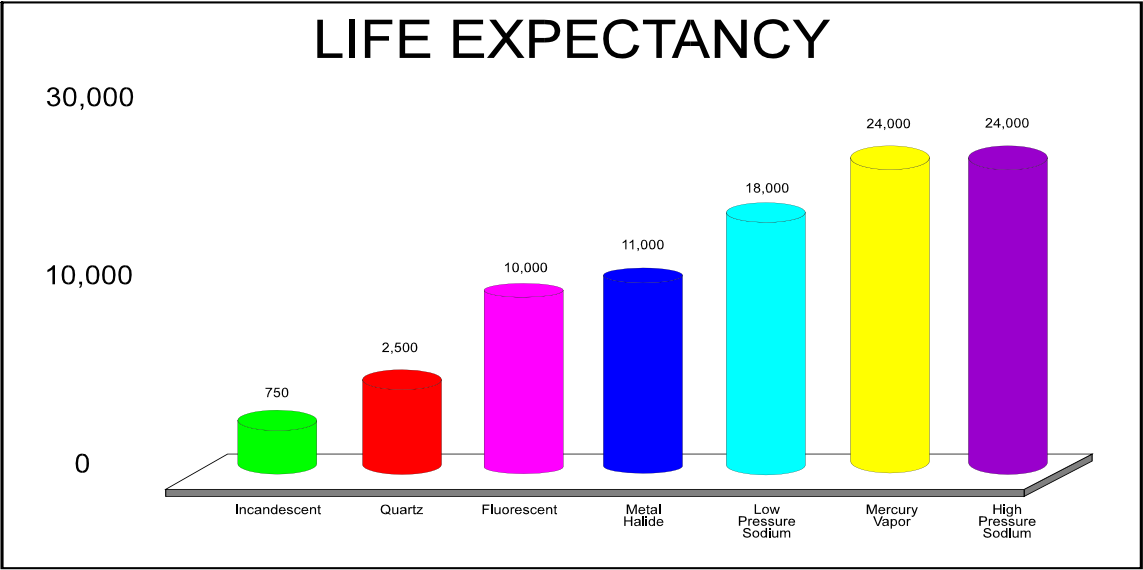
2. Type Two:

3. Type Three:

LIGHT and LAMP COMPARISON

While many lamps will offer varying degrees of efficiency and effectiveness, this is a general guide to discuss advantages and disadvantages with certain lamps. Contact a professional lighting consultant if you have any questions. Performance and costs may vary greatly from manufacturer to manufacturer. These charts are provided to show there are more considerations than just the cost of lighting.





PART FOUR

THE APPLICATION PROCESS

IT'S WORTH THE EFFORT

Property managers have differing views on how or if they should screen prospective residents. Some property managers have rigid guidelines established by their Management companies or owners. Other property managers may feel that calling references or checking prospective residents is not worth the effort. It is important to understand the application process and Fair Housing Laws.

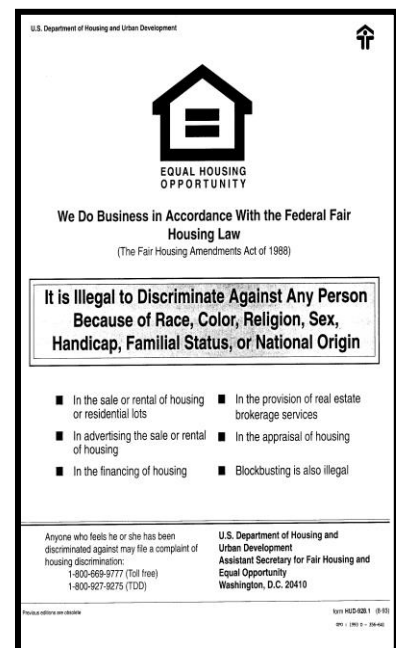
WHAT ARE PROTECTED CLASSES?

Federal Fair Housing Laws strictly prohibit any discrimination against protected classes. Those protected classes may include these and others:

- ☐ **Race**
- ☐ **Color**
- ☐ **Religion**
- ☐ **Sex**
- ☐ **Disability**
- ☐ **Familial status**

What most people may not be aware of is that **everyone** is in a protected class! Everyone has a race, color, sex, and a national origin. No one can discriminate against an applicant based on their color, regardless of what color they are. No one can be denied residency based on their national origin, regardless of where they were born.

NOTE: You should keep an “**Equal Opportunity Housing**” sign in the office to remind prospective residents that you comply with the Fair Housing Laws.



WHAT ABOUT NON-PROTECTED CLASSES?

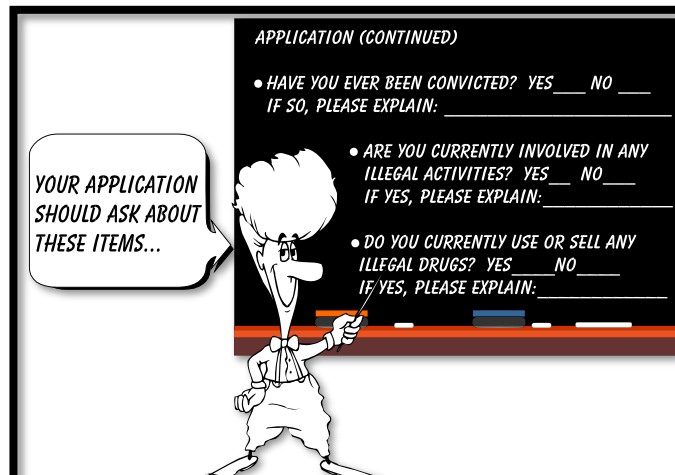
While discrimination against non-protected classes is not necessarily illegal, it may not be profitable either. For example, a property manager may discriminate against pet owners (provided that the applicant is not dependent upon the animal for a particular disability), but not allowing pets may turn away a large number of applicants. Another example is the property manager who chooses to rent to only non-smokers. Here again, it may be legal, but it may not be profitable.



WHAT ABOUT CRIMINAL BEHAVIOR?

At this time, it is not illegal to deny residency to an applicant based on their criminal history. Keep in mind; you should not discriminate based on an arrest, but only on a conviction. If an applicant says they were not convicted, but they made a plea bargain. Instead, it is **still** a conviction.

Behavior is **not** one of the federally protected classes. An applicant can be denied residency for behaviors at previous rental properties. For example, you could refuse residency to an applicant who has repeatedly disturbed or threatened previous neighbors, sold or manufactured drugs, or damaged properties they previously rented.



When looking at the criminal history of prospective residents, ask yourself, “**Is this a crime that poses a threat to my residents?**” A felony embezzlement charge may not be a threat, but a misdemeanor charge for assault may constitute a threat.

Notes:

MAKE CRIME FREE MULTI-HOUSING A COMMITMENT!

It is important to convey to all prospective residents your intentions to participate in the **Crime Free Multi-Housing Program**. Some property managers will attach a copy of the **Crime Free Addendum** to each application, while other property managers will display a poster-sized copy of the addendum in an area where prospective residents fill out their application.

Be certain to treat **all** applicants equally and fairly. **Also, be certain to tell them about your participation in the Crime Free Multi-Housing Program before they fill out the application.** This allows them to continue looking for other options.

If an applicant refuses to live in a **Crime Free Community**, you won't have to deny their application!

DISCLOSURE

If an applicant discloses a previous criminal history of convictions on the application, you should decide whether or not to accept the application immediately. If you accept the application, you may lose the right to deny the application later for any information they have disclosed.

Check with your Management Company and attorney to be certain of your company's policy in this regard.

Bottom line: check each application thoroughly before accepting it or any processing fees.

Notes:

THE APPLICATION FORM
(EXAMPLE ONLY)

PROPERTY:

APPLICATION FOR RESIDENCY

NAME _____ **SOCIAL SECURITY #** _____ **DATE OF BIRTH** _____
PLACE OF BIRTH _____ **SPOUSE'S NAME** _____
SOCIAL SECURITY # _____ **DATE OF BIRTH** _____ **PLACE OF BIRTH** _____
TOTAL NUMBER OF MINORS TO OCCUPY UNIT _____ **LIST AGES** _____

CURRENT ADDRESS _____ **SINCE** _____ **CITY** _____
STATE _____ **ZIP** _____ **PHONE** _____ **PROPERTY MANAGER'S NAME** _____
PHONE _____ **PREVIOUS ADDRESS** _____
SINCE _____ **CITY** _____ **STATE** _____ **ZIP** _____

HAVE YOU EVER BEEN EVICTED OR HAD A PROTECTION ORDER FILED AGAINST YOU?
REASON _____

DRIVERS LICENSE # _____ **STATE** _____ **EXP. DATE** _____ **SPOUSE'S**
DR.LIC. # _____ **STATE** _____ **EXP. DATE** _____ **VEHICLES - YOU OWN,**
ARE BUYING, and WOULD BE PARKING ON THE PROPERTY:
MAKE/MODEL/YEAR/COLOR/LICENSE PLATE #/EXP. DATE/STATE _____

EMPLOYER'S NAME _____
ADDRESS _____ **CITY** _____ **PHONE** _____ **DATED**
STARTED _____ **POSITION** _____ **SUPERVISOR** _____ **GROSS INCOME**
PER _____

SECOND/FORMER EMPLOYER

ADDRESS _____ **CITY** _____ **PHONE** _____
EMPLOYED FROM _____ **TO** _____ **POSITION** _____ **GROSS**
INCOME _____ **PER** _____ **SUPERVISOR** _____ **SPOUSE'S**
EMPLOYER _____ **ADDRESS** _____
CITY _____ **PHONE** _____ **DATED STARTED** _____ **POSITION**
SUPERVISOR _____ **GROSS INCOME** _____ **PER** _____

ANY ADDITIONAL INCOME (STATE SOURCE AND AMOUNT)
Application for Residency - Page 2

NAME OF BANK

BRANCH/ADDRESS

TYPE OF ACCOUNT

ACCOUNT NUMBER

CREDIT REFERENCES:

CREDITOR'S NAME

TYPE OF ACCOUNT

ACCOUNT NUMBER

MONTHLY PMT.

IN WHO'S NAME

TWO PERSONAL REFERENCES:

NAME _____ **ADDRESS** _____

CITY _____ **PHONE** _____

RELATIONSHIP _____

Have you ever been convicted of a crime, placed on probation/parole, is there a current warrant for your arrest, or are you currently involved in any criminal activity? _____ Explain: _____

All information furnished on this application is to the best of my knowledge, complete and accurate. Discovery of false or omitted information constitutes grounds for rejection of this application. You or any agent of your choice may verify any information from whatever source that you choose. I authorize all persons/or firms named in this application to freely provide any requested information concerning me and at this moment waive all right of action for any consequence resulting from such information.

I acknowledge payment of \$ _____ as a nonrefundable fee for the purpose of processing this application.

YOU ARE HEREBY INFORMED THAT ACCESS TO THE FLORIDA LANDLORD AND TENANT STATUTES, CHAPTER 83, IS AVAILABLE TO YOU THROUGH THE FLORIDA STATE STATUTES WEBSITE.

Applicant _____ **Date** _____

Spouse _____ **Date** _____

***SAMPLE* STATEMENT OF RENTAL POLICY**

THIS COMMUNITY WILL NOT DISCRIMINATE AGAINST ANY PERSON BASED ON RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, FAMILIAL STATUS, OR DISABILITY.

OCCUPANCY STANDARD: TWO (2) PERSON MAXIMUM OCCUPANCY PER BEDROOM

RENTAL APPLICATION EVALUATION GUIDELINES:

- **Age Requirement:** Leaseholder(s) must be xx years or older. All occupants xx years or older will be required to complete an application (even if living with parent or guardian). Co-signers are not accepted.
- **Income Requirement:** The gross monthly income of all leaseholder(s) will be considered jointly and must equal times the rental amount on the apartment. All income must be verifiable.
- **Employment Verification:** *Leaseholder(s) must be currently employed, or provide written evidence of regular income sufficient to at least times the rental amount on the apartment, for the lease term.
- **Self Employment:** Must provide the previous year's personal income tax return and the previous xx months personal bank statements as evidence of sufficient income. Persons who hold jobs that are commission only, or base salary plus commission, or tips, bonuses will be considered self-employed.
- **Residency:** Up to xx years residency history will be reviewed and must exhibit no derogatory references. Any debt owed to another property must be paid before lease can be approved.
- **Credit Requirements:** The credit history will be reviewed and no more than ____% of the total accounts reported can be over XX days past due, or charged to the collection in the past XX years.
- **Pets:** All pets are subject to property policy.
- **Application Fee:** A \$____ non-refundable application fee is required per application.
- **Criminal History:** Must exhibit no criminal conviction involving violence, firearms, illegal drugs, theft, crimes involving theft, or destruction of property, or any crime involving a minor.

This will include person(s) who have received deferred adjudication and/or have not yet satisfied the probationary period of deferred adjudication for any of the above-mentioned offenses.

ADDENDUM TO THE APPLICATION:

Are you a current illegal abuser of a controlled substance?_____ Have you ever been convicted of the illegal use, manufacture, sale or distribution of a controlled substance?

I UNDERSTAND AND ACCEPT THESE QUALIFYING STANDARDS AND HAVE TRUTHFULLY ANSWERED ALL QUESTIONS. FURTHER, I UNDERSTAND THAT FALSIFICATION OF RENTAL APPLICATION INFORMATION WILL LEAD TO DENIAL OF RENTAL. CONCIERGE MANAGEMENT CORPORATION'S RENTAL POLICIES ARE GUIDELINES, WHICH ENABLE US TO ACCEPT AS PROSPECTIVE RESIDENTS THOSE INDIVIDUALS WHO ARE CREDITWORTHY AND DO NOT HAVE A CRIMINAL BACKGROUND. THIS RENTAL POLICY DOES NOT INSURE THAT ALL INDIVIDUALS RESIDING ON OR VISITING THE PROPERTY CONFORM TO THESE GUIDELINES.

_____/_____
Prospective Resident Date

_____/_____
Prospective Resident Date

Prospective Resident	/	Date	Agent For Owner	/	Date
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CREDIT REPORTING AGENCIES

Many credit reporting agencies will offer to search for local or county court records for criminal data about your prospective residents. While many of these companies make claims, the results they get may vary as greatly as the costs.

It is important to shop around for the best results, using a control group of names currently being processed. In most cases, you will see the best results from companies that use licensed private investigators, and search multiple courts and jurisdictions.

MATERIAL FALSIFICATION

If there is a material falsification of the information provided on the rental application, the manager may serve a notice to the resident to terminate the rental agreement if the information is not corrected. If the corrected information provided would have disqualified the applicant in the beginning, the manager may proceed with the written notice.

If the mistake was unintentional and the resident would have qualified anyway, the manager should void the notice.

FOR THE PURPOSES OF THIS SECTION, MATERIAL FALSIFICATION MEANS UNTRUE OR MISLEADING INFORMATION THAT "MATTERS," OR IS PERTINENT TO THE ISSUE OF THE APPLICATION PROCESS.



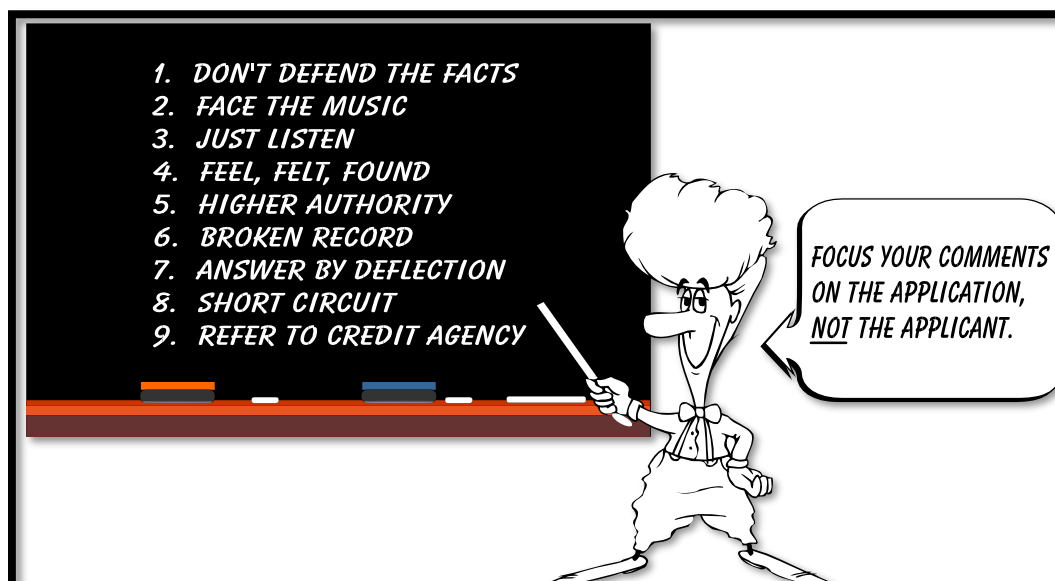
California State Statutes allows for eviction against a resident who has given untrue or misleading information on the application about:

- ☐ **Criminal records**
- ☐ **Prior eviction records**
- ☐ **Current criminal activity**
- ☐ **Number of occupants in a dwelling unit**
- ☐ **Pets**
- ☐ **The income of a prospective resident**
- ☐ **Social security number**
- ☐ **Current employment**

NOTES

REFUSING AN APPLICATION

Try to resolve the applicant's questions by using a few of these techniques as possible.



1. Don't Defend the Facts

2. Face the Music

3. Just Listen

4. Feel, Felt, Found

5. Higher Authority

6. Dumb Broken Record

7. Answer by Deflection

8. Short Circuit

9. Refer Applicant to Credit Agency

BOTTOM LINE:

**PLAN YOUR WORDS VERY
CAREFULLY --**

**DISCRIMINATION SUITS ARE
FILED WHEN MANAGERS SAY
TOO MUCH!**

PART FIVE

COMMON SENSE SELF DEFENSE

AWARENESS IS THE KEY

Most crimes can be prevented if there is careful consideration given to measures proven to reduce the likelihood of criminal activity. It is important to assess the types of crimes that have occurred on the property, as well as crimes that have been committed to similar properties. To discount the possibility of crime because "It has never happened before" is not using good sense.

It is imperative to understand the potential for many crimes exists and that steps to prevent those crimes should be taken before they occur. Crime prevention involves a keen awareness of the surrounding area, and that doesn't cost a lot of money. They are using a buddy system after hours is one inexpensive way to reduce the likelihood of an attack.



WORKING AFTER DARK

When working late, it is a good idea to have another person in the office or nearby. A person walking to a car alone is much more likely to be attacked than a person who is walking with somebody else is. There is strength in numbers!



If a person must walk out to their car alone, it is a good idea to have the car as close to the office as possible, reducing the walking distance. Whenever possible, employees (especially employees who may leave after dark) should be given assigned parking spaces closest to the office area, or be allowed to move their vehicles closer before it gets dark.

If this is not possible, assign an area as close as possible, which has excellent security lighting that cannot be easily disabled. It is also essential, when trimming bushes or trees, to keep in mind the casual observers who may live or be visiting in the general area. Keeping bushes and trees trimmed and removing any objects that may block surveillance of the area or offer a hiding place for an attacker will also allow the casual observer an open field of vision into the area.

EMPLOYEE TRAINING PROGRAMS

Employees should receive training to prepare themselves for all types of crime situations. Typically, police departments will offer classes that deal with common sense self-defense. There are also private firms that can take the training one step further, even offering chemical sprays or other devices to discourage an attack.



When working alone in an office, an employee should be certain that all doors and windows have been secured. It is a good practice to notify another person when working late as well. There should be a telephone nearby, should they need to call the police or another person for assistance.

STAY IN TOUCH

Cellular telephones and two-way radios are another good way to stay in touch, not only when someone is in the office, but when they have to step out for a moment as well. Pagers are another good way to summon help from maintenance people or groundskeepers. Many property managers have established special codes that can be entered into digital pagers to quickly identify problem situations that may occur.



ARMED ROBBERY PREVENTION



Armed robbery is a serious concern not often recognized by property managers or leasing staff. It is not uncommon for managers to collect thousands of dollars during the first part of the month. Keep in mind; an armed robber will kill a convenience store clerk for \$50.00 in cash. Many property managers keep much more than this available in the form of petty cash alone.

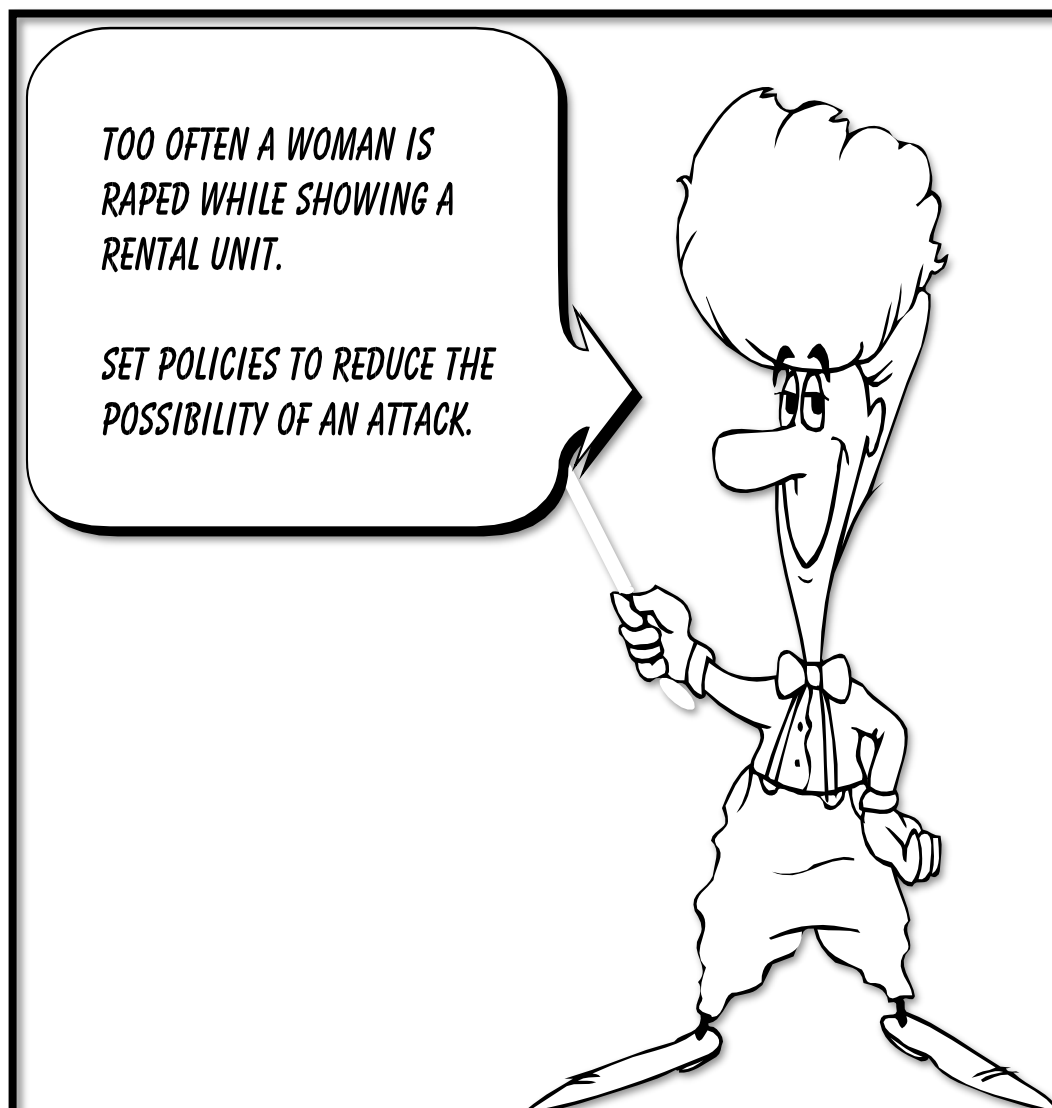
Earlier, we addressed Risk Management and the option of Risk Acceptance or accepting the risk. In this case, Risk Transference would involve transferring that risk by purchasing a good safe with a special courier service.

Risk Spreading is a third option in risk management. This involves keeping money in different locations, so even if one safe area is found, the money in other safe areas may go undetected. Another way to spread the risk is to make frequent deposits with smaller amounts per deposit.

Risk Avoidance is the fourth option. Make a “No Cash Accepted” policy in the office. This can also help to prevent internal theft and embezzlement by avoiding a situation entirely.

At the very least, property managers should place signs in highly visible areas that say the management will not accept cash and they keep no cash on the premises. Recommended areas are at the front door and reception or desk areas.

The potential for an armed robbery is not only in the office, but at the night drop as well, and everywhere in between. The potential for the money to be left behind, dropped or stolen is considerably high. The risk to employees who carry the money may be even higher.



SAMPLE POLICY

Apartment Community

MEMO

TO: All Employees

FROM:

RE: Safety Policy

- ☐ All applicants shall be required to show a state-issued or military photo identification card. This card shall be photocopied and placed in a secure place while the applicant looks at the unit. The identification will be returned immediately afterward.
- ☐ Property managers and agents shall require the applicant to complete a Guest Information Card in the applicant's handwriting. This should include their current address and phone number. (This policy should be posted as well.)
- ☐ Property managers and agents shall notify another person about the showing before you go and tell them what time you expect to return. If, for whatever reason, you feel in danger, do not take any risks! Trust your instincts! Reschedule the showing for another time when you are more comfortable.
- ☐ When showing an apartment to a prospective resident, allow them to enter first. Position yourself by the nearest exit. Leave the door open wide until you leave, but be aware for suspicious people lurking outside the unit. NEVER follow the prospect into another room. If you feel threatened, leave immediately and call for help.
- ☐ Always keep vacant apartments or model units well secured. When entering vacant units by yourself, lock the door behind you. It is a good idea to carry a radio or cellular phone with you. If possible, have a staff member accompany you when you make your appointed rounds.
- ☐ At the very least, agents should consider carrying a whistle, personal alarm or self-defense spray, and know the hazards and limitations of whichever method they choose. Self-defense classes may be another option to consider. Firearms are generally not a good option for many people.
- ☐ Report all suspicious activity to police and management immediately!

(It is a good idea to have a written policy posted where all applicants will see it.)

PART SIX

COMMUNITY RULES AND LEASE AGREEMENTS

MAKING RULES

Rules and Regulations:

Property managers are permitted by law to enact rules.

- A. A property manager, from time to time, may adopt rules or regulations concerning the resident's use and occupancy of the premises. Such rules or regulations are enforceable against the resident only if:
 - 1) Their purpose is to promote the convenience, safety or welfare of the residents in the premises, preserve the property manager's property from abusive use or make a fair distribution of services and facilities held out for the residents generally.
 - 2) They are reasonably related to the purpose for which adopted.
 - 3) They apply to all residents in the premises in a fair manner.
 - 4) They are sufficiently explicit in prohibition, direction, or limitation of the resident's conduct to fairly inform him of what he must or must not do to comply.
 - 5) They are not to evade the obligations of the property manager.
 - 6) The resident has notice of them at the time he enters into the rental agreement.
- B. A rule or regulations adopted after the resident enters into the rental agreement is enforceable against the resident if reasonable notice of its adoption is given to the resident and it does not amount to a substantial modification of his rental agreement.

- C. If the state, county, municipal or other governmental bodies adopt new ordinances, rules or other legal provisions affecting existing rental agreements, the property manager may make immediate amendments to lease agreements to bring them into compliance with the law. The property manager shall give a resident written notice that the resident's lease agreement has been amended, and the notice shall provide a brief description of the amendment and the effective date.

A property manager may adopt rules, regulations, and community policies for the rental property so long as they meet the requirements of state statute. At the time a resident signs or enters a rental agreement, be certain that they are given a written copy of all rules and regulations. Additionally, it's a good idea to post signs about particular rules in a conspicuous place so that all residents and their guests are aware of them. For instance, pool hours and rules should be posted in the pool area, as should rules that apply to the laundry room or recreation room be posted in each room, respectively.

Whether a rule or policy complies with this section of the statute is for judicial interpretation. If a judge feels a specific rule is unfair, vague, discriminatory or an attempt by the property manager to evade his obligations, the court can declare the rule void, or go so far as to terminate the rental agreement.

If the property manager wishes to enact and enforce new rules and regulations, notice must be given all residents. The notice should be given by delivering copies of the new rule in hand to the resident or sending copies by certified or registered mail. New rules or regulations need not be effective on the date that rent is paid but can be implemented according to your policy. Note, however, that new rules cannot have the effect of substantially modifying a resident's rental agreement. A rule or regulation that does so would generally be viewed as an attempt by the property manager to evade or alter his obligation. For instance, you cannot enact a community policy or regulation to increase the amount of rent or late charges a resident pays or require the resident to pay a fee for delivery of a 3-day notice. Any such charges must be spelled out in the lease agreement at the time property manager and resident sign it.

USE OF THE CRIME FREE LEASE ADDENDUM

The **Crime Free Lease Addendum** was developed to give reasonable notice to new

residents (at the time they enter into the rental agreement) about activities or behaviors that violate property rules, regulations, lease agreements or state statutes.

Many states have begun to adopt their versions of the **Crime Free Lease Addendum** into their Property manager and Resident Acts. **Crime Free Lease Addendum** should be applied equally and fairly to **all** residents of an apartment community. All **new** residents should sign the **Crime Free Lease Addendum**, but current residents should **not** be required to sign until they reach the lease renewal date.

It is advisable to **require all new residents or renewals to sign the Crime Free Lease Addendum**. This is an excellent opportunity to demonstrate management's commitment to keeping dangerous, illegal, and nuisance activity off of the property.

PART SEVEN

COMMUNITIES, NOT COMPLEXES!

NOT A COMPLEX

Rental properties are not complexes's. **Complexes are disorders!** Rental properties are small communities where people live and where many raise families. It is important to view each property as a community within a community. Residents need to feel they are a vital part of a healthy community. When residents feel at home, they are more likely to take pride and ownership of the area.

If residents of a rental property are fearful or not familiar with others in that community, many problems can result. Residents will be less likely to report suspicious or illegal activity, and that causes apathy. When apathy pervades, soon drug dealers and other undesirables will begin to take over the area. The only thing necessary for these activities to flourish is for good residents to do nothing to stop it. It doesn't take long for those who perpetrate illegal activity to realize no one is going to care or report them.

NOT A POLICE PROBLEM



Crime is **not** a police problem. It is a **community** problem. The police **are** a part of the community, so this does not **exclude** the police. It certainly is the police department's role to arrest people involved in illegal activity, but if the management re-rents to others are committing criminal acts, the problem does not go away.

For example, if neighbors complain that various types of illegal activity are making a park unsafe for children to play, this is not necessarily a police problem. The police can remove the persons committing crimes in the park, but if the residents don't follow-up by using the park, other illegal activities will soon begin again.

PROBLEM-SOLVING

1. Identify

2. Identify

3. Identify

4. Identify

5. Identify

6. Identify

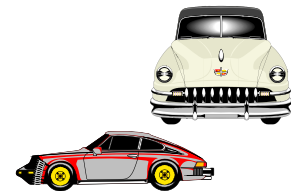
HOW TO BEGIN

Start with residents who care about their environment. If you promote a strong sense of community concern, residents will not tolerate illegal activity. They are more willing to testify in court about abhorrent behavior among problematic residents. Remember that criminals are like predators, seeking the easy target. If they can scare residents into silence, they can perpetuate the crimes.

As previously stated, one of the most violent elements in society today is **apathy**. Ignoring a crime problem will allow it to flourish more rapidly. It works the same way as weeds: ignoring a problem will not make it go away; it will make it worse.

FORM VS. FUNCTION

While a small sports car may be very attractive, it does not offer much protection in an accident. The 1955 sedan that weighs twice as much will offer better protection. The point is, it doesn't matter how pretty something is. If it isn't safe, it isn't practical!



Property management may spend tens of thousands of dollars to beautify a property, but they will not invest in security lighting. A person looking for a safe place to live may shy away from a property that is too dark, but a drug criminal may choose a property for that very reason.

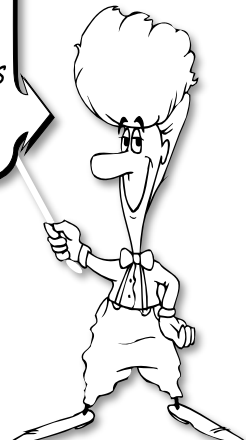
The key to having a nice apartment community begins with attracting the right residents. If your property is clean and attractive, you are more likely to attract residents who will keep their rental units clean as well. Trimming trees and bushes don't have to be expensive. Responsible applicants will come if they feel responsible management is running the property

Notes:

It is difficult to attract good residents if you have current, problematic residents loitering in the parking lots or common areas drinking alcohol or using drugs. People who conduct this kind of behavior will not only prevent good residents from moving in; they will influence your best residents not to renew their lease.

It is a good idea to visit the property at all times of the day and night to see how the residents behave. This is especially important for properties with off-site management or absentee property managers. Don't rely on independent management companies that contract their services. Many times they are chiefly concerned only with collecting the rent.

*ONE IRRESPONSIBLE RESIDENT
CAN EASILY DISTRESS AN
ENTIRE BUILDING AND CAUSE
SEVERAL OF THOSE RESIDENTS
TO REFUSE THE OPTION OF
RENEWING A LEASE.*



THE NEXT STEP

Once you have attracted the right applicants, be sure to sell them on the benefits of your particular property. It is a great idea to highlight the best features of the property. But keep in mind, many properties have great amenities. You need to appeal to their concerns about safety and security.

While no property manager can guarantee a resident will not be affected by crime, a resident will take great comfort in knowing the property has established a good rapport with the local police. Good prospects will be happy to hear management is a member of the **Crime Free Multi-Housing Program**. Prospects with a history of drug or other illegal activity may simply say, "Thank you, there is one other place I want to look at first."

Be fair, but be firm in your residency requirements. It's your right. One property manager notorious for her strict guidelines was reported to the attorney general's office for possible discrimination. People from various classes were sent to the property to audit the manager. The report concluded the manager was equally rude to everyone; there was no discrimination; she was just very strict.

Once a resident shows interest in the property, let them know that all residents at the property have been required to sign the **Crime Free Lease Addendum** and pass a criminal background check. While this is no guarantee, it does show that management is doing everything they can **legally** do to reduce the likelihood of criminal activity on the property.

CLOSING THE DEAL

Once an applicant has been approved for residency, they will come into the office to review community rules and sign the rental agreements. This is an excellent time to explain management and resident responsibilities.



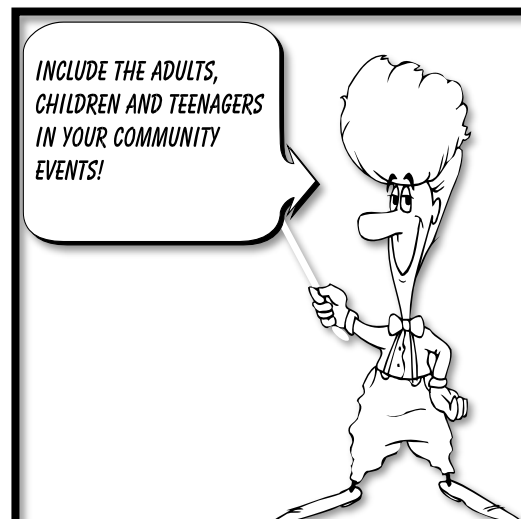
Managers may choose to supply a copy of the "Florida Landlord and Tenant Statutes Chapter 83" for new residents or refer them to the Florida State Statutes website.

Property managers should discuss their responsibilities and the responsibilities of the residents in the Florida Statutes. This is a great way to establish a professional, yet personal, rapport with the new residents.

Be sure to give the residents a photocopy of their signed **Crime Free Lease Addendum**.

KEEP IT GOING

The **Crime Free Multi-Housing Program** requires community activities at least annually. Try to plan various activities that are sure to draw as many residents as possible. Food, drinks, door prizes, and music are sure to draw large turnouts.





well known.

When residents feel they are a part of a community, they are more likely to work out differences with neighbors. Residents who don't associate with neighbors are much more likely to make complaints to management. People who use rental properties to promote illegal activity prefer to live in properties where residents keep to themselves, and community activities are less frequent.

To attract residents, it may be necessary to invite a band, disc jockey, or sponsor a night of karaoke. This is likely to draw a lot of residents, especially if you have free food, drinks, and giveaways to raffle off. By having functions that include all ages, residents begin to put names with faces and faces with unit numbers. Residents will be less likely to cause problems in an area where they are

PART EIGHT

COMBATING CRIME PROBLEMS

WHOSE JOB IS IT?

Property managers get frustrated very quickly when trying to report crime problems to the police. Sometimes it seems the police don't show enough interest. If they cared, they would arrest the troublemakers, right? Well, it's not *that* easy.

Some property managers are viewed as apathetic toward crime. It appears that property managers intentionally rent to anyone, as long as they pay the rent. Some police officers are viewed as apathetic toward problems that arise in rental communities. It appears the police are in too much of a hurry to get to the next call or don't want to deal with "little" problems.

The truth is there are some property managers and police officers who could do a better job. The majority of police officers and property managers are doing their best. There is the issue of misconceptions about what the police can and cannot do, as well as what the property manager can and cannot do.

MANY MISCONCEPTIONS ABOUT THE POLICE DEPARTMENT AND PROPERTY MANAGEMENT CAN BE QUICKLY CLEARED UP WHEN POLICE AND MANAGERS OF RENTAL PROPERTY SIMPLY TALK ABOUT THEM.



THE DISPLACEMENT THEORY

If management depends too heavily on the police to deal with criminal activity on the property, they may be disappointed. The police cannot do much alone. For example, consider the balloon displacement theory.

If a balloon is squeezed from one side, all of the air is displaced to the other side. When the balloon is released, all of the air comes back again. The police have this same effect on crime. The police can respond to a crime problem, apply pressure, and displace the problem. But as soon as they move on to the next area, and they will have to, the problem returns.

If a property manager squeezes one side of a balloon, maintenance squeezes another side, the police another side, and residents squeeze from the top and bottom, the balloon will burst. This team can have the same effect on crime. There is strength in numbers! United against crime, the team will always win

Police officers do not have extensive training in civil laws regarding property manager/resident disputes. The police may expect property management to do things that management cannot do. The reverse is true. Many times the police are asked to do things that they are not allowed to do as well. Because there is not enough time spent on explaining **why** a particular action cannot be taken, the other sees this refusal as apathy.

CIVIL LAWS VS. CRIMINAL LAWS



To clear up the matter, we first have to see the differences between **civil** and **criminal** matters. They have very little in common. Sometimes they have nothing at all in common! Property managers work with the Landlord and Tenant Statutes (civil laws) while the police work with Florida criminal statutes. The rules and penalties are entirely different. The amount of evidence a police officer needs for probable cause to make an arrest is much higher than the

preponderance of evidence you need as a property manager.

CRIMINAL LAW

When you think of criminal laws, think of Perry Mason, the judge, and jury. When you think of civil laws, think of Judge Judy and *The People's Court*. The issues and procedures are quite different.

In criminal law, the police must have probable cause to arrest someone. Suspicion is not enough. Probable cause is where an officer knows a crime happened and believes the perpetrator is the one being detained. The police cannot search an apartment without a resident's permission or a warrant, and they are not easy to obtain.

If the officer can build enough evidence to arrest a suspect, there is still no guarantee the prosecutor's office will file charges. If charges are filed, there is no guarantee the person will be brought to a jury trial. If the person is brought to a jury trial, there is no guarantee the jury will convict. If the jury convicts, there is no guarantee the person will go to jail. If the person goes to jail, there is no guarantee they will stay there very long.

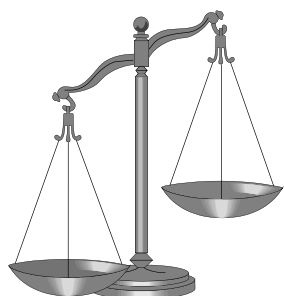
In many cases, plea bargains are made, probation is given, and in some situations, the charges are simply dropped. In many cases, the people who get arrested at rental properties do not go to jail for any length of time. They are released very soon after being arrested, and they go right back home to their apartment.

CIVIL LAW

In civil law, the procedure is much different. Property managers do not need probable cause to question a resident, and they do not have to read them their rights. Property managers have the right to enter rental units (as provided by law), and they don't need a search warrant! If the resident has committed a breach of the rental agreement, the resident must appear in court or risk losing the judgment.

In civil court, there is not the typical courtroom scenario. You might be surprised not to see a jury. Each person stands before a judge; the judge weighs out both sides of the issue based on the evidence presented and renders judgment. That's it.

In criminal cases, a jury must be convinced beyond a reasonable doubt. In civil law, the judge only needs to see a preponderance of the evidence. A preponderance of the evidence is far less than proof beyond a reasonable doubt. A preponderance of evidence could be only 51% to win. Proof beyond a reasonable doubt requires virtually 100% to win the case.



Criminal Preponderance
100%

VS.



Civil Preponderance
51+%

TAKING ACTION

If a resident is involved in illegal activity at the rental property, a criminal conviction may not be as expedient as taking civil action. For instance, if a resident is suspected of selling drugs or gang activity, you should contact the police, but be prepared to take action yourself. There may not be a whole lot the police can do to help you in some cases. Document all of the activities you and others have observed because you may have more ability to deal with the situation. For example:

HE'S GOT A GUN!

The San Bernardino County Sheriff's Department may occasionally receive a call from property managers or other concerned residents about a person on the property with a gun.

As long as the person is in their residence and not pointing the gun at anyone or posing a threat, the person is probably not breaking any laws. If they are anywhere else on the property with the gun, they must possess a concealed weapons to permit issued by the state.



Criminal laws against threatening a resident or another person require a considerable amount of proof. Civil laws regarding residents of the rental property include intimidation, which is a lot easier to prove. In this case, the management may have more authority to deal with gun-toting residents than the police.

Property managers have tried to make rules prohibiting residents from carrying guns on the property, but they conflict with the constitutional right to bear arms. Rules regarding the behaviors associated with firearms will be more enforceable.

GANG MEMBERSHIP



It's not against the law to be in a gang. It is against the law to be involved in criminal gang activity. Membership in a gang, in and of itself, is not illegal.

A gang is a group of people together for a common purpose. A criminal gang is a group of people together for criminal purposes. There is a big difference.

If a gang member commits a criminal act on the property, (spray painting, for example), **now** the police can get involved. However, if the suspect is a juvenile, the Juvenile Assessment Center usually will immediately release the juvenile to a parent.

According to the **Crime Free Lease Addendum**, you can serve an immediate termination notice to the leaseholder responsible for the youth. This may be the quickest way to deal with the situation. You can still call the police, but be prepared to serve the appropriate notice.

If neighboring residents complain about the suspected gang member's friends are continuously disturbing their peace, you may be able to serve a notice. This would apply to loud music, loud parties, verbal fights or other breaches of the rental agreement.

DRUGS IN APARTMENTS

What would you do if an employee in a resident's unit discovers drugs? Some management companies may want you to take the drugs to the office; another company may recommend that you secure the office, and yet some companies may want you to get a witness. In all cases, you should notify the police. Check with your management company's policies in advance. In one case, a maintenance person took needles, which turned out to belong to an insulin-dependent diabetic who was very angry with management. Bottom-line, consider your actions!



Drugs can be extremely dangerous; caution should always be exercised. **It is not advisable to pick up or remove drugs, drug pipes, needle, or other paraphernalia.** Needles are especially dangerous, not only because of the drugs themselves but because of the likelihood of the transmission of Hepatitis or the H.I.V. virus. Because children and adults sometimes crawl into dumpsters, this is not a good place to dispose of them. Maintenance and groundskeepers should also be on the lookout for needles and other dangerous drug-related items in remote areas of the property and inside broken sections of block fences.

GENERAL DISTURBANCES



Loud music, loud parties, and just rowdy behavior can be very annoying. The police can ask residents to reduce the noise, but frequently they will soon begin again. The management has the most power to deal with this non-compliance. A resident should be served with a notice for each breach of the rental agreement, if appropriate. The manager can simply tell the resident to stop violating the rental agreement, or the next time the violation happens, it will be grounds for eviction.

Residents must abide by the lease agreement and the Property manager/Resident Law to remain on rental premises.

WHO HAS THE POWER?

The Fourth Amendment to the United States Constitution **limits** the power of the police. The property manager has much more power to remove a resident from the property legally. A resident can be free, awaiting trial for over a year. The criminal process is much slower than the civil one.

There are some things the police can do that managers cannot. However, more often, what the management can do, the police cannot. Together the police and management

can work with responsible residents to solve virtually any problem. It takes a concerted effort, and both sides have to be willing to do as much as possible. Though it may seem easier for the police to deal with it, that is not always the case. Here is another example:

TRESPASSING

Your Property Manager calls the police to report a trespasser. When the officer arrives, the suspect is waiting for the police. The manager tells the officer, "I want this man arrested for trespassing!"

The officer talks to the man in question and finds out he is living in the unit. His clothes, television, and other personal effects are in the apartment as well.

The officer explains to the manager, "The man is not trespassing, the resident is allowing him to live there."

"Aha!" replies the manager. "He is NOT on the lease!"

The officer responds, "The lease is a civil matter. You will have to serve notice to the resident who is allowing the unauthorized guest."

If a rental agreement has clearly stated policies regarding unauthorized occupants, the property manager can typically serve a notice for the resident to remedy the breach or face eviction. This is often the case with unauthorized pets.



While these stories may sound far-fetched, truth is sometimes stranger than fiction! These are actual cases.

ATTEMPTED MURDER

"9-1-1, what is your emergency?"

"It's my husband, he has a gun, and he says he's going to kill me."

"Okay, stay on the line. I have several officers responding to your apartment as we're talking."

"Which unit number are you in?"

CLICK -- Dial tone.

"Hello? Are you still there?"

(The line is busy on a callback.)

The police responded at 1:40 a.m., set up a perimeter, and evacuate all of the neighboring units. It's the middle of the night, it's cold outside, but the neighbors could be in danger. They have to leave.

For several hours the police negotiate with the gunman, but he refuses to put the gun down. The hostage negotiator is also unsuccessful.

At about 7:00 a.m., the police fire tear gas into the unit, breaking the window and burning the curtains and carpeting. The rental unit smells bad. Fortunately, nobody is seriously injured. The S.W.A.T. Team takes the suspect into custody.

By 7:11 a.m., the suspect is handcuffed and placed into the back of a waiting patrol car. By 8:00 a.m., he is in front of a judge; by 9:45 a.m., he's released and has his guns back.

The manager is livid! She calls the police and insists on knowing why the police let this man go?

The response is, "The police did NOT let this man go, the judge did." The police department's job is to take a suspect before a judge. After that, it is up to the judge! If the judge orders the jail to release him, they have to do it.

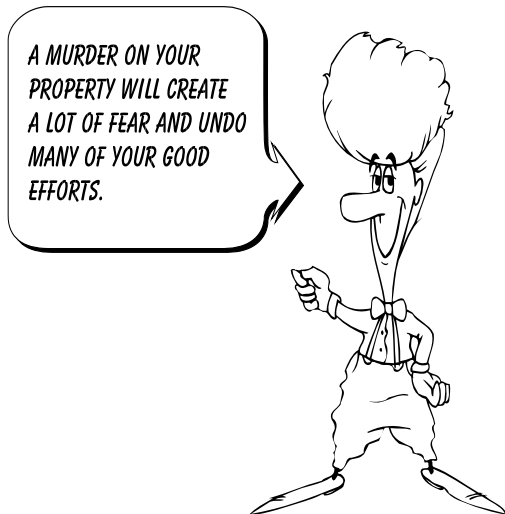
The manager lashes back, "I want to know why the judge let him go?"

The response is, "It happens all the time. The courts are so busy, and the jails are overcrowded, so not everyone goes to jail!"

If you call law enforcement, they tell you they don't have enough money or facilities because of budget cuts. It all comes back to the people who say, "No new taxes."

In a way, the people blame the police, the police blame the judge, the judge blames the sheriff, and the sheriff blames the people...who blame the police, who blame the judge, who blame the sheriff, who blames the people...

The irony of this true story is the manager was angry at the police for not doing their job, when in fact, they did all they could. The manager, however, did not do **her** job. This was the third time the police were called to the same apartment unit in less than ten



months. The manager chose not to evict him the previous two times because she knew the resident was having personal problems.

MANAGEMENT'S RESPONSIBILITY

Frequently managers complain about all the problems they are having with a particular resident. They can tell many stories, but when asked to show written documentation of non-compliance, often, the manager has not kept records.

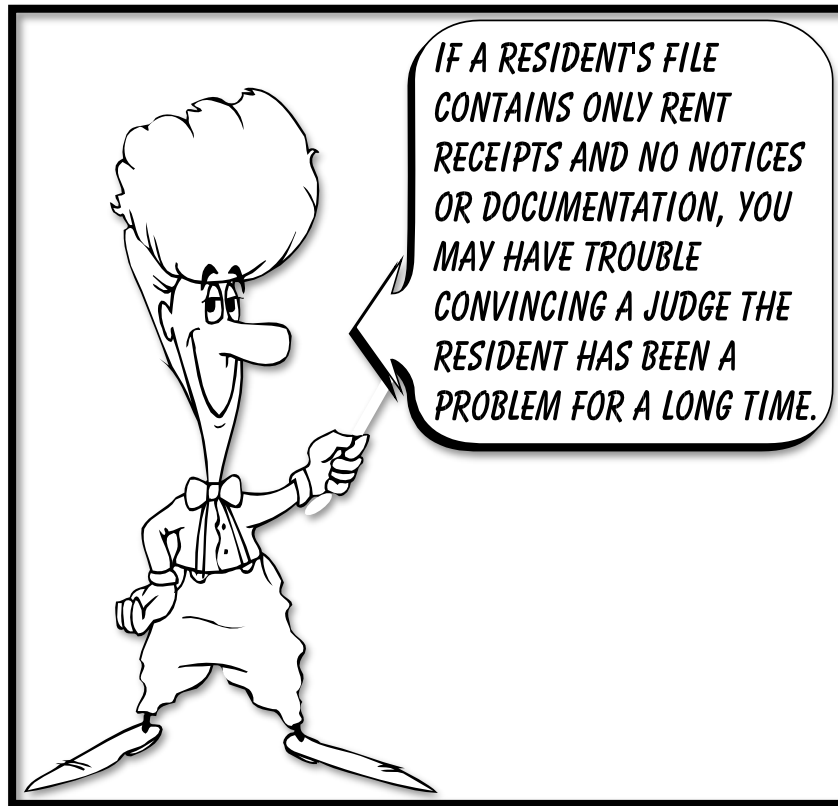
One manager was asked if he ever served a 7-day notice. His reply was, "What's a 7-day notice?"

It is not uncommon to find managers who only know about the 3-day notice for non-payment of rent. They feel they were hired only to collect the rent, and it is the police department's job to deal with undesirable behavior involving residents.



Granted, most apartment managers are familiar with the various notices, but far too many don't use them as often as they should. The three keys to any successful eviction are "**document... document... DOCUMENT**".





RESIDENT'S RESPONSIBILITY

Train residents - to recognize and report illegal activity.

Empower residents - form Neighborhood Watches and resident councils.

Establish relationships/rapport - attend meetings, use suggestion boxes, have an open door policy.

Set goals for residents.

- ☐ **Smaller, short-term goals at first**
 - people get discouraged
 - people need successes
 - people need a series of goals
 - remind residents of goals
 - advertise successes
- ☐ **More extensive, long-term goals later**
 - more impact on the community
 - more problematic, but more rewards

A TEN-STEP PROCESS

1. Contact all residents.
2. Arrange a timely meeting.
3. Provide handouts.
4. Follow up with newsletter to all residents who don't show up.
5. Have the property manager facilitate the meeting.
6. Arrange police/fire department presenter.
7. Present crime statistics.
8. Present reasons for crime.
9. Present resources.
10. Present solutions.

PART NINE

TO SERVE AND PROTECT?

THE POLICE WON'T TALK TO US

Often, managers complain that the police don't stop at the office to report why they are called to the property. There are some very legitimate reasons why.

- ☐ Some problems are minor, and the officer determines it would not fit the criteria for a report. For example, a couple has a verbal dispute, but no one is hurt. The situation is minor, and there is no reason to "air the dirty laundry" to the neighbors.

Though it may be the manager who walks up to the officer asking about the call, the officer may not feel it is appropriate to disclose the information. It is also possible the officer isn't certain the person is the manager.

- ☐ At times, an officer is dispatched to a high priority call and needs to leave. Domestic calls take a lot of time, and officers are often being criticized for their response time by the next person who is waiting. The time it takes to locate a manager (and re-tell the whole story) can easily amount to 15 minutes, a half-hour, or more. This is especially true when the manager has a lot they want to say to the officer.



- ☐ Officers might feel the manager isn't going to follow through anyway. Though it may be hard to believe, there are property managers who are nosey. They never follow through with the appropriate notices; they just want to know everybody's business.

If a police officer knows the property manager follows through with an appropriate course of action, there is a greater incentive to talk with the manager. The officer doesn't want to have to keep coming back for the same problem over and over again.

Try to meet with the officer, even if you have to call the dispatcher to have them respond later. When the officer arrives, let them know you are an active member of the **Crime Free Multi-Housing Program**, and you are willing to work with the police. Meeting the officer is the first step.

Keep in mind; one officer works day shift, one works the night shift, and there are

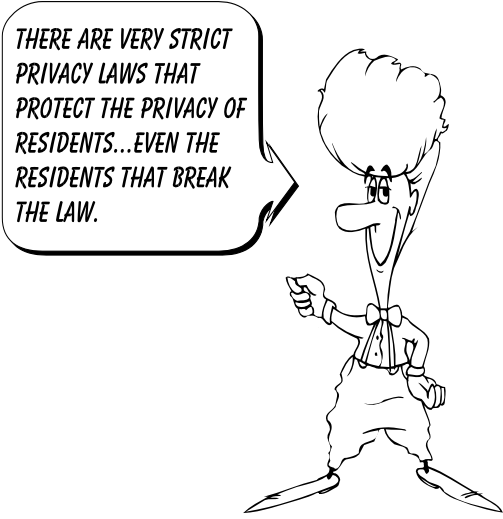
two rotations. Also, other officers may fill in on their days off! It could take a while to meet them all.

PRIVACY LAWS

There is another important key issue to be addressed. That is the issue of privacy laws. A police officer may not be able to give you **all** the details of "who, what, when, where, why, and how."

The officer is more likely to give you a case number, and as a matter of public record, you can request a copy of the police report. Always try to get the case number if you get nothing else. While the officer may not be able to give you the names of the persons involved, they may be able to give you the unit number they went to.

One of the benefits of being a fully certified member of the **Crime Free Multi-Housing Program** is that you can contact the Crime Free Officer to get a print out of all the police calls to your property. The **Community Involvement Unit** will help you with obtaining a police report as well.



*THERE ARE VERY STRICT
PRIVACY LAWS THAT
PROTECT THE PRIVACY OF
RESIDENTS...EVEN THE
RESIDENTS THAT BREAK
THE LAW.*

HOW TO APPROACH AN OFFICER

If you see a police officer at one of your rental units, don't interfere: wait until the officer is clear of the scene. The situation could become very volatile at any moment. The officer may order you to stand back for your safety.

If you are certain things are settled, you can get the officer's attention and introduce yourself as the manager and ask to meet with the officer when they are through with the call. The less you say at this point, the better. Stand at a safe distance, but wait for the officer. Don't go back to the office.

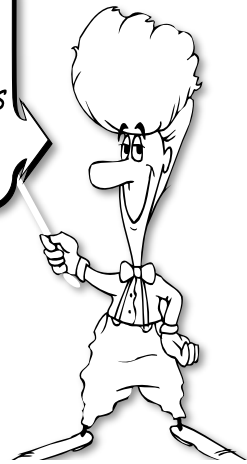
When the officer is finished, let them know you are working with the **Crime Free Multi-Housing Program**, and get a case number, if applicable. Sometimes, no report will be written. The officer will let you know.

If the officer can give you more information, it will help you follow through with the necessary steps you must take. If not, get a copy of the report. Let the officer know that you do plan to follow through, and you would appreciate working with them in the future.

ESTABLISHING MORE

If a property manager has a **serious** problem with crime, they may choose to hire off-duty officers to patrol the property. This is a very effective way to solve serious problems with residents. If a manager cannot do that, they may want to consider private security.

*A HIGH POLICE PRESENCE
WILL DEMONSTRATE TO
THE RESIDENTS THAT
MANAGEMENT IS SERIOUS
ABOUT ADDRESSING
PROBLEMS.*



REQUESTING "EXTRA" PATROL

Frequently, managers will call requesting "extra" patrol. While it never hurts to ask, it may not help either. Although there are only a few rental properties in Oviedo, we still have more properties than we have patrol officers. One thing they all have in common is they want extra patrol visits through their property.

And don't forget the managers of the grocery stores who call the police looking for extra patrol because a customer had a purse stolen, or a car was stolen from the lot. There are more stores than there are patrol officers.



Also, there are thousands of residents who want extra patrol in their residential neighborhoods. Everyone wants to see more police patrols in their communities.

There are still others who feel the police should spend more time writing tickets for speeders and people who don't use turn signals. There just are not enough police officers to fill all those needs.

Unfortunately, police officers cannot provide security for everyone who asks. Even if they could visit the property a couple of times per day, the likelihood that they would be at the right place at exactly the right time is very slim. The best efforts would include officers who can spend hours at the property. Random passes through the property are ineffective and not always possible.

NARCOTICS SURVEILLANCE

Property managers will also call the police requesting an officer to set up surveillance on a resident they suspect of using drugs. While managers are aware the officers are not sitting by the phone hoping somebody will call, they may not know how many calls are received.

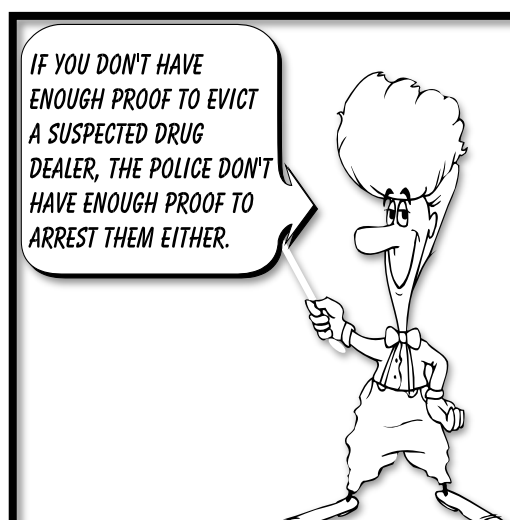
Specialized narcotics officers are highly trained and do effective work because they have methods that work well. Typically, they rely on a person to introduce them to a suspect whenever possible. If they can get close to an operation, they are more likely not only to make an arrest but to arrest several people. If the quantities are high, they are likely to get a conviction for the offender: the higher up the supply line they penetrate, the more successful the operation.

The end-user is not going to get jail time or produce all of the other results the officers are after. They work in many other serious cases. There are more calls than the police have these specialized officers. It is a matter of prioritization.

MANAGEMENT SURVEILLANCE

You should call to report the drug activity because you may be providing the very information the police have been looking for. You should also document other behaviors associated with the drug activity and serve the appropriate notices. There is usually a string of other offenses that could be grounds for eviction that managers overlook, trying to prove somebody is into drug activity.

Rarely have property managers confronted residents with their suspicions, yet they call the police. When asked why they haven't confronted the resident, they say, "I don't have any proof." Think about that. **The police need a lot more proof that the manager!** The police cannot do anything without the proof either.



Why can't the police just watch and get the proof? There are not enough officers available. The better question is, "Why don't the property management teams watch the resident and get the proof?" It is much easier for those who live and work on the property to watch what is going on. They know who lives at and belongs on the property; the police do not. Because management needs a lot less proof than the police, they will get faster results civilly.

Setting up video cameras or recording license plates may provide clues, but they may also spark retaliation from the resident. Whatever action is taken, safety should always be foremost.

“But i'm SCARED!”

Because the potential for danger is there, property managers should be more selective and forceful with prospective residents. If policies are not strictly stated in the beginning, they will be harder to enforce in the end. **Prevention is the key.**

Most residents will stop drug activity if they find out the manager is aware of what they are doing. The reason most people continue this activity is that they know the manager is afraid to confront them. Even if the police arrest a resident, you will have to evict them and others on the lease. They will come back while awaiting trial in most cases.

CONTACT CARDS

Officers who respond to your property to investigate criminal activity will provide management a **“Contact Card,”** which will detail the event and any action taken. This will be your record of after-hours activity involving your residents or anyone affiliated with your residents. The officers are trained to identify and document events that may assist management in taking appropriate actions up to and including eviction, according to the **Crime Free Multi-Housing Program** guidelines.

DROP BOXES FOR CONTACT CARDS

Members of the **Crime Free Multi-Housing Program** will be provided a locked “DropBox” by the Oviedo Police Department. The sole purpose of this box is to have the officer leave a **Contact Card** following a call responded to on your property. This box is not to be used for anything else, such as resident complaints. The box is provided free of charge and remains the property of the Oviedo Police Department. Property management is responsible for the maintenance of the dropbox and is responsible for any damage or replacement if it is stolen.

In the event your property is no longer participating in the **Crime Free Multi-Housing Program**, you will return the box, in good condition, to the San Bernardino County Sheriff Department.

PART TEN

DEALING WITH NON-COMPLIANCE

FIRST THINGS FIRST

Many property managers use attorneys who have experience with property manager/resident issues. The best attorneys are usually the ones who specialize in the property manager/resident practice. Because many evictions are lost on technicalities, the cost for an attorney may save a lot of money in the long run.

If a resident retains an attorney and their attorney sees that everything has been handled correctly, they are less likely to fight an eviction. If the attorney sees the manager made mistakes in the process, they are more likely to oppose the eviction and ultimately win.

DO YOUR HOMEWORK

To begin, get a copy of the **California State Landlord/Tenant Handbook**. The next step is just as important: READ IT! If you have trouble understanding it, work with another person, or sign up for a class. Knowing the laws will help you avoid trouble in the future.

Attend an eviction hearing. It is a great way to get prepared so you will not be nervous when it is your day in court! If you see what others are doing wrong and right, it will help you when it is your turn.

SET YOUR POLICIES

It is essential that property managers are fully aware of their options when it comes to a resident's non-compliance with a lease agreement. There needs to be set policies to ensure that all residents are treated fairly yet effectively. Just as with applicant screening, special care should be given to guarantee each resident is treated equally.

Some property managers use a progressive method for dealing with non-compliance. They might begin by sending a personal note, and the next time sends an official notice. Some managers will make a personal contact first, then follow with an official notice. With some managers, it depends on the resident.

The best policy is to follow company policy. That usually means you will send written

notice and document the incident immediately in the resident's file. Your policy should be applied equally and fairly to all residents.

DON'T BE COMPLACENT

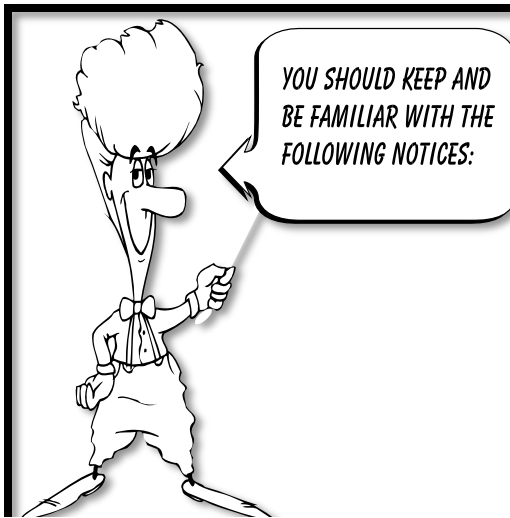
If a manager turns a blind eye to non-compliance, he/she may risk several things.

- They may lose their right to evict for non-compliance at a later date. This is especially true if a manager accepts rent from a resident with an unauthorized pet or resident. Unless they use a non-waiver agreement, they could lose an eviction hearing by accepting rent.
- The resident may get progressively worse, and then the situation will be more volatile.
- Other residents may get the impression they can get away with the same non-compliance. Don't make a rule unless you plan to enforce it.
- If management refuses to take appropriate action against a non-compliant resident and this leads to an injury or death of another resident, the management could be sued for millions of dollars, as well as deal with their responsibility for the death or injury.

Some property managers don't serve the notices because they don't know how to serve a notice, or what the various notices are for.

The **Crime Free Multi-Housing Program** attempts to clear up any questions regarding the notices and how they are served. In each class, an attorney may spend a couple of hours with managers to answer questions.

WHAT YOU NEED



- ☐ 3-Day Notice (non-payment)
- ☐ 7-Day Notice (non-compliance)
- ☐ 30-Day Notice (non-renewal)
- ☐ 7-Day Notice to Cure
- ☐ Inspection Entry Notice
- ☐ Agreement to Vacate
- ☐ 13 Day Notice to Deliver

SAMPLE

THREE DAY NOTICE TO PAY RENT OR DELIVER POSSESSION

TO: _____ DATE: _____

YOU ARE HEREBY NOTIFIED THAT YOU ARE INDEBTED TO US IN THE SUM OF:

\$ _____

FOR THE RENT AND USE OF THE ABOVE REFERENCED PREMISES IN _____ COUNTY, FLORIDA, NOW OCCUPIED BY YOU AND THAT WE DEMAND PAYMENT OF SAID RENT OR THAT YOU SURRENDER POSSESSION OF THE SAID PREMISES WITHIN THREE (3) DAYS (EXCLUDING SATURDAYS, SUNDAYS AND LEGAL HOLIDAYS) FROM THE DATE OF DELIVERY OF THIS NOTICE:

ON OR BEFORE THE _____ DAY OF _____, 20_____.

YOUR FAILURE TO COMPLY WITH THIS NOTICE MAY RESULT IN EVICTION PROCEEDINGS BEING INSTITUTED AGAINST YOU under SECTION 83 FLORIDA STATUTES. WE WILL RETAKE POSSESSION FOR YOUR ACCOUNT IN THE EVENT YOU VACATE OR ARE EVICTED. YOU WILL BE HELD LIABLE FOR PAST DUE RENT, AND, FUTURE RENT DUE UNDER THE FULL TERM OF YOUR RENTAL AGREEMENT MINUS ANY RENT RECEIVED FROM RERENTING THE PREMISES, ANY CHARGES DUE UNDER THE TERMS OF YOUR RENTAL AGREEMENT, DAMAGES TO THE PREMISES, ATTORNEYS' FEES AND COURT COSTS.

Owner/Agent Signature and Printed Name

Property/Company Name

Property/Company Address

Telephone Number

CERTIFICATE OF SERVICE

I hereby certify that a copy of the above notice was:

_____ delivered to _____ by hand

_____ posted on the premises described above in the tenant's absence

on _____, 20_____.

By: _____
Owner/Agent

SAMPLE

3 DAY NOTICE INSTRUCTION FORM

“A Proper Three Day Notice is Crucial to a Successful Eviction Action”

_____ Address notice to ALL adult occupants (full names, first and last, not Ms., Mr., etc.) including those who have moved out during the lease term, or who may have established tenancy. A complete address is necessary, i.e., Unit A or B, Left or right side, the main house, upstairs, etc. **DO NOT FORGET THE COUNTY.**

_____ Date the notice on the day you are serving it.

_____ Fill in the exact, undisputed amount of RENT owed. Only certain circumstances can you put in late charges – CALL US for info on this.

_____ Fill in the expiration day “to wit on or before _____”
You do not count the day of delivery, and it will expire on the third business day, excluding Sat., Sun., and legal holidays from date of delivery, i.e., deliver Monday, expires Thursday. Deliver Wednesday, expires Monday. (Unless a holiday in between).

_____ Fill in your complete name and address. If you are an agent, sign as an agent and put your company’s name in.

Now – copy your notice and put original in your file. Take a copy and serve by posting on the door (if no one is home) or hand deliver in person. Do not serve to anyone except an adult who is over 15 and resides at the property. Never serve to guests, children or babysitters.

When you return to your home or office fill out the “Certificate of Service” on your original describing how and to whom it was served.

If you are afraid to serve a notice or live out of state, a Process Server may do so. Call for information.

NOTE: IF YOUR RESIDENT TRIES TO PAY THE FULL AMOUNT OF RENT OWED before THE EXPIRATION OF THE 3 DAY NOTICE, YOU MUST ACCEPT THE RENT. IF YOU ACCEPT A PARTIAL, IMMEDIATELY SERVE A THREE DAY NOTICE FOR THE BALANCE OWED.

SAMPLE

13 DAY NOTICE TO PAY RENT OR DELIVER POSSESSION

TO: _____ DATE: _____

YOU ARE HEREBY NOTIFIED THAT YOU ARE INDEBTED TO US IN THE SUM OF:

\$ _____

FOR THE RENT AND USE OF THE ABOVE REFERENCED PREMISES IN _____ COUNTY, FLORIDA, NOW OCCUPIED BY YOU AND THAT WE DEMAND PAYMENT OF SAID RENT OR THAT YOU SURRENDER POSSESSION OF THE SAID PREMISES WITHIN THIRTEEN (13) DAYS (EXCLUDING SATURDAYS, SUNDAYS AND LEGAL HOLIDAYS) FROM THE DATE OF DELIVERY OF THIS NOTICE:

ON OR BEFORE THE _____ DAY OF _____, 20_____.

YOUR FAILURE TO COMPLY WITH THIS NOTICE MAY RESULT IN EVICTION PROCEEDINGS BEING INSTITUTED AGAINST YOU under SECTION 83 FLORIDA STATUTES. WE WILL RETAKE POSSESSION FOR YOUR ACCOUNT IN THE EVENT YOU VACATE OR ARE EVICTED. YOU WILL BE HELD LIABLE FOR PAST DUE RENT, AND, FUTURE RENT DUE UNDER THE FULL TERM OF YOUR RENTAL AGREEMENT MINUS ANY RENT RECEIVED FROM RERENTING THE PREMISES, ANY CHARGES DUE UNDER THE TERMS OF YOUR RENTAL AGREEMENT, DAMAGES TO THE PREMISES, ATTORNEYS' FEES AND COURT COSTS.

Owner/Agent Signature and Printed Name

Property/Company Name

Property/Company Address

Telephone Number

CERTIFICATE OF SERVICE

I at this moment certify that a copy of the above notice was:

_____ MAILED BY REGULAR US MAIL

on _____, 20_____.

By: _____
Owner/Agent

THIS NOTICE TO BE USED ONLY WHEN YOU MAIL THE RESIDENT NOTICE AND RESIDENT IS TO PAY RENT BY MAIL

SAMPLE

ADVERSE ACTION NOTICE

DATE: ____ / ____ / ____

TO: _____

FROM: _____

ADDRESS: _____

ADDRESS: _____

We regret to inform you that your application for our rental unit at _____ has not been unconditionally approved and we are taking the following adverse actions:

_____ APPLICATION IS DENIED

_____ WE ARE REQUESTING A HIGHER SECURITY DEPOSIT THAN NORMALLY REQUIRED

_____ WE ARE REQUESTING A QUALIFIED GUARANTOR

We are at this moment informing you of certain information under the Fair Credit Reporting Act, 15 U.S.C. Section 1681, et seq. as amended by the Consumer Credit Reporting Reform Act of 1996 (Public Law 104-208, the Omnibus Consolidated Appropriations Act for the Fiscal Year 1997, Title II, Subtitle D, Chapter 1).

1. We have not unconditionally approved your application, or we have taken an adverse action, or we have denied your application based on the following:

_____ Information contained in a consumer credit report obtained from the consumer credit reporting agency named in paragraph 2 of this letter.

_____ A consumer credit report containing insufficient information obtained from the consumer credit reporting agency named in paragraph 2 of this letter.

_____ Information received from a person or company regarding your residential history.

_____ Information received from a company regarding criminal background information.

_____ Information received from a company regarding eviction background information.

2. When a credit report is used when making a decision, Section 615 (a) of the Fair Credit Reporting Act requires us to tell you where we obtained that report. The consumer reporting agency that provided the report was:

_____ Equifax, PO Box 30374, Atlanta, GA 30374, 1-800-685-1111 www.equifax.com

_____ Experian CBA, PO Box 2002, Allen, Tx 75013, 1-888-397-3742 www.experian.com

_____ TransUnion LLC, PO Box 1000, Chester, PA 19022, 1-800-888-4213 www.tuc.com

_____ Other

Name	Address	Phone Number
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3. Under Section 615 of the Fair Credit Reporting Act, we are notifying you that the above-noted agency only provided information about your credit history. It took no part in deciding to reject your rental application or take any adverse action, nor can it explain why the decision was made.

4. You have certain rights under federal law, as explained in more detail in paragraphs 5-7 below. Under the Fair Credit Reporting Act, you have a right to obtain a copy of your credit report from the credit reporting agency noted above, dispute its accuracy and provide a consumer statement describing your position if you dispute your credit report. If you believe your report is inaccurate or incomplete, you may call the consumer reporting agency noted above at its toll-free number listed above, or write to it at the listed address.

5. Under Section 612 of the Fair Credit Reporting Act, you have the right to obtain a free copy of your consumer credit from the consumer reporting agency whose name is checked above. You must request the copy within 60 days of the date you received this letter.

6. Under Section 611 of the Fair Credit Reporting Act, if you dispute any of the information in your report, you have the right to put into your report a consumer statement of up to 100 words explaining your position on the item under dispute. Trained personnel are available to help prepare consumer statements.

7. You may have additional rights under the credit reporting or consumer protection laws of your state. For further information, you can contact your state or local consumer protection agency or your state attorney general's office.

SAMPLE

EMPLOYEE LEASE ADDENDUM

This addendum is hereby made part of and amends the lease agreement dated _____ by and between _____, landlord, hereinafter Landlord and _____ and _____ Tenants, hereinafter Resident(s).

It is agreed that this addendum shall bind all signatories whether or not the signatory is employed by Landlord.

For the duration that Resident(s) are employed by Landlord, Resident(s) shall pay the discounted sum of _____ per month rent. In the event, rent payments are not made on the date when due, Resident(s) shall pay the FULL rent as per the lease agreement. Upon the expiration of the lease agreement, the Resident(s) rent amount shall be subject to change.

Resident(s) agree to abide by all the terms and conditions of the lease agreement or any renewals. In the event any Resident(s) employment with Landlord is terminated for any reason either voluntarily by Resident(s) or by Landlord, Resident(s) agree that the lease agreement is terminated and Resident(s) agree to vacate the premises within _____ days of such termination UNLESS EXPRESSLY AGREED TO OTHERWISE BY MANAGEMENT IN WRITING. NO ORAL AGREEMENTS SHALL BE BINDING. Upon termination, Resident(s) shall owe full rent to Landlord as per the Lease Agreement and shall be in breach of the lease agreement and this addendum if Resident(s) fail to vacate as per this addendum.

Upon employment termination, Resident(s) agree to return all property belonging to and or provided by the Landlord immediately. Resident(s) agree that they shall in no way interfere with other tenants of the apartment community and agree not to disclose any information acquired about any other tenants, Landlord, or employee(s) of Landlord.

In the event Resident(s) have paid a security deposit to Landlord, the return of the security deposit shall be subject to compliance by Resident(s) of all the terms and conditions of the lease agreement, Florida law and this addendum.

Resident(s) agree that this Addendum is not an employment contract and Resident(s) Employment may be terminated at will by Landlord. The reasons if any for termination shall have no bearing or effect on the validity or terms of this addendum.

_____/____/____
RESIDENT - EMPLOYEE

_____/____/____
OTHER RESIDENT

_____/____/____
LANDLORD OR AGENT

SAMPLE

EMPLOYEE LEASE TERMINATION

TO: _____ DATE _____

YOU ARE ADVISED that because YOUR EMPLOYMENT ON THE PREMISES HAS CEASED, YOUR TENANCY and LEASE IF APPLICABLE, IS at this moment TERMINATED.

YOU AND ALL OTHER OCCUPANTS MUST VACATE THE PREMISES NO LATER THAN _____. If YOU DO NOT VACATE THE PREMISES BY SAID DATE, LEGAL ACTION MAY BE TAKEN IN WHICH YOU MAY BE EVICTED, HELD LIABLE FOR HOLDOVER (DOUBLE) RENT, DAMAGES, COURT COSTS, AND ATTORNEYS' FEES.

NO VERBAL EXTENSIONS OF TIME SHALL BE VALID WHATSOEVER, AND ANY EXTENSIONS IF GRANTED MUST BE DONE IN WRITING AND SIGNED BY BOTH MANAGEMENT AND RESIDENT. IF RESIDENT PAYS ANY RENT, THE PAYMENT OF THE RENT SHALL NOT EXTEND OR MODIFY THE VACATING DATE.

Owner/Agent Signature and Printed Name

Property/Company Name

Property/Company Address

Telephone Number

CERTIFICATE OF SERVICE

I hereby certify that a copy of the above notice was:

_____ delivered to _____ by hand

_____ posted on the premises described above in the tenant's absence

on _____, 20_____.

By: _____
Owner/Agent

SAMPLE

GENERAL RELEASE BY LANDLORD

KNOW ALL MEN BY THESE PRESENTS that _____

and _____, LANDLORD for good and valuable consideration, particularly: (list payment)

At this moment, remise, release, acquit, satisfy and forever discharge the said RESIDENT for and from all manner of action and actions, cause and causes of action, suits, debts, dues, sums of money, accounts, reckonings, bonds, bills, specialties, covenants, contracts, controversies, agreements, promises, variances, trespasses, damages, judgments, executions, claims and demands whatsoever, in law or in equity, which said LANDLORD ever had, now have, or which any personal representative, successor, heir or assign of said LANDLORD, hereafter can, shall or may have, against said RESIDENT for, upon or by reason of any matter, cause or thing whatsoever, from the beginning of the world to the day of these presents.

Dated: _____

LANDLORD

Witness

Witness

LANDLORD

Witness

Witness

SAMPLE

GENERAL RELEASE BY TENANTS

KNOW ALL MEN BY THESE PRESENTS that _____

and _____, TENANTS for good and valuable consideration, particularly: (list consideration/payment arrangements/rebates)

HEREBY remise, release, acquit, satisfy and forever discharge the said MANAGEMENT and/or OWNERS (name of apartment community OR property owner) _____, its owners, agents, employees and assigns, for and from all manner of action and actions, cause and causes of action, suits, debts, dues, sums of money, accounts, reckonings, bonds, bills, specialties, covenants, contracts, controversies, agreements, promises, variances, trespasses, damages, judgments, executions, claims and demands whatsoever, in law or in equity, which said TENANTS ever had, now have, or which any personal representative, successor, heir or assign of said TENANTS, hereafter can, shall or may have, against said MANAGEMENT and/or OWNERS, agents, employees and assigns for, upon or be reason of any matter, cause or thing whatsoever, from the beginning of the world to the day of these presents.

Dated: _____

RESIDENT

Witness

Witness

RESIDENT

Witness

Witness

SAMPLE

INSPECTION/PROPERTY ENTRY NOTICE

DATE : ____/____/____

TO _____

ADDRESS _____

Dear Resident:

We will be entering your rental premises on ____/____/____ between the hours of ____ and ____.

REASON(s) FOR INSPECTION/ENTERING RENTAL PREMISES

_____ Routine inspection

_____ Inspection to address resident complaint(s)

_____ Repairs/assessments

If there are any pets on the premises, please secure same.

Very truly yours,

Owner/Agent Signature and Printed Name

Company Name

Company Address

CERTIFICATE OF SERVICE

I hereby certify that a copy of the above notice was:

_____ delivered to _____ by hand

_____ posted on the premises described above in the tenants absence
on _____, 20____, By: _____
Agent

SAMPLE

NOTICE OF NON-RENEWAL

TO: _____ DATE _____

YOU ARE ADVISED THAT YOUR TENANCY and LEASE IF APPLICABLE, WILL NOT BE RENEWED. YOU MUST VACATE THE PREMISES NO LATER THAN _____, 20_____. If YOU DO NOT VACATE THE PREMISES BY SAID DATE, LEGAL ACTION MAY BE TAKEN IN WHICH YOU MAY BE HELD LIABLE FOR HOLDOVER (DOUBLE) RENT, DAMAGES, COURT COSTS, AND ATTORNEYS' FEES.

Owner/Agent Signature and Printed Name

Property/Company Name

Property/Company Address

Telephone Number

CERTIFICATE OF SERVICE

I hereby certify that a copy of the above notice was:

_____ delivered to _____ by hand

_____ posted on the premises described above in the tenant's absence

on _____, 20_____.

By: _____
Owner/Agent

SAMPLE

ONE TIME RENT REDUCTION/ABATEMENT AND GENERAL RELEASE BY TENANTS

_____ and _____, TENANTS for good and valuable consideration, particularly: (list payment arrangements/rebates/concession arrangement)

_____ HEREBY remise, release, acquit, satisfy and forever discharge the said MANAGEMENT and/or OWNERS (list name of apartment community and property owner and management company)

_____, its owners, agents, employees and assigns, for and from all manner of action and actions, cause and causes of action, suits, debts, dues, sums of money, accounts, reckonings, bonds, bills, specialties, covenants, contracts, controversies, agreements, promises, variances, trespasses, damages, judgments, executions, claims and demands whatsoever, in law or in equity, which said TENANTS ever had, now have, or which any personal representative, successor, heir or assign of said TENANTS, hereafter can, shall or may have, against said MANAGEMENT and/or OWNERS, agents, employees and assigns for, upon or be reason of any matter, cause or thing whatsoever, from the beginning of the world to the day of these presents.

RESIDENT AGREES THAT THE NEXT RENTAL PAYMENT SHALL BE DUE ON

\$_____ IN THE AMOUNT OF \$_____ AND NO ADDITIONAL ABATEMENTS, DISCOUNTS OR REIMBURSEMENTS SHALL BE GIVEN TO RESIDENT. ALL OTHER TERMS AND CONDITION OF THE LEASE SHALL APPLY

OTHER AGREEMENTS

DATED: _____

OWNER OR OWNER'S AGENT

RESIDENT

SAN BERNARDINO COUNTY SHERIFF DEPARTMENT
CRIME FREE-MULTI-HOUSING PROGRAM WORKBOOK

RESIDENT

SAMPLE

NOTICE OF INTENTION TO IMPOSE CLAIM ON SECURITY DEPOSIT

TO: _____ DATE _____
Resident(s) Name
Resident(s) last known address

This is a notice of the Landlord's intention to impose a claim for damages upon your security deposit. It is sent to you as required by section 83.49(3), Florida Statutes. You are at this moment notified that you must object in writing to this deduction from your security deposit within fifteen (15) days from the time you receive this notice or the Landlord will be authorized to deduct its claim from your security deposit. Your objection must be sent to the Landlord at the address shown below.

Landlord/Agent Name

Address

City State Zip

AMOUNTS HELD BY LANDLORD	
Security Deposit	
Last Month's rent	
Interest, if due	
Other	
	The total amount held by the Landlord/Agent ▶

AMOUNTS OWED BY RESIDENT TO LANDLORD	
Rent	
Damages (including extraordinary cleaning)	
Other:	
Other:	
Other:	
	Total amount owed by Resident(s) ▶

*rent may continue to accrue if you vacated before the end of the lease

(complete only one of the boxes below) ▼

OR

Amount due to Resident(s) ▶	
Amount due to Landlord ▶	

Sent certified mail # _____ on _____ 20 _____

Mailed by: _____

Note: This notice does not waive or limit any of landlord's rights to damages or amounts due which may exceed the security deposit or the amounts listed on this form.

SAMPLE

SEVEN DAY NOTICE OF NON-COMPLIANCE (WITH OPPORTUNITY TO CURE)

TO: _____

DATE: _____

YOU ARE NOTIFIED THAT YOU HAVE VIOLATED YOUR RENTAL AGREEMENT AND/OR FLORIDA LAW AS FOLLOWS:

DEMAND IS HEREBY MADE THAT YOU REMEDY THE NON-COMPLIANCE(S) WITHIN SEVEN (7) DAYS OF RECEIPT OF THIS NOTICE OR YOUR RENTAL AGREEMENT SHALL BE DEEMED TERMINATED AND YOU SHALL VACATE THE PREMISES UPON SUCH TERMINATION. IF THIS SAME CONDUCT OR CONDUCT OF A SIMILAR NATURE IS REPEATED WITHIN TWELVE (12) MONTHS, YOUR TENANCY IS SUBJECT TO TERMINATION WITHOUT YOUR BEING GIVEN AN OPPORTUNITY TO CURE THE NON-COMPLIANCE(S).

WE WILL RETAKE POSSESSION FOR YOUR ACCOUNT IN THE EVENT YOU VACATE OR ARE EVICTED. YOU WILL BE HELD LIABLE FOR PAST DUE RENT, AND, FUTURE RENT DUE UNDER THE FULL TERM OF YOUR RENTAL AGREEMENT MINUS ANY RENT RECEIVED FROM RERENTING THE PREMISES, ANY CHARGES DUE UNDER THE TERMS OF YOUR RENTAL AGREEMENT, DAMAGES TO THE PREMISES, ATTORNEYS' FEES AND COURT COSTS.

Owner/Agent Signature and Printed Name

Property/Company Name

Property/Company Address

Telephone Number

CERTIFICATE OF SERVICE

I hereby certify that a copy of the above notice was:

_____ delivered to _____ by hand

_____ posted on the premises described above in the tenant's absence

on _____, 20_____.

By: _____
Owner/Agent

SAMPLE

SEVEN DAY NOTICE OF NON-COMPLIANCE NOTICE OF TERMINATION

TO: _____ DATE: _____

YOU ARE ADVISED THAT YOUR TENANCY IS TERMINATED EFFECTIVE IMMEDIATELY. THIS NOTICE IS AUTHORIZED BY SECTION 83 FLORIDA STATUTES. YOU SHALL HAVE SEVEN (7) DAYS FROM DELIVERY OF THIS NOTICE TO VACATE THE PREMISES. THIS ACTION IS TAKEN BECAUSE:

WE WILL RETAKE POSSESSION FOR YOUR ACCOUNT IN THE EVENT YOU VACATE OR ARE EVICTED. YOU WILL BE HELD LIABLE FOR PAST DUE RENT, AND, FUTURE RENT DUE UNDER THE FULL TERM OF YOUR RENTAL AGREEMENT MINUS ANY RENT RECEIVED FROM RERENTING THE PREMISES, ANY CHARGES DUE UNDER THE TERMS OF YOUR RENTAL AGREEMENT, DAMAGES TO THE PREMISES, ATTORNEYS' FEES AND COURT COSTS.

Owner/Agent Signature and Printed Name

Property/Company Name

Property/Company Address

Telephone Number

CERTIFICATE OF SERVICE

I hereby certify that a copy of the above notice was:

_____ delivered to _____ by hand

_____ posted on the premises described above in the tenant's absence

on _____, 20_____.

By: _____
Owner

San Bernardino County Sheriff's Department Crime Free Multi-Housing Program



San Bernardino County Sheriff's Department
655 E. Third St · San Bernardino CA 92415
Phone (909) 387-3700 · wp.sbcounty.gov/sheriff