

REPORT
1996 JUNE 10

CITY OF BURNABY
COMMUNITY POLICING COMMITTEE

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

RE: CRIME-FREE MULTI-HOUSING PROGRAM

RECOMMENDATION:

1. *THAT* Council receive this report for information.

REPORT

The Community Policing Committee received and adopted the attached report providing information on the Crime-Free Multi-Housing Program.

Respectfully submitted,

Councillor D. Evans
Chair

Councillor J. Young
Member

: COPY - CITY MANAGER
- DEP. CITY MGR.-CORP. SERV.
- DIRECTOR FINANCE
- OFFICER-IN-CHARGE, R.C.M.P.
- MEDICAL HEALTH OFFICER
- FIRE CHIEF

TO: COMMUNITY POLICING COMMITTEE 1996 APRIL 4
FROM: DIRECTOR PLANNING & BUILDING AND OUR FILE: 17.317
OIC, BURNABY DETACHMENT R.C.M.P.
SUBJECT: **CRIME-FREE MULTI-HOUSING PROGRAM**
PURPOSE: To provide the Committee with information on the Crime-Free Multi-Housing Program.

RECOMMENDATION:

1. THAT the Committee receive this report for information.

REPORT

1.0 BACKGROUND

At its meeting of 1996 February 8, the Committee heard a presentation from the Burnaby RCMP about the New Westminster Police Department's Crime-Free Multi-Housing Program. The RCMP had concluded that a similar program would be a valuable addition to Burnaby's crime prevention efforts and that members of the Community Policing Committee would benefit from knowledge. The New Westminster program, which focuses on multi-family buildings, is modelled on successful programs in forty states in the United States that such programs exist. The New Westminster program has been in operation since June 1995. To date, the managers of 50 rental complexes have signed on to the Program.

At a subsequent meeting on 1996 March 14, staff was asked to report on the elements of the New Westminster program and to provide an estimate of costs, were such a program to be introduced in Burnaby. This report provides that information.

2.0 CONTEXT FOR THE PROGRAM

According to the 1991 Census, approximately 58% of Burnaby residents live in multi-family dwellings. The Burnaby RCMP receives many calls for service annually as a result of problems in multi-family buildings, although actual statistics reflecting numbers of calls and crimes are not available at this time. Criminal activity in multi-family property can lead to reductions in neighbourhood property values, property damage and associated loss of rent during eviction and/or repairs, fear and frustration for managers and residents, and animosity between neighbours.

From the RCMP's perspective, the introduction of a crime-free multi-housing program would provide a number of benefits. First, the RCMP believes that calls for service would be reduced as people work together to solve their problems. Statistics suggest that crime-free multi-housing programs in the United States have resulted in a 65-85% reduction in complaint calls to police regarding problems in participating rental housing complexes. Although the New Westminster Police have yet to complete a full statistical analysis of the benefits of their program, they do know that calls for service to two of the participating complexes have been reduced by 50% since introduction of the program.

Second, the program would be an excellent vehicle for promoting the value of problem-oriented policing, upon which the new Community Policing model is built. Third, the program would provide social benefits including improved personal safety for renters, stable and more satisfied tenants, increased neighbourhood property values, lower maintenance and repair costs in rental property, appreciative and co-operative neighbours, and improved property management as less time is spent on crisis control. American statistics suggest that over 90% of property managers who have completed training through crime-free multi-housing programs are making successful changes in the way they manage their properties.

3.0 PROGRAM DETAILS

The New Westminster program, as presented to the Community Policing Committee, is designed to help residents, owners, and managers of rental properties keep drugs and other illegal activity off their property. The purpose of the program is to educate landlords and tenants to improve the livability of neighbourhoods by reducing crime.

The program consists of three elements including management training, security assessment and tenant training.

3.1 Management Training

This element of the program involves training resident managers to become more effective in reducing criminal activity in rental properties. Managers are equipped with skills to spot problems before they occur, and to deal with problems before they become dangerous or require police involvement. Topics included in the one day training program include:

- ▶ keeping property in good repair
- ▶ screening applicants
- ▶ using rental agreements
- ▶ recognizing illegal activity
- ▶ evicting problem tenants
- ▶ co-operating with the police
- ▶ using available resources

Upon completion of the program, the manager is issued a certificate to be posted in the building.

3.2 Security Assessment

The second element of the program requires the building to meet minimum security requirements as outlined in the Crime Prevention Through Environment Design (CPTED) strategy. CPTED includes design elements which encourage surveillance, adequate lighting, appropriate landscaping, and a sense of territoriality or ownership. Anti-lift devices on windows, dead bolts and other target hardening devices are also covered in the security assessment.

A security survey of the property is conducted by the Police Department. Once an apartment complex meets the CPTED security requirements, a CPTED certificate is issued, to be displayed with the management training certificate in the building.

3.3 Tenant Training

The third element of the program involves training tenants to be eyes and ears for the apartment complex. At a joint management/police-sponsored crime prevention seminar, tenants are introduced to such topics as:

- ▶ auto theft prevention
- ▶ sexual assault prevention
- ▶ burglary and theft prevention
- ▶ "Neighbourhood Watch" principles
- ▶ general safety and crime prevention
- ▶ fire prevention
- ▶ life safety awareness

Upon completion of the tenant training program, management of the rental complex is issued a third certificate to be posted in the building. The three certificates send a powerful message to tenants and prospective tenants, providing comfort to honest tenants and discouraging dishonest applicants from applying.

Any complex which has completed all three elements of the program is qualified to display the Police-authorized sign stating that it is a member of the Crime-Free Multi-Housing Program. Validation stickers on the signs must be renewed each year. Complexes can qualify for renewal by participating in ongoing crime prevention programs and training programs.

The Crime-Free Multi-Housing Program is based on voluntary participation. It is possible, however, that at a later date property owners who are allowing illegal activity to continue on their premises will be targeted through bylaw enforcement and through Police co-operation with the Health, Building and Fire departments.

4.0 RESOURCE REQUIREMENTS

If a crime-free multi-housing program were to be implemented in Burnaby, selected areas of the City would be targeted in the initial stages. The program could then be expanded to cover other areas of the City as resources permitted. The Burnaby RCMP estimate the initial costs to implement a program would be:

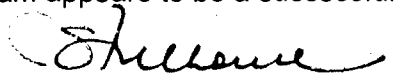
Item	Description	Budget	Budget Status
Staff	Salary, benefits, pension and other operational policing costs associated with 1 full-time Police Officer; no additional City employee support required in initial stages.	82,000	Ongoing
Computer Package	Software applications to integrate with existing hardware.	1,000	Start-up only
Literature and Other Supplies	Information kits for manager and tenant participants; certificates and signs for participating complexes. It is hoped this would be a cost in the first year only and that sponsorship could be enlisted in future.	1,000	Start-up only
Training Courses	No costs foreseen; City facilities and staff expertise may be called on.	0	N/A
Advertisement	No costs foreseen; media and managers will be asked to promote the Program.	0	N/A
Transportation	No cost for first year of operation; consideration may need to be given to an additional vehicle for the RCMP fleet in future.	0	N/A
Total		\$84,000	

As noted above, many of the costs would be start-up costs only. At this time, ongoing costs to operate the program would involve only the full-time Police Officer salary. Additional resources may be required in future for City staff support which may be deemed to be required as the program expands, and the addition of an additional vehicle to the RCMP fleet as the program expands.

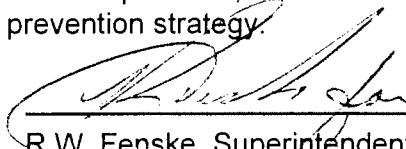
Funds for such a program have not been allotted within the 1996 budget period.

5.0 CONCLUSIONS

Based on the New Westminster and American experience, a crime-free multi-housing program appears to be a successful crime prevention strategy.



D.G. Stenson, Director
 PLANNING & BUILDING



R.W. Fenske, Superintendent
 Officer-in-Charge, Burnaby Detachment
 RCMP

JS/db

cc: City Manager
 OIC - RCMP
 Director Finance
 Medical Health Officer
 Fire Chief

