COMMUNITY
RESEARCH UNIT

CRIME-FREE MULTI-HOUSING PROGRAM:

Community Development Research and Report

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Multi-Housing

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The Regina Public Interest Research Group (RPIRG) is a student funded resource centre at the University of Regina committed to social and environmental justice. RPIRG provides resources and funding that enable students to organize around issues through research, education, and action.

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The Community Research Unit is based in the Faculty of Arts at the University of Regina, and builds relationships between our community and faculty by facilitating community-based participatory research and community service-learning opportunities.

Scope/ Purpose/Objectives

Scope

This report focuses on the Crime Free Multi-Housing (CFMH) program in Canada and the United States. Research was obtained from a variety of sources including the Internet; published and unpublished statistical reports; voice and email personal communications; personal attendance to a landlord training workshop and academic journal articles.
The project was overseen by an advisory committee.

Purpose

To gather information about the CFMH program. This report information will be shared with the research project partners, advisory committee and community stakeholders.

Objectives

The research of the Crime Free Multi-Housing Program will answer the questions:

- What is the program about?
- How has the program been implemented in other cities?
- What are the positives and negatives?
- How could this be implemented in Regina?

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Executive Summary

The Crime Free Multi-Housing Program (CFMH) is a crime prevention program designed to reduce crime, drugs, and gangs on multi-dwelling properties. This program was successfully developed by the Mesa, Arizona, USA Police Department in 1992 and implemented in Canada in New Westminster, B.C. in 1994. Since then, the program has been implemented in a few Canadian and many USA cities, and the concept presented to a dozen other countries.

CFMH is based on education and community cooperation. The program consists of three phases that are intended to both address criminal activity and enhance the feeling of safety and sense of community in rental properties. The completion of the phases emphasize how a community of property owners, managers, tenants, law enforcement and support services can work together to dissuade criminal activity on rental properties.

Phase 1 of the program is a landlord training workshop which focuses intensely on the benefits of being a "present" as opposed to "absent" landlord. Property owners and managers learn active management principles and techniques that assist in keeping illegal activity off their property - i.e.: understanding landlord/tenant legal framework; careful tenant selection; treating tenants with respect. The second CFMH phase is a property safety assessment using principles of Crime Prevention Through Environmental Design (CPTED) – i.e.: good lighting; proper locks; well maintained property. The third and final phase involves a Safety Social gathering for the tenants. The aim of the social is to increase crime prevention awareness, promote general safety principles, build a sense of community and ensure tenant buy in. Once a property has completed all three phases, a CFMH 2 x 3 metal sign is attached to the building on the property. Each property must be certified annually.

Example of a 2x3 metal sign

An important compliance element of the CFMH program is the voluntary tenant/landlord civic contract Lease Addendum which lists specific criminal acts that if committed on the property will result in immediate termination of the resident's lease.

Canadian provinces/cities that have implemented CFMH:

In Canada the program is currently operating in Edmonton, Saskatoon, Peel region Ontario (the cities of Brampton, Mississauga, Caledon), Ottawa, and 27 cities in B.C. Cities which have studied and chosen not to use the CFMH program are Calgary, Winnipeg, Toronto, Halifax.

Most programs are administered and housed by the local police, and a few have community involvement through landlord associations or civic government participation. In all cities except Saskatoon, the program has been introduced by the local Police Department as a crime reduction solution to the high volume of service calls at specific rental properties. Police believed a targeted strategy would reduce the considerable amount of time and effort needed at these properties.

Although Police Departments administer the CFMH program in most cities, there is agreement that crime is a community problem. Therefore, partners and community support are vital to ensure success in the long run.

The annual cost of the program varies and depends on structure – i.e.: if the Coordinator is a civilian or police officer or if the program is stand alone or combined with other duties. Budgets range from $2,500 not including salary to $250,000 including the salary of two Coordinators.

Coordinators that are operating the program are very satisfied and have found both a positive community response and a reduction in police calls for service. The B.C. cities of New Westminster and Victoria indicate an average reduction in police service calls to CFMH certified properties that range from 38% over a five year period, to 45% over a one year period. It is important to note that each city uses different variables to measure the effectiveness of their program.

Principles of the CFMH program

According to the developer Tim Zehring, the program is effective as a result of 1) Shared responsibility 2) Reducing the elements of crime 3) Understanding and applying environmental design 4) Setting and enforcing rules.

Significant attention in the landlord training is directed towards being a good landlord and choosing good tenants. As such, landlords are encouraged to reduce troublesome tenants through good screening practices and adherence to the CFMH principles. The program encourages credit and criminal record checks, however as criminal record checks are controversial, Ottawa is the only Canadian CFMH city to utilize them.

Challenges of the program

- High expectations of properties being completely crime free
- Difficulties in measuring crime reduction versus calls for service
- Time and administrative intensive
- Often too little funding
- Police led instead of community led
- Little incentive for a landlord to join if there are no crime issues on their property
- Consistent and constant nurturing of community partnerships to ensure a strong connection
- Unknown displacement effect of criminals who are evicted from or denied acceptance to a CFMH property.

The Crime Free Multi-Housing Program

As stated on the International website, "The Crime Free Multi-Housing Program is a state-of-the-art, crime prevention program designed to reduce crime, drugs, and gangs on multi-dwelling properties. This program was successfully developed at the Mesa Arizona Police Department in 1992 and implemented in Canada in 1994". [1]

Background:

In 1992, Constable Tim Zehring of the Mesa Police Department in Arizona was tasked to design a program to address concerns of frequent and recurrent police service calls to specific rental housing properties. The department was in need of an effective strategy to reduce criminal activity both in and outside of rental properties, as well to increase the safety and sense of security for all residents. The Mayor, City council and Police Chief were committed to a solution.

In his research on the rental properties with the highest calls for service, Constable Zehring found consistent themes. The first theme surrounded current tenants and/or their guests who engaged in unlawful activity while residing in the rental properties. The second theme was that the property attracted non-residents with criminal intent. Third theme was the impression that some tenants, owners or landlords did not care about the property they lived in, and would or could not maintain the safety and security of the rental property. The resulting criminal activity often led to increased calls for police service and property damage.

Using research, basic crime prevention strategies, and a coalition of police, property managers, and residents of rental properties, Constable Zehring developed a program to prevent crime in rental properties. The Crime Free Multi-Housing Program (CFMH) consists of three phases that both address criminal activity and enhance the feeling of safety and sense of community in rental properties. The first step in the CFMH program is landlord training that emphasizes cooperation among property owners, tenants, and law enforcement agencies to help neighbourhoods dissuade crime from rental properties. The co-operative training emphasizes how the community can work together to fight crime. The second step is a Crime Prevention Through Environmental Design (CPTED) property assessment. The third and final step involves creating a community of tenants.

An important piece of the CFMH Program is the implementation of the Crime Free Lease Addendum. This addendum lists specific criminal acts which if committed on the property will result in immediate termination of the resident's lease. The addendum is part of the application process (along with a typical lease agreement) and is intended to dissuade applicants with criminal intent.

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[1] http://www.crime-free-association.org

After the Crime Free Multi-Housing program was launched in Arizona in 1992 the website reports an average of 75% reduction in crime and/or police calls to participating properties – with some properties resulting in as much as a 90% reduction.

Since inception, the program has spread to nearly 2,000 cities in 44 American states, five Canadian provinces, Mexico, England, Finland, Japan, Russia, Malaysia, Nigeria, Afghanistan, and Puerto Rico. Recently, Australia has expressed interest as well.[2]

3 Phases of the CFMH Program

Phase I – Landlord/Owner/Property Management training

Landlords and property managers attend an eight hour, one day workshop presented by the CFMH coordinator which intently focuses on being a "present" as opposed to "absent" landlord. The objective of the training is to learn active management principles and techniques that assist in keeping illegal activity off the property. Training is offered in each community as needed - every couple of months or once per year. Topics include:

- Crime prevention theory
- Crime Prevention Through Environmental Design (CPTED) theory
- Benefits of resident screening
- Lease agreements and eviction issues
- Crime Free lease addendum
- Key control and master key use
- On-going security management monitoring and responding to criminal activity
- Gangs, drugs activity, and crime prevention
- Legal warnings, notices and evictions - working smarter with the Police, Fire and Life.
- Safety training community awareness

Either a 100-page resource binder with handouts, or a copy of the power point presentation is supplied to workshop participants.

Phase II - Crime Prevention Through Environmental Design on-site property safety assessment

The CFMH coordinator or designate conducts an on-site assessment of the buildings and property using the fundamentals of CPTED:

- Access control

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[2] T. Zehring, personal communication, March 2, 2011; D. Thiessen, personal communication, February 17, 2011; Saskatoon CFMH Phase 1 landlord workshop; Saskatoon CFMH Phase 1 landlord manual; The International CFMH website: http://www.crime-free-association.org

- Surveillance
- Territorial reinforcement (including maintenance and activity generators)

Before advancing to Phase III, the rental properties must meet minimum security standards such as:

- A good quality deadbolt must be on all suite doors. The bolt must be minimum 1 inch in length and the hole in the frame must be the same size as the bolt, for a tight fit
- Strike Plates on wood-framed doors must be secured with a 3-inch screw into the stud
- All suite doors must have eye viewers (prefer 180-190 degrees, 65 inches from the floor)
- Sliding doors and windows require secondary locks, in addition to functioning primary locks, in all ground level and easily accessible suites
- The trees and shrubs must be pruned to allow a clear view of the property
- Trees should be limbed to 6-feet off the ground and shrubs should be no higher than 3 feet
- Adequate lighting in and around the building. Lighting is the most effective crime prevention tool around when used properly
- Graffiti must be removed
- The property must be clean and properly maintained
- Key Control procedures evaluation

Phase III - Community Awareness Training

The owner/manager will host an annual Safety Social for the residents. The aim of the social is to increase community involvement in an effort to promote general safety principles and prevent crime on the property. The CFMH coordinator will be in attendance to explain the program and offer crime prevention tips. The meetings will address the specific needs of rental communities while promoting the CFMH program goal of peace, comfort, and security for everyone. The social also serves as a forum for tenants to ask questions and seek guidance while getting to know their neighbours and police.

Following the completion of all three phases the landlord/owner will earn the privilege to post signs stating they have joined the Crime Free Multi-Housing Program and may use the CFMH official logo and advertise membership for marketing purposes. Signs are metal, approximately 2' x 3' with the CFMH logo. Certification expires annually unless renewed following compliance with Phases I & II. Property managers can become individually certified after completing training in each phase while the physical property itself can only be certified upon completion of all three phases.[3]

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[3] Saskatoon CFMH Phase 1 landlord workshop

Becoming a CFMH community member

The CFMH program can be established in any community and commences with training of a coordinator – either law enforcement or civilian, who will administer the program in their jurisdiction. Each CFMH Coordinator receives 24 hours of intensive training to become certified as an instructor/trainer. Upon certification, the Coordinator may begin CFMH training and certification of landlords and rental properties.

According to Tim Zehring[4], the program will be most effective with partnerships of police, fire, and city council. Each community varies in the specifics of their program administration (i.e.: background of trainers, funding, location). However, to be a part of the CFMH trademark program all communities must adhere to the basic principles, training and standards set by the International CFMH program. Trained Coordinators may be civilians, constables, RCMP or code enforcers (fire department).

Zehring states there are advantages and disadvantages to the background of each type of the coordinator. For example:

Background	Advantage	Disadvantage	In communities of:
Police Constable	Experience and resources. Usually assigned to the program for three years. Best is a background in code enforcement.	A Constable will usually leave upon completion of the three years in order to increase chance of personal promotion. Potential for less dedication.	Vancouver New Westminster Abbotsford Victoria Edmonton Prince Albert (May) Peel Region
RCMP Constable	Same as Police		Surrey
Code Enforcement	Knowledge and the power to administer a fine or close an unsafe building.	Salary cost.	None in Canada
Civilian	If position viewed as a long term career choice, there will be dedication and continuity. Able to use police resources. Best is to have a background in police or code enforcement.	Possible lack of experience and need for training (i.e.: building codes and safety).	Saskatoon Ottawa New Westminster

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[4] Personal conversation, March 2, 2011

Zehring emphasises that if possible, the Coordinator and community team members should be interested in the program and be willing volunteers, as opposed to being tasked with the program as an assigned duty. With volunteer participation, there will be interest and commitment which tends to lead to a successful and strong program. In his experience, when the Coordinator position is assigned to a Constable or team member who is not interested, the program has not been as successful.

The best situation would be a team of coordinators from all sectors, but the cost is usually prohibitive. [5]

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[5] References for this section: D. Thiessen, personal communication, February 17, 2011; D. Larocque, personal communication April 15, 2011; M. Gray, personal conversation, April 8, 2011; R. Nichol, Personal conversation April, 8, 2011; Saskatoon CFMH Phase 1 landlord workshop; Saskatoon CFMH Phase 1 landlord manual; The International CFMH website: http://www.crime-free-association.org

Canadian provinces/cities that have implemented the CFMH program

British Columbia:

Abbotsford	Langley	Port Moody
Burnaby	Maple Ridge	Prince George
Campbell River	Mission	Richmond
Chilliwack	Nanaimo	Ridge Meadows
Coquitlam	New Westminster	Saanich
Duncan	Okanagan District	Surrey
Fort St. John	Penticton	Vancouver
Hope	Pitt Meadows	Victoria
Kelowna	Port Coquitlam	White Rock

Alberta:
Edmonton

Saskatchewan:
Saskatoon

Ontario:
Ottawa
Peel Region (Brampton, Mississauga, Caledon)

Cities not implemented: Calgary, Winnipeg, Toronto, Halifax.

Calgary Police Service investigated the program and have chosen not to implement due to potential liabilities with criminal record checks, personal information, and the Phase 2 CPTED assessments. Specifically, the CFMH program CPTED inspection is more of a security assessment and recommendation rather than a complete and true CPTED audit which is considered superior.
Currently the Calgary Police service does not run Crime Prevention Programs, but rather, participate as partners in community initiatives. The Calgary Residential Rental Association is considering a landlord training program.[6]

Winnipeg and Toronto utilize different community supports to work with landlords on individual basis, and choose a policy development approach to eviction when there is criminal activity.

Halifax would definitely consider a program in the future if there was significant interest from landlords. They currently have at "Vertical Watch", which is a form of neighbourhood watch for residents of apartment buildings.[7]

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[6] G. Bailey, personal conversation, April 26, 2011
[7] D. Spicer Halifax Regional Municipality, personal communication, April 25, 2011

How each city/province initiated the program

British Columbia

The CFMH Program was first implemented in Canada by the New Westminster Police Service in 1994 as a way to reduce crime in rental properties. As an outcome of extremely positive results in reducing police service calls, numerous other B.C. communities have adopted the program. The program is now provincially monitored by a committee from the B.C. Crime Prevention Association. The main focus is not on policing but rather, incorporating good management practices so as to decrease the number of tenants which practice illegal activities within their suites.[8]

Edmonton

Constable Nichol, the CFMH Coordinator states the program has been in effect for 10 years, but there is no recorded history of how the program began.[9]

Ottawa

In 1997, a Constable saw the CFMH program on the internet and thought it would be a good fit for the crime problems the city was experiencing in rental properties. The program began with the largest property management company Minto Developments, who were very keen to invest time and money needed to complete all three phases. After a few years of the implementation the program discontinued due to the lack of time resource for the one Constable Coordinator. Minto Development lobbied to revive the program and in 2003 a civilian was hired to run the program full time.[10]

Prince Albert

The program is expected to start in May 2011, and initiated by Constable Gray who transferred from the Edmonton Police Department. Due to the success in Edmonton, Constable Gray considers the program to be a "no brainer". He indicates there has been positive response from the Prince Albert community but no official partnerships have formed and there is no civic involvement. He hopes to have the program be self-governing.[11]

Saskatoon

In 2001, the Saskatchewan Rental Housing Industry Association (SRHIA) asked the Saskatoon Police to consider implementing the CFMH program. Saskatoon Police agreed and by 2004 the pilot project began. Due to police restructuring and a turn-of-events interest with City Council, the project went on hold until 2009, when it resurfaced with a multi-departmental steering committee. In 2010, the CFMH Program was in full partnership with the police and city, and Phase 1 landlord training resumed. Saskatchewan Housing has also become a member.[12]

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[8] B.C. Crime Prevention website; New Westminster Police website

[9] Personal communication, April, 8, 2011

[10] D. Larocque, personal conversation, April 2011.

[11] Personal communication, April 8, 2011

[12] D. Theissen, personal conversation, March 21, 2011

Administration of the CFMH program

As a member of the International CFMH program, there are no specific administrative structures imposed. Each community independently decides. Examples:

Edmonton:

Funded and housed by the Edmonton Police Service with two Constable Coordinators and one full time administrator assistant (funded through a donation). The City of Edmonton is not directly involved in the program however Constable Nichol indicated the program is "very important to the city". A city counsellor has recently become interested in the program and the Coordinators are hopeful that city involvement may lead to a change in bylaws or landlord licensing.[13]

The two Coordinators also perform CPTED inspections for the entire city, free of charge. They believe the CPTED program is critical to the CFMH program.

The program is in partnership with the Edmonton Apartment Association, who host the Phase 1 landlord workshops.

New Westminster

Funded and housed by the New Westminster Police Service with one Constable and one civilian who share the Coordinator responsibilities along with other duties. The city offers 10% discount licensing each year on properties that are certified with the program.[14]

Ottawa

Administered and housed completely by the Ottawa Police Department, with no city involvement. Partnered with Neighbourhood Watch.[15]

Prince Albert

The pilot program will begin in May. They do not have a budget yet and Constable Gray is planning to run the program in conjunction with other duties. He is expecting the program will be self governing. Currently there is no City involvement.[16]

Saskatoon

The City of Saskatoon funds the program and the Saskatoon City Police administers and houses the Coordinator. The Saskatoon Fire Department is the enforcer of Saskatoon's Property Maintenance & Nuisance Abatement Bylaw 8175.
Other partners are the Saskatchewan Rental Housing Industry Association, Saskatchewan Housing Corporation, and Office of Residential Tenancies.

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[13] Personal communication April 8, 2011

[14] S. Cole, Coordinator of Crime Prevention Services with New Westminster Police, personal communication, April 21, 2011

[15] D. Larocque, personal conversation, April 2011

[16] Personal communication, April 6, 2011

Vancouver

In partnership with the British Columbia Crime Prevention Association who hosts the CFMH Phase 1 workshops.[17]

Victoria

Funded by the Victoria Police Department and a working partnership with Rental Owners and Managers Society of B.C.[18]

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[17] B.C. Crime prevention website
[18] Tolmie, 2009

Cost of annual CFMH program

Cost in each community is measured differently - examples of cost per year:

Edmonton
> Cost is approximately $250,000. This includes: salary for 2 constables, partial salary of supervisor; office space at headquarters, vehicle, displays, prizes tools, clothing (with emblems), and training needs (10,000).
> Landlord workshop fee is $100 per participant – all proceeds are returned to the training budget.

New Westminster
> Annual budget is $2500.00, which does not include signs, office supplies and salaries of the two staff who share the CFMH responsibilities along with their other duties.

Ottawa
> Annual budget is $8,400.00 plus salary of full time Coordinator (not disclosed).
> Landlord workshop is free.

Saskatoon
> Annual cost is approximately $100,000. This includes the wage of the coordinator and program expenses such as workshops (printing, door prizes, binders, food), mileage, and signage for certified buildings. Start up will be higher due to printing of program materials such as retractable display banner signs.
> Landlord workshop fee is $45.00 per participant.

Vancouver
> Landlord workshop is free.

Victoria
> Annual cost is $69,750. This cost is determined by a calculation of a percentage of annual salary program plus operating costs: Program Director salary at 75% of 83,000 plus 10,000 operating costs = $93,000 x 75% = $69,750.

Tim Zehring, the CFMH program developer suggests that any community can "be creative and form partnerships with 'volunteers' from each sector to reduce costs. For example: Find a constable, a code inspector and a police civilian who are interested in community education and ask (rather than assign) them to coordinate and speak at landlord workshops".[19]

Zehring also suggests that "if you take a person already on payroll you will find that it [the program] pays for itself by reducing overtime and detectives". Zehring cites personal experience from Mesa, Arizona around the high number of break and enter crimes of storage units. The excessive amount of police officer overtime was considerable until the Crime Free Self Storage program (similar to CFMH) was

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[19] Personal conversation March 2, 2011

designed. Once implemented, the reduction in break ins, police service calls and overtime paperwork were reduced so significantly, that staffing expenses for the CFMH program were paid for.

Zehring also advises communities to look at the program as "an investment not an expense... and if you say the same thing to landlords, they will attend the workshops and learn the importance of curb appeal which will increase their property value".[20]

Annual Dues for association with the International Crime Free Multi-Housing program[21]

Membership Dues:

A. Regular Membership $ 50.00 (US$)
Law Enforcement and On-Site Property Manager currently active in Crime Free Program

B. Agency Membership $ 200.00 (US$)
Crime Prevention Association or Law Enforcement Agency (for 5 or more members of same agency)

C. Non-Profit Membership - 501(c) 3 $ 300.00 (US$)
For law enforcement agencies that want to use the 501.c.3. status and Employee Identification Number (E.I.N.) of the Association for approved projects.

D. Associate Membership $ 500.00 (US$)
Generally reserved for other than above. This includes:
1. Property Management Companies and their employees (not for on-site mgrs.)
2. Those providing goods/service to Property Management Companies private security / alarm companies, credit and criminal history providers, attorneys
process servers, security consultants, those providing goods/services to law enforcement.

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[20] Personal communication March 2, 2011

[21] ICFMH website: http://www.crime-free-association.org/membership.htm

Responsibilities and Roles of community partners (general examples)

Role of the Coordinator
- Coordinates Phase 1 workshops. Provides training on the CFMH program.
- If trained, will perform Phase II, the CPTED inspection/audit.
- Attend Phase III Safety Social for residents.
- Conduct annual reviews at each property.
- Maintain a list of fully certified properties.
- Act as a resource for both landlords and tenants.
- Liaison between landlords and police. When there is a police call to a rental property, the Coordinator will advise the landlord to which building on the property and the type of disturbance. There is adherence to privacy laws which dictate that a specific unit and/or tenant names are not disclosed. However, if the landlord is evicting the tenant due to violation of lease agreement, the Coordinator can provide names and more details – this is allowed because the tenant voluntarily signed the lease agreement addendum.

Role of the Police
- Provide training at the phase 1 workshop.
- If trained, will perform Phase II, the CPTED inspection/audit.
- Attend Phase III Safety Social for residents.
- Liaise with Coordinator by providing information on police calls to CFMH units. Ensure privacy and confidentiality when exchanging information.
- Provide support and resources as needed.
- Possibly fund or administrate.

Role of the Fire Department
- Provide training at the phase 1 workshop.
- Property by-law enforcement (depends upon community).

Role of the City
- By-law enforcement.
- Possibly fund or administrate.

Other Roles
- Landlord associations (local) provide training at Phase 1 workshop.
- Community crime prevention associations host Phase 1 training.
- Office of Residential Tenancies provide training at Phase 1 workshop.
- Landlords – receive certification and liaise with Coordinator.
- Tenants – attend annual socials.

How and why the program works[22]

1. Shared responsibility
2. Reducing the elements of crime
3. Understanding and applying environmental design
4. Setting and enforcing rules

Shared responsibility

    Crime prevention is a shared responsibility that cannot be imposed on a community.

Reducing the elements of crime

    There are three elements to any crime: Target, Desire and Opportunity. If you eliminate one of the three, you may avert a crime. The Saskatoon CFMH workbook states that crime is reduced on certified properties through attention to each of the three elements:

> "to eliminate the Target, we teach how to **target harden** (using locks, electronic devices or other hardware that detects, deters, delays or denies the criminal away from the intended target. 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" (section 2-5).

Understanding and applying environmental design

    The emphasis of environmental design is utilizing the principles of CPTED to reduce criminal opportunity and foster positive social interaction.

The principles are:
1. Surveillance - the ability to look into and out of an area
2. Access Control - deterring criminal activity by limiting access into and out of an area
3. Territoriality – using psychological impression for first impressions
4. Activity support - appropriate use of recreational facilities and common areas.

CPTED is "... prevention rather than apprehension and punishment" (Saskatoon 2011, section 3-2). The intent of proper design and effective use of space is to:

- Reduce the opportunity for crime to occur
- Improve people's feelings of safety;
- Improve the quality of life for residents of the community.[23]

During the Landlord Phase 1 workshop, emphasis on environment is extended to landlords through sharing the Broken Window Theory. James Q. Wilson (Atlantic Monthly, March, 1982) is cited:

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[22] Saskatoon CFMH Program workbook, 2011
[23] Personal notes from Phase 1 Landlord workshop, February, 2011

"Consider a building with a few broken windows. If the window is not repaired, the tendency is for vandals to break a few more windows, eventually, they may even break into the building and if it is unoccupied, perhaps become squatters or light fires inside. Or consider a sidewalk. Some litter accumulates. Soon, more litter accumulates. Eventually, people start leaving bag of trash from take-out restaurants there, or breaking into cars."[24]

Setting and enforcing rules

Through a combination of careful applicant screening, active on-site management principles and rules that are clearly stated and reinforced, tenants with criminal intent are less likely to move into a community where they can commit crimes.[25]

There are three ways that criminal activity will enter into a rental community:

a) the criminal lives on the property
b) the criminal visits someone who lives on the property
c) the criminal chooses the property to commit crime(s)

The CFMH program states that certified properties address all three ways: a) being proactive by not renting to people who may possess criminal intent; b) reducing the number of visitors who may possess criminal intent; c) increasing lighting and visibility (using a CPTED model) to create a property that is less desirable for people with criminal intent.

Tim Zehring states:

"The program is not a panacea but nothing currently used comes close. And even if some of it worked, it is better than none. If only 50% of the landlords who attended training used the program and it only reduced crime by 50% that would still be a significant reduction in call outs".[26]

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[24] Saskatoon CFMH Workbook, 2011, section 3-5; New Westminster Crime Free Multi-Housing 5 year report
[25] Saskatoon CFMH Workbook, 2011; Victoria 2009 Report; The International CFMH website: http://www.crime-free-association.org
[26] Personal communication, March 2, 2011

Importance of the Screening Process

The Saskatoon CFMH Phase 1 workbook has a section entitled "Best Practices for Rental Property Management", which emphasises adopting: "an approach and attitude that will encourage stability and growth of your honest resident base, while discouraging illegal activity" (section 4-1). Included are ten "Characteristics of a good landlord" (section 4-2) which outlines the importance of having pre-established guidelines/principles for effective screening of potential residents. Suggested guidelines include always using an application form and asking if the applicant will consent to a reference and credit check. Reference checks must be accurately completed before renting.
The textbook gives a warning that "if the residential manager/landlord does not properly screen the applicant, the CFMH program will fail" (section 4-3).

The section encourages landlords to reduce troublesome tenants by:

1. Encouraging self screening. For example, to set up situations to discourage dishonest persons from applying. Before an application is filled out, be certain to explain:
   a) your participation in the CFMH program
   b) that references are required and must be verified
   c) the paper application does not leave the office
   d) use an on the spot interview

2. Uncovering past behaviour. For example, by completing a thorough background check that reveals poor references, inconsistencies on an application, or an inconsistent credit rating

3. Agreement of the Lease Addendum. If the tenant applicant is approved, insist both a rental agreement and Lease Addendum are signed.

Emphasis is also placed on the landlord to know and understand both the rights of the tenants and landlord. As such, the Landlord workbook encourages adherence to:

- Saskatchewan's Human Rights Code, and outlines that the landlord cannot ask, nor refuse to rent to a person on prohibited ground such as gender, disability, ancestry, place of origin, source of income or status (section 4-2).

- Charter of Rights and Freedoms (the workbook does not state which country) which prohibits discrimination against protected classes such as: race; color; religion; sex; physical or mental disability; familial status; ancestry; source of income; or sexual orientation (4-3).

See Appendix C for
1. Subsection 11 of The Saskatchewan Human Rights Code – Discrimination in occupancy of commercial unit or housing accommodation is prohibited

2. Article 25 of The Universal Declaration of Human Rights code

The Lease Addendum

As stated on the International CFMH website:

> "Lease addendums are a vital part of the Crime Free Multi-Housing Program in an effort to keep illegal activity off rental property. It is the heart of this police sponsored and highly successful crime prevention program. A lease addendum is a civil contract between a landlord and tenant whereby the rental applicant agrees prior to tenancy to abide by the rules of the property and not to participate in or allow criminal activity to occur within their sphere of influence".[27]

See Appendix B for example of Saskatoon Lease Addendum.

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[27] http://www.crime-free-association.org/lease_addendums.htm

Criminal Record checks

Criminal record checks are an encouraged but not mandatory part of the CFMH Program.

Currently only Ottawa requires a mandatory criminal record check of a potential tenant. The CFMH Ottawa Coordinator charges each landlord $30.00 per check. Any criminal charges over five years old are not considered.[28]

Canadian Communities that require a criminal record check from applicants
Ottawa (landlord pays)

Canadian Communities that have indicated they are future planning to implement mandatory criminal record checks
Edmonton
Saskatoon
Prince Albert
British Columbia

Tim Zehring states:
> "An applicant can be denied residency for behaviours at previous rental properties. For example, you could refuse residency to an applicant who has repeatedly disturbed or threatened previous neighbours, sold or manufactured drugs, or damaged properties they previously rented". [29]

Saskatoon Coordinator Donna Theissen states:
> "At this time it is not illegal to deny residency to an applicant based on their criminal history. Behaviour is not a protected class, however be certain to treat all applicants equally and fairly and ensure you have a established written criteria/policy and stick with it. Be certain to tell them [the applicant] about your participation in the CFMH program before they fill out the application. Inform all prospective residents in advance that references are required and must be verified. This gives them the opportunity to continue looking for other options. If an applicant refuses to live in a CFMH community and will not sign the Addendum, you have every right to refuse occupancy".[30]

The Office of Residential Tenancies in Regina, SK is not aware of any landlords that currently ask for criminal record checks. As well, a landlord can ask for any information they want:
> "A landlord can discriminate as much as he wants as long as it doesn't fall under the human rights code".[31]

Colleen Covert, Lawyer with the Saskatchewan Legal Aid Commission has not encountered any hearing involving tenants and criminal records checks. [32]

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[28] D. Larocque, personal conversation, April 2011
[29] Personal communication, March 2, 2011
[30] CFMH landlord workshop, February 17, 2011
[31] Personal communication, April 4, 201
[32] Personal communication, April 4, 2011

Reported issues with criminal record checks:

Edmonton does not have mandatory criminal checks but encourages landlords to independently decide. In the 10 years of implementing the CFMH program, the Edmonton Coordinator has had one tenant ask to view their criminal check. The CFMH Coordinator did not release information, and deferred the tenant to the Freedom of Information and Protection of Privacy Unit at the Edmonton Police Service. The issue was then discontinued. [33]

Ontario
Ottawa has not had any issues. The Coordinator informs the landlord if the applicant has been convicted or charged but not the specific offense. Of note:

- CFMH is not implemented in their social subsidized units as "... that [subsidized] housing is a last resort for some people, and without it they would have nowhere else to go ... it is too bad though [that CFMH is not involved] as then non criminals are exposed to criminals. And there are still many, many places that are not in the program, and landlords who don't care." [34]

- One certified property was sold and the new landlord did not want to be a part of the CFMH program and instead opted to hire security guards. Over time, the property began to fall into disrepair and crime increased, so the owner decided to recertify as a CFMH property.

Of note in Australia:

Two rental sublet websites called iroommates.com and sublet.com encourage applicant screening and provide a quick link to "Sitename.com Screening Company", where the landlord submits the applicant's name and email address to the screening company to perform the search. Before the information is released to the landlord, the applicant is asked via email to complete an on-line application and is asked to accept/decline the landlords request for this information. After acceptance, the report is electronically generated for the landlord to make a decision.

The report includes:

- national criminal search
- credit check
- professional recommendation
- national sex offender search
- terrorist search

Anyone who is willing to pay the $30 check fee can request a report. [35]

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[33] R. Nichol, Personal communication April 8, 2011
[34] D. Larocque, personal conversation, April 2011
[35] http://www.sublet.com/lrtenantscreening.html

Program Effectiveness and Statistics

There is verbal agreement from communities involved with the CFMH program that when a rental property follows the program guidelines, there are reductions in calls for police service and reduced criminal activity. In Canada there are two published studies that indicate a reduction in crime and a reduction in police service calls as a result of the CFMH program. The cities of New Westminster and Victoria have published statistics that indicate an average reduction in police service calls to CFMH certified properties that range from 38% over five year period,[36] to 45% over a one year period. [37] The Ottawa Police Service website quotes the Police Chief who claims a 70% reduction in police service calls to 30 certified buildings in 2004 (data not available). In the Peel Region of Ontario, the Peel Living Housing website (subsidized housing) has a CFMH program promotional video which states the program has reduced police service calls by 70% - however the data is not available and Peel Living voluntarily withdrew its association in the program in 2006 (reason explained page 29).

 Suggested tracking of crime and service calls to property and/or person related offences are: theft; robbery; home invasion; break and enter; mischief; damage to property; disturbance/noise complaints; suspicious calls/persons/vehicles; graffiti; drugs; or prostitution. Each community chooses to track specific offenses. For example, Saskatoon tracks domestic disturbances (see Appendix A for example) and Ottawa does not,[38] and New Westminster tracks fire and EMS calls.[39]

Each community measures the reduction in crime or calls for service using different variables. For example, New Westminster tracks types of priority calls, while Victoria tracks categories of low, medium or high calls for service. The differences in tracking may lead to varying interpretations of statistics and effectiveness. The CFMH program has developed a tracking database that Coordinators have suggested is an effective tool to accurately track information.

The Ottawa CFMH Coordinator states that tracking statistics accurately can be difficult due to variances of entries by reporting Officers on service calls – i.e.: if a crime occurs on the street near a rental property and an address is needed, the reporting Constable will use the rental property address. As well, reports may increase as tenants begin to report thefts not previously reported such as bicycle theft – the increase of these reports may skew statistics. Another statistical skew may be the inclusion of police calls to properties that are not fully certified yet.[40]

In the United States, the International CFMH website includes graphs and statistics of the original CFMH program in Mesa, Arizona where 21 properties over a three to five year tracking period show an on-average reduction of 37% in police service calls and 48% decrease in written police reports.

The Las Vegas Police Department website has reported that "Of the properties that have completed all three phases and are enacting the intent of the program, there has been an estimated reduction in police service calls on average of 65 percent. Of the apartments that are still in the process of being totally vested in the program, the police response has been reduced between 35-40 percent". In Las Vegas there are over 1000 apartments of various sizes in that are in different stages of being certified in the program.[41]

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[36] Mandarino, 2005

[37] Tolmie, 2009

[38] D. Larocque, personal conversation, April 2011

[39] Mandarino, 2005

[40] D. Larocque, personal communication, April 2011

[41] Las Vegas Police, 2011 http://www.lvmpd.com/programs/multihousing_history.html

Below are excerpts of the statistics taken from the Canadian cities of New Westminster and Victoria, B.C.:

New Westminster, B.C.
Information taken from the Crime Free Multi-Housing 2005 report:

The CFMH Program was implemented in 1995. As of December 2004 of the 300 rental properties in the city, 57 had joined the CFMH program.

The research study was conducted by R. Mandarino, a criminology student from Simon Fraser University. Data was gathered through the New Westminster Crime Analysis program and assessed from 2000 to 2004:

	Crime Free Properties	Non Crime Free Properties
# of properties studied	52	32
# of total units	2433	1465
Total calls for Police Service for 5 years	4591	5561
Average amount of calls for service per year	918.2	1112
Amount of calls for service per day	2.5	3
# of calls per single unit for 5 years	1.89	3.8
# of calls per single unit per year average	.38	.76

Of note:
Of the 52 CFMH properties, some have joined at different times over the five year study period (the study does not specify how many), therefore these statistics do not show the direct effect of CFMH on all 52 buildings over a complete 5 year period.

The above table does not indicate the nature of the call for service, however the report does note there is a significant reduction in the severity of the type of calls as well as frequency of calls for service rather than an overall reduction.

The table below considers the types of priority calls, and indicates the reduction in the nature of the call each year the property was certified CFMH.

Examples of types of priority call:

- Priority 1 – i.e.: assault with a weapon or armed robbery
- Priority 2 – i.e.: domestic dispute or fight with no weapon
- Priority 3 - i.e.: home or car break in
- Priority 4 – i.e.: no attendance required, police resources needed for record keeping

This table below represents a 49 unit property (CFMH) from 2000 to 2004. As titled in the column headings, the numbers represent the frequency of the type of priority call:

Year	**Priority 1** Assault with a weapon or armed robbery	**Priority 2** Domestic dispute or fight with no weapon	**Priority 3** Home or car break in	**Priority 4** No attendance required – record keeping
2000	0	7	13	4
2001	1	7	7	9
2002	0	4	12	1
2003	0	5	8	3
2004	0	5	6	2

Increase in calls

In New Westminster, of the CFMH properties that have shown an increase in calls, the most common cause surrounds residents with mental health disabilities who are vigilant about reporting any unusual behaviour.

When a property becomes certified, there is often an increase in calls for service as the residents feel empowered to report criminal, suspicious behaviour or quality of life issues (i.e.: noise complaints). This increase in service calls was also observed by Laxon (2006) in St. Cloud, Minnesota, USA. Laxon suggests the increase may indicate a change in resident attitude towards unwanted behaviour and willingness to call the police. However on average, most properties show a consistent reduction in the calls for service.

New Westminster Report findings

The report suggests that the implementation of the CFMH Program will result in a substantial decrease in crime along with a new found respect for property by both the owners and tenants.

Victoria, B.C.

Information taken from the Victoria Police Department, 2009 Annual Report, prepared by Constable D. Tolmie, CFMH program manager.

The CFMH Program was implemented In Victoria in 2006. In this 2009 report, there are 85 fully certified properties of the 126 that are registered (the other 41 are in the process of completing certification).

- 2008 to 2009 the calls for service to <u>all 126 buildings</u> declined by 13% which is a reduction of 330 calls.

- 2008 and 2009 calls for service to <u>only the 85 fully certified properties</u> declined by 45% which is 1006 calls.

- 2005 to 2009 the calls for service to <u>all 126 buildings</u> declined by 34% which is 1152 calls.

The annual report estimated the cost savings from 2006 to 2009 at gross $230,400 to the Victoria Police Department. The calculation is based on the formula of $200 cost per service hour of 2 officers. Annual program cost is calculated at $69,750.

<u>Victoria report projection and analysis</u>

A Victoria Police Crime Analyst illustrates the effectiveness of the program by extrapolating historical data for a random building to show what the call load would have been if the building did not become certified.:

"In 2008 a building at 2644 Prior Street, Victoria had 141 calls per year. Without a CFMH program, the estimated increase would have been 156 calls. However, the building became certified as CFMH and the calls reduced by 50% over the prior year." (p 3).

<u>Victoria report conclusions</u>

"The CFMH Program has exceeded and continues to exceed the objectives in the strategic plan. Overall the program has served to reduce the number of calls for service to almost all of enrolled buildings. The impact of the program can be seen almost immediately after the phase 1 training. The key to continued success is the effectiveness of the working relationship between building management, their tenants and the CFMH program manager" (p. 6).

"The program should be judged on both its tangible benefits (i.e. cost savings) as well as its intangible benefits. The intangible benefits that are difficult to measure, such as public perceptions of police presence and perceived safety, and the positive relationships between VicPD members and resident managers must also be taken into account. Furthermore, the reduction in calls for service to CFMH properties enables the Department to deploy officers to more urgent situations" (p. 11).

Unique additions in each community

New Westminster

Bylaw 6926 implemented in July 2004:
> "The Bylaw itself functions as part of the Business Regulations and Licensing of Rental Units. The goal of Bylaw 6926 is to compel properties which have chronic problems, to enforce owners to implement better management practices, such as those advocated in the CFMH program. The management team is directed to attend a phase 1 workshop and the building's progress is monitored through the reduction of nuisance related police calls as defined in the bylaw. The penalty for not abiding with the bylaw includes various fines and suspensions of business licenses that are necessary to operate a rental property".[42]

There are 64 properties, and the city offers a 10% discount license fee to CFMH properties.

Victoria

Recent implementation of CFMH tracking software has improved administration efficiency through automatic date tracking for inspections and safety socials and statistical data for each building.

In 2009, six properties needed to be voluntarily removed from the program for their failure to adhere to the program principles.[43]

Edmonton

Edmonton has 184 certified properties and approximately 180 properties that are in the various phases of becoming certified. It is not known what percentage this represents of all rental properties. Due to the high number of properties involved and additional responsibilities, there are two Coordinators and one full time administrative assistant (salary is donated through a sponsor). As well there is a program vehicle and logo clothing.

The Coordinators have the added responsibility of being the city-wide CPTED inspectors. All CPTED audits are free and Constable Reid indicates the CPTED implementations are crucial to the success the CFMH program. The environmental changes made by a landlord are a major piece for crime prevention, safety and security of rental properties.

There are no mandatory criminal record checks, although there are some landlords who have implemented. The Coordinators will give their personal opinions to those landlords.[44]

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[42] Mandarino, 2005, p. 2.
[43] Tolmie, 2009
[44] R. Nichol, Personal communication April 8, 2011

Ottawa

There are 122 properties which represent 15,000 units. Phase 1 training is free to landlords and only a copy of the powerpoint presentation is provided, not manuals – it was observed that landlords refer to the manuals infrequently after the training session.
They use and recommend the CFMH database. [45]

Saskatoon

The Police Chief has announced priority service to CFMH properties – i.e.: if 2 exact calls for police service are reported, the CFMH property will be attended to first.

Participant/Partner Feedback

From personal conversations with Coordinators, this researcher has received positive feedback in all but one instance from participants and partners who have implemented the CFMH program.

The one instance is in the region of Peel, Ontario. Peel Living (non-profit housing corporation) voluntarily withdrew from the CFMH program in 2006 after a perceived Human Rights violation in regards to sharing of non-relevant information was reviewed by the Internal Privacy Commission of Ottawa. The outcome was determined a non-violation, however Peel Living and Peel Police have modified their Memorandum of Understanding. Peel Living is eagerly anticipating the CFMH program to begin again this summer 2011.[46]

All other Coordinators (Edmonton, New Westminster, Prince Albert, Saskatoon, Vancouver and Tim Zehring) have indicated that all community partners involved such as landlord associations, civic or provincial government, fire services or community associations are in agreement the program is an effective positive community addition. As well, landlords and tenants are very supportive. However, printed or published literature to support positive feedback is limited. Two are detailed below:

Victoria, B.C.

As stated in their 2009 report: "Qualitative feedback on the program has been overwhelmingly positive. Landlords like the partnership with police... there is no resistance by the participating managers or their buildings' owners to spend the funds necessary to bring a building up to the minimum CFMH standards"; "Residents like the fact that owners/managers are taking (and sharing) responsibility for their safety and well being" (p. 13).

Champlan, Minnesota

An evaluation of the Champlan, Minnesota Police Department CFMH program was completed by Jeff Bumgarner (Assistant Professor, Minot State University, 1999), where he evaluated apartment managers, tenants and police officers related to the program. His findings were that: most apartment managers explained successful partnerships with the

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[45] D. Larocque, personal conversation, April 2011
[46] MJ.. MacCrae personal communication April 25, 2011

police for crime prevention efforts; tenants felt the police and managers were responsive to their needs and appreciative of the efforts to make the complexes safer; and the police officers not involved with the program were unanimous in agreement that the program is a good allocation of police resources to have an officer working with rental multi-housing complexes to reduce crime.

Best Practices Suggested

Recommendations from Coordinators are:

- Do not make the program mandatory for landlords.
- Involve rental properties from different areas of the city – do not target just one area.
- Choose a Coordinator who is both interested in the program and has a relevant background in the community and understands policing issues.
- Market the program as a positive community approach that is based in crime prevention and not police enforcement.
- Use the CFMH software that tracks specific and useful data for reporting.
- Stay as true to the International CFMH program as possible.
- Ensure adequate resources (financial and administrative) are devoted to the program.
- Create a team approach with a variety of community partners.
- Ensure a high profile on the CPTED component

Challenges of the program

a) Reduction in crime versus reduction in calls for service

This researcher has found some statistical evidence that service calls are reduced and potentially crime is reduced, although each community measures statistics with different variables. For example, Victoria uses volume of calls while New Westminster uses type of priority calls. There is also a lack of consistent definition of what constitutes high calls for service.

Amy Balfour of the Regina Police Service comments:

"There are some considerations about measuring high calls for service I would urge stakeholders and community members to consider. Not all police agencies utilizing the Crime Free Housing program include the exact same types of calls in the assessment of police calls for service to rental properties.

Initial research of the situation in Regina indicated that there were 124 multi unit rental properties with three or more calls for service in 2010. Of these, 23 units reported 30 or more calls for service in the twelve months of 2010. At first glance, the high number of multi unit properties with high calls for service seems alarming. However, a more detailed analysis of the types of calls for service to these properties revealed that many of the contributing calls were non emergency calls such as curfew checks and may not be reasonably reduced through the Crime Free Program. When these call types are excluded there remained ten multi unit rental properties that continued to have 30 or more calls for service over a twelve month period. Therefore, further analysis is needed to comb through these properties in more detail to determine the extent to which Regina's multi unit rental properties have high repeat calls for service which could reasonably be reduced through the Crime Free Multi Housing Program.

A further consideration is to identify what is meant by the term "high calls for service". There are many considerations when examining the calls for service to a property including type of call, call priority (imminent threat of harm or little threat of harm), nature of the complainant (victim, offender, witness etc), and repeat callers to name a few. Lastly, research of other police agencies has indicated variation in the types of calls included in the Crime Free Program. Therefore, caution should be exercised in comparing one police agency to another without first ensuring that you are comparing apples to apples".[47]

b) High Expectations

The New Westminster Report underlines that expectations of the program may be unrealistically high. Many landlords and tenants believe that once their property becomes a member of the program, crime will be eliminated. There is usually a decrease in calls for service, but not complete elimination.[48]

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[47] Personal communication, April 11, 2011
[48] Mandarino, 2005

c) Time Intensive
Ensure the community has a definite need for this type of program as it is very time intensive. Depending upon the size of the community, there is often too much work for one Coordinator.[49]

d) Police led, not community led
In most communities this program is initiated and resourced by the police departments.

e) Little Incentive
Property owners who typically have minimal police service calls may have little incentive to join.[50]

The program only works when there is a voluntary willingness to participate. High service call properties and landlords cannot be mandated to join, therefore those buildings will continue to have high calls for service.[51]

f) Community Partnerships
The Coordinator in Victoria writes there is a need for closer collaboration with municipal By-Law Enforcement to increase effectiveness of the mechanisms that are already in place to deal with non-compliant high service call buildings (i.e.: financial penalties).[52]

Continued examination of existing nuisance bylaws to ensure they permit proactive and effective enforcement; and ensure staff are directed to enforce the bylaws. Create partnerships with the municipalities to collaboratively develop a plan that will effectively reduce the high service calls on non CFMH rental properties.[53]

g) Displacement
Displacement issues are unknown. Research has yielded no studies on displacement as a result of the CFMH or other landlord training and crime prevention programs.

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[49] Constable Regan, Vernon Police Service, personal communication, April, 2011; D. Larocque, personal conversation, April 2011
[50] D. Theissen, personal communication February 17, 2011
[51] Tolmie, 2009
[52] Tolmie, 2009
[53] Tolmie, 2009

Displacement

A literature search as well as personal conversations with Coordinators have failed to uncover statistical studies or research on displacement of individuals in the CFMH program who:

a) are evicted as a consequence of engaging in criminal activity
b) are denied acceptance into a rental property due to a criminal record

As well, there is no literature found on alternate housing programs or crime reduction residential programs for tenants who choose to be involved in criminal activity.

Coordinators have acknowledged that displacement may occur as a result of the CFMH program, however potential tenants have the choice to apply to a CFMH rental property as well as the choice to sign the Lease Addendum. As well, each city has many non-CFMH apartments available.

Edmonton

The Edmonton Coordinator states that even in CFMH rental properties, people will break the lease agreement even when they know the next living option is "slum lords or the street".[54]

Ottawa

The Ottawa Coordinator states the social housing programs are not involved with the program. As well, there are many other non CFMH properties for tenants to move into.[55]

Victoria

2009 report states that the Police Service will "... offer whatever assistance... and assist in establishing a CFMH Program in neighbouring policing jurisdictions...[to] ensure that there is a consistency...[to] preclude problem tenants simply moving to a neighbouring community and carrying on with their criminal ways."[56]

Tim Zehring personal communication[57]

Zehring states that in his experience, each community has concern for where the evicted tenants will move to, or the welfare of tenants who are denied acceptance into a rental property due to a criminal record (where checks are implemented). He states that when:

"... I started the program 20 years ago I heard the same fears as I hear now and have not witnessed any problems since as a result... I have seen that people learn and will adapt and change to the situation if they have to".

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[54] R. Nichol personal communication March 29, 2011

[55] D. Larocque personal communication April, 2011

[56] Tolmie, p. 15

[57] March 2, 2011

Zehring believes that some people will do things they are not allowed to do if given an opportunity, and calls this a "preference versus ability". People will choose to not engage in certain activities because there is a consequence:

> "For example, if it was legal to smoke marijuana on employment work breaks, would some people do it? Probably yes, but not all. Currently people do not do it because they would be fired. Or, if it was an accepted practice at work that you could drink alcohol at lunch, would people? Yes, some people would but, they do not because they may be fired. However, people will still do it and get away with it. The same with criminal activity on a property – it still does happen."

Zehring believes the vast majority of people will change their behaviour as a result of unwanted consequences. As well, he has seen people self select where they would like to live. For example, a gang member will not choose to live in a CFMH property, whereas a single mother with children will. Consistently he talks with single mothers who are very thankful their children are living in a safe environment.

Zehring found that when he talked with preteens who were experimenting with criminal behaviour, he would tell them that the consequence of their behaviour would lead to an eviction of their family. As the teens were reluctant for this outcome, they chose to not participate in criminal behaviour (at least on the property). Zehring has found this approach also worked for parents who did not have control over their children – they were told that the behaviour would have to change or eviction would occur.

Behaviour changes become most apparent in cities with low rental vacancies and "for cause" evictions. Zehring has seen "... a saturation point where people will change their behaviours in order to live somewhere". As well, the cost of moving is substantial therefore tenants quickly learn to comply if there is a lack of financial and physical resources to move.

Tim Zehring's example of shuffling:

From his experience, Zehring also shares the tenant shuffling process:
If one apartment block has 90% good tenants and 10% bad ones most tenants and landlords are okay with that ratio. However, around 10% of the good renters will not want to live with the 10% bad and so they will move. And the good renters are more likely to move to a CFMH property (if available). Then the 90% apartment will have only 80% good tenants and depending upon who moves in, the ratio of good to bad may change. This can also be considered displacement.

Invitations from other cities

- Saskatoon has offered to work together with common CFMH property managers located in both cities such as Sask Housing, and Avenue Living or Mainstreet property managers. Currently, in Saskatoon, Boardwalk Management is not interested in the program.

- Edmonton has invited Regina to visit and learn their program.

Additional research on addressing crime
in residential rental properties

In Regina:

Housing Standards Enforcement Team (HSET)

The Housing Standards Enforcement Team (HSET) is a Regina Inner City Community Partnership initiative which is a multi-agency enforcement team that reports problems to fix or shut down houses. Since 2004, the team (made up of members from the City of Regina By-Law Enforcement, the Regina Qu'Appelle Health Region, Regina Police Service and the Regina Fire Department) has made a coordinated effort to improve housing standards in inner-city neighbourhoods.

HSET takes complaints from as many as 60 sources (example: meter readers, tenants) and then sends representatives from each of the partner agencies to work together to assess the housing problem.[58]

North Central CPTED Project

The 2004 North Central Crime Prevention Through Environmental Design (CPTED) Project was developed in cooperation with the City of Regina, the North Central Community Association, Regina Public School Board, Regina Police Service and North Central residents. The Project identified key areas for targeted action on streets, alleys and parks. A few recommendations have been followed through.[59]

Crime Free Multi-Housing Prior Research

In 2002, Constable Ray Van Dusen researched the CFMH program under the direction of Clive Weighill, then deputy Chief of Regina Police Services. Due to a lack of resources and difference of opinion with civic government, the program was not initiated in Regina. However in 2006, when Mr. Weighill took the position of Saskatoon Chief of Police, the Saskatoon CFMH program re-established in 2009.[60]

In Saskatchewan:

Safer Communities and Neighbourhoods (SCAN)

Through the Government of Saskatchewan and governed by the Corrections, Public Safety and Policy Unit, the SCAN legislation is intended to empower residents to take back their neighbourhoods by reporting problem residences or businesses that are habitually used for

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[58] City of Regina website: http://www.regina.ca/Page897.aspx

[59] R. Deglau, personal communication, April 25, 2011; City of Regina website: http://www.regina.ca/Page900.aspx

[60] R. VanDusen personal conversation June , 2011

illegal activities. These activities could include drugs, prostitution, gang or criminal activities, child sexual abuse or the unlawful sale or consumption of alcohol.
The legislation also includes a process for police to address public safety concerns related to fortified buildings and/or the surrounding land. It promotes community safety by cleaning up properties that negatively affect the health, safety or security of a person or people in a neighbourhood, and that interferes with the peaceful enjoyment of their properties. [61]

Through a conversation with the SCAN Director David Horn, since the inception of SCAN in 2005, Mr Horn indicates there has been a significant reduction in the criminal activity of single detached rental properties. As well, there have been vast physical improvements in many rental properties as a result of the HSET team and the SCAN legislation with targeting enforcement. Their case load is primarily detached houses and they currently have "hundreds of houses" that are under investigation.

In Saskatchewan, there are 21 staff province wide, who work closely with the Saskatchewan Rental Housing Industry Association and HSET. Mr Horn states the SCAN program has received "tremendous support from the general public".

In regards to the CFMH program, Mr Horn stated there have been a number of conversations over the years as to if Regina needs a structured template or system for crime prevention in rental housing. He suggests that any program be extended to detached rental properties as well, and that SCAN could be a potential partner. He also questions how the lease addendum would be used differently than the current Residential Tenancies Act, Part 5 – which outlines that illegal activities of a tenant can result in the termination of a lease agreement.[62]

Residential Tenancies Act

Section 5 of the Act states that a tenancy agreement will end if the tenant or occupants of the unit or tenant's guest are engaged in "noxious, offensive or illegal activity".[63]

Residential Rental Bylaws/Licensing for landlords or rental properties

There are no licensing fees nor residential rental bylaws for landlords or properties in Regina, Saskatoon, Prince Albert or North Battleford.

In Canada

The Canada Mortgage and Housing Corporation (CMHC) website has information on their "How To Lock Out Crime series" which is jointly prepared by Canada Mortgage and Housing Corporation and the Royal Canadian Mounted Police (RCMP). The information demonstrates

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[61] http://www.cpsp.gov.sk.ca/SCAN

[62] D. Horn, personal Communication, April 18, 2011

[63] Sask Residential Tenancies Act, 2006: www.qp.gov.**sk**.ca/documents/english/Statutes/.../R22-0001.pdf

how to minimize crime on residential property through CPTED principles and educates on burglary and criminal dynamics. [64]

In the United States

A free training program, *Keeping Drug Activity Out of Rental Property: A Police Guide for Establishing Landlord Training Programs*, was written by Campbell and DeLong (1993) for the Bureau of Justice Assistance in Washington, DC and intended for national distribution. The original program began in 1989 in Portland, Oregon. The comprehensive 64 page manual has been updated in 1999 and 2006. The manual serves as a guide for Police or community organizations to teach rental owners and managers how to keep drug activity off their property. This training program is the basis of many innovative landlord training programs in the United States including the CFMH. [65] The manual acknowledges the CFMH program:

> "... in Arizona, many cities are now offering a three-phase version of the program. Targeted primarily to multi-family properties, the Arizona model combines a landlord training with a separate on-site crime prevention through environmental design (CPTED) property review and an apartment watch orientation for tenants" (1999, p. 1-2).

The copyrighted program can be downloaded free at: http://www.cdri.com/community-problem-solving/landlordproperty-management-training.html

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[64] http://www.cmhc-schl.gc.ca/en/co/maho/holooucr/holoooucr_001.cfm
[65]Campbell and DeLong Landlord and Property Management Training: http://www.cdri.com/community-problem-solving/landlordproperty-management-training.html

Appendix A
Saskatoon Service Calls for CFMH statistics

Saskatoon service call types included:

- Possible Impaired Driver
- Erratic Driving
- Suspicious Person
- Suspicious Vehicle
- Break & Enter
- Break & Enter in progress
- Property Damage
- Drunkenness
- Noisy Party
- Assault
- Person Injured
- Fire
- Indecent Exposure
- Theft
- Unknown Problem
- CDSA Offence
- Disturbance
- Weapon
- Sexual Assault
- Murder
- Death
- Robbery/Holdup
- Domestic
- Collision - Damage
- Collision - Injury
- Need Ambulance
- Prowler
- Missing Person
- Hit & Run
- Attempted Stolen Vehicle
- Theft from / Willful Damage to Vehicle
- Stolen Vehicle
- Recovered Stolen Vehicle
- Graffiti
- Noise complaint

Not included:

- Stop Check
- Set up perimeter/ roadblock
- Traffic complaint
- Lost property
- Breach of court order
- Community initiative
- See complainant
- Pick up at
- Found property
- Dog complaint
- Insecure property
- Execute warrant
- Bomb Threat
- Chemical Spill
- Unknown Problem
- Hostage
- Aircraft Problem
- Obscene calls
- Industrial Accident
- Need tow truck
- Parking complaint
- Mental Health
- Record Check
- Subject has Record
- Subject wanted
- Attempted Suicide
- Observation Category
- Charge Category
- Unlawfully at large
- Bicycle Theft
- Shoplifter
- Information
- Bio-Hazard/Dangerous Goods
- Stand by to Assist
- PO needs assistance
- Special Event Complaint
- Door knock Check
- Pit Party
- Panhandling
- Street Gang Information
- Prostitution Information
- K9 Training
- Fraud

SASKATOON POLICE SERVICE

RESIDENTIAL TENANCY AGREEMENT CRIME FREE ADDENDUM

In consideration of the execution or renewal of a Residential Agreement for the residential property identified below, the Owner and Tenant agree as follows:

Tenant(s), any members of the tenant's household, and any persons affiliated with the tenant or invited onto the residential property or residential premise by the tenant(s) or any member of the tenant's family, shall not engage in any criminal activity on the residential premises or property including, but not limited to:

(a) Any drug-related criminal activity (including smoking marijuana);
(b) Solicitation (sex trade workers and related nuisance activity);
(c) Street gang activity;
(d) Assault or threatened assault;
(e) Unlawful use of a firearm;
(f) Any criminal activity that seriously jeopardized the health, safety or a lawful right (including the right to quiet enjoyment, security, safety or physical well-being) or interest of the landlord, other tenants or persons on the residential property, residential premises or adjacent property; or which has caused, or is likely to cause damage to the landlord's property.

VIOLATION OF THE ABOVE PROVISIONS, WHICH ARE AGREED TO BE A REASONABLE AND MATERIAL TERM OF THE RESIDENTIAL TENANCY AGREEMENT, SHALL CONSTITUTE GOOD CAUSE FOR A NOTICE TO END A TENANCY.

A single violation of any of the provisions of this Addendum shall be deemed a serious violation and a material non-compliance with the Residential Tenancy Agreement. It is understood and agreed that a single violation shall constitute good cause for a notice to end the Residential Tenancy Agreement. Unless otherwise provided by law, proof of violation shall not require criminal conviction, but shall be determined on a balance of probabilities.

Should incidents involving tenant(s) or guest(s) requiring police involvement occur on the property, the Tenant(s) do hereby authorize and consent to Landlord or his authorized agent applying to the investigating police service for further details of the incident(s) for purposes of determining if there has been any criminal activity (as described above), or if the property or other tenants' safety and security are at risk.

In case of conflict between the provisions of this Addendum and any other provisions of the Residential Tenancy Agreement, the provisions of this Addendum shall govern.

This Residential Tenancy Agreement Crime Free Addendum is incorporated into the Residential Tenancy Agreement executed or renewed this _____ day of _____, 20___ between the Landlord and Tenant(s).

_____   Date: _____
Tenant's Signature

_____   Date: _____
Tenant's Signature

_____   Date: _____
Tenant's Signature

_____   Date: _____
Landlord's or Authorized Agent's Signature

_____
Property Address

Appendix C

The Saskatchewan Human Rights Code Subsection 11[66] - Discrimination in occupancy of commercial unit or housing accommodation is prohibited:

>(1) No person, directly or indirectly, alone or with another, or by the interposition of another shall, on the basis of a prohibited ground:
>(a) deny to any person or class of persons occupancy of any commercial unit or any housing accommodation; or
>(b) discriminate against any person or class of persons with respect to any term of occupancy of any commercial unit or any housing accommodation.
>(2) Subsection (1) does not apply to discrimination on the basis of the sex of a person with respect to housing accommodation, where the occupancy of all the housing accommodation in a building, except that of the owner or the owner's family, is restricted to individuals who are of the same sex.
>(3) Subsection (1) does not apply to discrimination on the basis of the sex or sexual orientation of a person with respect to the renting or leasing of any dwelling unit in any housing accommodation that is composed of not more than two dwelling units, where the owner of the housing accommodation or the owner's family resides in one of the two dwelling units.
>(4) Nothing in subsection (1) prohibits the renting or leasing, the offering for rent or lease or the advertising for rent or lease, of any housing accommodation for occupancy by persons over 55 years of age exclusively.

The Universal Declaration of Human Rights code Article 25[67]:

>(1) Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control.
>
>Article 29:
> (1) Everyone has duties to the community in which alone the free and full development of his personality is possible.
> (2) In the exercise of his rights and freedoms, everyone shall be subject only to such limitations as are determined by law solely for the purpose of securing due recognition and respect for the rights and freedoms of others and of meeting the just requirements of morality, public order and the general welfare in a democratic society.
>(3) These rights and freedoms may in no case be exercised contrary to the purposes and principles of the United Nations.

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[66] Accessed February 20, 2011 http://www.publications.gov.sk.ca/details.cfm?p=852
[67] Accessed February 20, 2011 http://www.un.org/en/documents/udhr/

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        http://www.regina.ca/Page897.aspx

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        crimepreventionottawa.ca/uploads/files/Crime_Prevention_e.pdf

Housing Standards Enforcement Team website: http://www.regina.ca/Page897.aspx

International Crime Free Multi-Housing Program website:
        http://www.crime-free-association.org/index.html

Las Vegas Metropolitan Police Department website:
        http://www.lvmpd.com/programs/multihousing_history.html

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New Westminster Police Service website: http://www.newwestpolice.org/

North Central CPTED Project: http://www.regina.ca/Page900.aspx

Office of Residential Tenancies Saskatchewan website: http://www.justice.gov.sk.ca/ORT

RCMP Crime Prevention Through Environmental Design website:
        http://www.rcmp-grc.gc.ca/pubs/ccaps-spcca/safecomm-seccollect-eng.htm

The Safer Communities and Neighbourhoods (SCAN) website:
        http://www.cpsp.gov.sk.ca/SCAN

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