Managing Crime and Calls for Service in Apartment Complexes

Presented in November 2009 by:
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Introduction & Overview

- City of Citrus Heights, California
- What’s the deal with apartment complexes?
- Super-Controllers
- The Collaboration
- Social Networking and Apartment Management
- Q & A
City of Citrus Heights, California

- City was incorporated in January 1997
- Population of 85,000
- Approximately 14.4 square miles
- 52 apartment complexes
Citrus Heights Police Department

• Launched from the ground-up in June 2006

• 83 Sworn Personnel

• POP Team established June 2008

• Hybrid Approach to POP

• Address Global Problems versus Local Problems
What’s the deal with apartment complexes?

- People living on top of each other
  - High density living

- “One stop shopping”
  - Victims and Crooks living in one central location

- “Open” and “Closed” drug markets within apartment complexes

- Physical Element
  - Blight, dilapidated properties, “out of sight, out of mind” property owners
What’s the deal with apartment complexes?

• “Same old thing”
  – Experience similar problems

• “Just the facts, ma’am.”
  – Police response

• “Cops are bad for business ”
  – Common Misconceptions
    (Police presence, private security companies)
Super-Controllers

• Who’s in charge?
• Apartment complex managers
  – Fear other tenants
  – Part of the problem
  – Overcoming “Old school trains of thought”
Super-Controllers

- "Tools of the trade"
  - Resources
  - Lease addendums
  - City Municipal Codes
  - Education
    - Fair-Housing
    - Abatement Process
    - "Eyes and Ears"
The Collaboration

• CHAMP Formation
  – Citrus Heights And Multi-housing Partnership
  – Hybrid Neighborhood Watch style program geared specifically for apartment complexes.

• Stakeholders
  – Apartment Complex management
  – Tenants
  – Police Department
  – City Departments
    • Code Enforcement & Public Information
  – Neighboring communities and Businesses
The Collaboration

• Maybe PD presence is good for business?

• How do we differ than Crime-Free Housing?

• Premise Liability

• Building Partnerships

• Creekside Estates

- CRIME FREE MULTI-HOUSING
  - Yearly Fee’s
  - Certification Course Required
  - Non-Specific
  - Generalist Approach

- CHAMP
  - No Due’s
  - Specific to apartment Complexes
  - Communication amongst all apartment complexes
  - Partnerships
Social Networking and Apartment Complexes

• How do you communicate with your apartment managers?

• “It’s all about the partnerships!”

• Implementing effective technologies
  – Advanced social networking sites:
    • Bigtent/Ning
    • Facebook/MySpace
    • Twitter
    • The Internet
Social Networking and Apartment Complexes

- Department Policies & Procedures

- Who does the talking?
Better Tenants
Lower turnover
Cost less
Reduces calls for service
Tenant accountability throughout the complex
Communication

“Another 3-day notice”
High turnover
Decreased property value
Property Defacement
High volume of calls for service
Increased liability
- Property insurance
- Vandalism
Contacts

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