

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



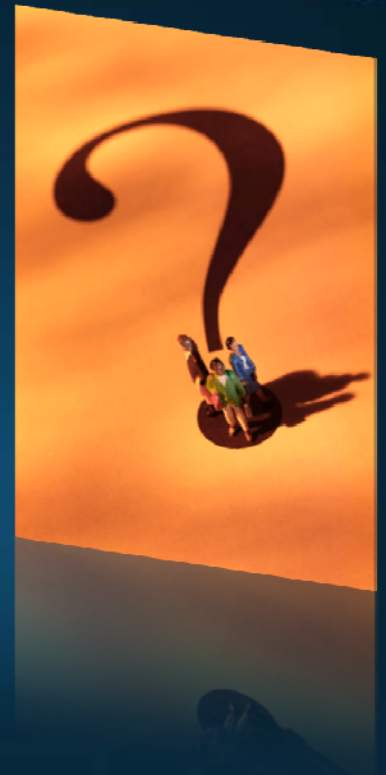
What's the deal with apartment complexes?

- 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



C.H.A.M.P.

- No Due's
- Specific to apartment Complexes
- Communication amongst all apartment complexes
- Partnerships



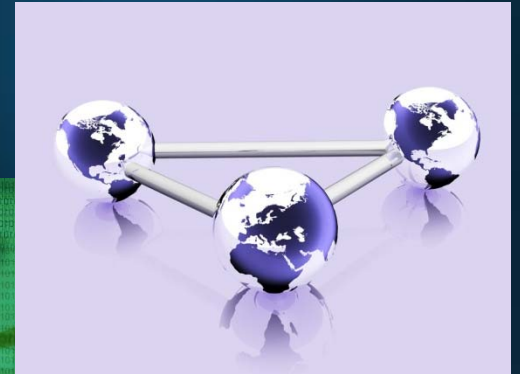
Social Networking and Apartment Complexes

- How do you communicate with your apartment managers?
- “Its 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?





PROBLEM SOLVING FOR MANAGERS

ADVANTAGES

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

DISADVANTAGES

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

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