

“PUBLIC AGENDA”

TO: Darlene Brander, Chairperson
Board of Police Commissioners

FROM: Troy Cooper
Office of the Chief

DATE: 2018 June 05

SUBJECT: 2017 Annual Report of the Crime Free Multi Housing (CFMH)

FILE #: 2,016

ISSUE:

The Advisory Committee of the Crime Free Multi-Housing Program must submit its annual report for 2017.

RECOMMENDATION:

That the attached report be received as information forwarded to City Council for information.

Written by: Donna Thiessen
Crime Fee Multi-Housing Coordinator

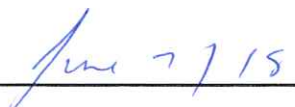
Approved by: Larry Vols
Inspector, Specialized Uniform Operations Division

Submitted by:



Troy Cooper
Chief of Police

Dated:



SASKATOON CRIME FREE MULTI-HOUSING ANNUAL REPORT FOR 2017

Written by: Donna Thiessen, Program Coordinator,

With input from CFMH Advisory Committee member organizations: Office of Residential Tenancies;
Saskatchewan Landlords Association.; Saskatoon Fire Department; Saskatchewan Housing Corporation;
City of Saskatoon Planning & Development; Saskatoon Police Service

*Effective Crime Reduction
in partnership with
Community*

Report Highlights

1. The first 40 certified properties were achieved in 7 years. The second 40 were achieved in the past 2 years.
2. We have achieved a 36% reduction in crime at the participating rental properties which had the highest incidents of crime.
3. We target properties that are most affected by crime and nuisance issues.
4. In the current challenging rental market, we promote CFMH certified properties to assist in filling their suites.
5. We monitor crime trends and share best practice suggestions including developing a resource suppliers booklet.



This is very good program for the landlord, especially for a new landlord. I feel the staff have been very helpful and decreasing the crime activity too. Especially after we received a report from you and know what happened at the rental, then pay attention to that. Really a good help.

*Samantha Mee Zheng
Private Landlord*

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1. Report Recommendation:

That this report be reviewed, and forwarded to City Council for information.

2. 2017 Program Objectives and Outcomes:

Crime Free Multi-Housing (CFMH) succeeded in reducing crime in Saskatoon's rental accommodation in 2017. Our work is **guided by the following 5 objectives**. The successes are highlighted below:

Objective # 1: Decrease crime and nuisance activity in Saskatoon rental properties, focusing on apartments with the highest crime levels.

Outcome:

Crime has decreased by 35.5% at CFMH properties (note **Appendix A**) in a comparison involving the 100 rental properties with the highest incidents of crime in Saskatoon and the change in criminal and nuisance occurrences at the properties between 2016 and 2017. Two-thirds of these 100 properties participated in the CFMH program in 2017. From 2016 to 2017 these 66 buildings experienced a reduction of 168 incidents and a decrease in the severity of the crimes. During the same period, crime at the 33 non-CFMH properties increased by 8%.

The CFMH program continues to assist landlords to address concerns at the properties and to achieve change sooner. The CFMH program achieves significant and timely change for these most challenged rental properties. The program continues to target the most challenged properties and invited them to participate in the program. In 2017, we worked in partnership with property owners and managers in 415 buildings in Saskatoon (about 57% of the rental apartment market).

CFMH makes it harder for criminals to break in, trespass, repeatedly engage in assaults, disturb the peace of neighbors, sell or do drugs and engage in other crimes in apartment buildings and the adjoining properties. In 2017, we tied our program services more closely to certain key program achievements. As a completely voluntary program, we must ensure we focus our resources on those who will work most closely with us in achieving program success.

We accomplished this by:

Ensuring minimum security features are installed (includes functioning door locks on suite doors and windows, eyewipers for doors, lighting, building image, and addressing site security). In 2017 we conducted **9 new Phase 2 inspections, 29 follow-up assessments and conducted 41 assessments** as part of the certification confirmation process. We shared in-depth reports detailing what needs to be fixed with the property managers and provided a timeline of two years for rectification of any deficiencies;

Great to meet you last week at Shangri la – you made some awesome suggestions and the timing was perfect as we will also incorporate them into our next apartment project, which is in design right now!

Laura McNern – North Prairie Development.

- **Guiding 19 buildings to complete the three CFMH Phases and become CFMH certified and conducted safety socials at 22 other properties.** This qualifies them to make use of the Crime Free Addendum. The Addendum is a commitment tenants make to live crime-free within their building. It is a legal document which can assist landlords to evict tenants who are involved in crime. This benefit is now tied to maintaining their program certifications;

- **Introducing 11 new rental property addresses to the program through the Phase 1 one day training seminar.**
- **Sharing daily crime reports specific to 194 apartment buildings.**
This alerts building managers/owners of crime within their buildings. We reduced the number of properties receiving these reports from over 400 in 2016, and tied this benefit to their progress in the program.
- **We provided information on community crime trends to all participants,** through a newsletter and email notifications. We always provide advice on best practices to target harden so it is harder for criminals to carry out the crimes.

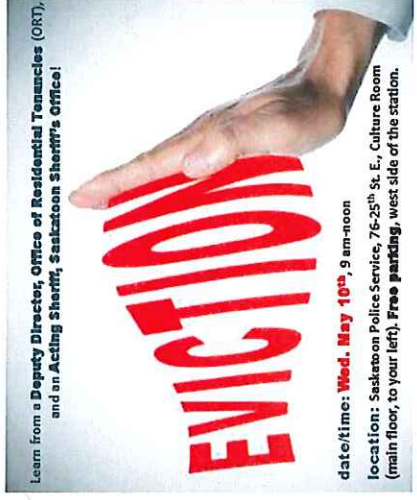
Objective # 2: Improve property management to reduce the opportunity for crime.

Outcome:

We continue to support property managers and owners by offering renewal seminars that are provided at no cost to managers who have taken the Phase 1 training. In 2017, we offered a seminar on cannabis in rental properties which was jointly organized with the Saskatchewan Landlord's Association. Over 40 landlords attended and received information on how to prepare for the legalization of cannabis in 2018.

We also offered a seminar on how to prepare for a hearing with the Office of Residential Tenancy. The Office has been one of our partners since the program was established. About 35 landlords attended and left feeling much better

Gain tips to prepare a successful ORT Hearing and learn more about the eviction process!



Learn from a Deputy Director, Office of Residential Tenancies (ORT), and an Acting Sheriff, Saskatchewan Sheriff's Office!

date/time: Wed. May 10th, 9 am-noon
location: Saskatoon Police Service, 76-25th St. E., Culture Room (main floor, to your left), Free parking, west side of the station.

prepared to deal with evictions and the Saskatchewan Residential Tenancies Act. A representative from the Saskatchewan Sheriff's Office also provided a presentation on the mechanism's to support eviction proceedings.

We introduced mini-assessments to be conducted annually at the same time as the annual safety social. The mini assessment is an opportunity to remind landlords of the importance of their building safety requirements and to ensure that the properties continue to meet the requirements. Since it is conducted at the same time as the social, there is an opportunity for residents to invite us to view building property safety concerns and address issues immediately.

In addition, our office surveyed the landlords we work with to find out which suppliers they use to support the completion of the CFMH Phase 2 safety audit requirements. We received many replies and produced a booklet with a listing of the suppliers. This product was greeted with enthusiasm and has supported faster and more complete solutions to meet the nine safety requirements.

I have about 6 buildings I would like to aim towards getting fully certified. Maybe more.

- Tammy Vaadeland – Saskatoon Real Estate Services

		
	Where Property Managers go to get what they need! compiled by Crime Free Multi-Housing	
		This list of businesses & services was generously supplied by the property managers with the Saskatoon Crime Free Multi-Housing program (in 2017). The supplier & services meet their building security needs, however, this does not endorse these businesses over any others. (Businesses listed with a "*" were recommended by several property managers.)

We are happy that the police calls are down as well!! It was a rough couple of years but we have been giving it our best and trying to learn from our mistakes. I have worked with Jasmine in the past on completing the required deficiencies to obtain the CFMH certification on our property. Life just seems to always get in the way. I am nearly complete and plan on finishing the remaining items this spring/early summer as there is not much left to do. Anonymous landlord

Objective # 3: Form effective crime prevention partnerships.

Outcome:

CFMH effectively assists diverse groups to combat and cope with crime through training and information sharing.

In 2017, **45 new property staff attended our 8-hour-long Phase 1 training.** This extensive training prepared property managers and owners to: better screen their new tenants; learn how to work with police to combat illegal activity; assess their building's security; and work with residents. They also learned how to effectively use the Office of Residential Tenancies services. We received 100% endorsement of the value of the seminar, with all attendees agreeing they would recommend the seminar to a colleague.

I learned the value of working with Crime Free Multi-Housing. The addendum will be a helpful tool. I just wanted to say thank you for the invite to the Crime Free Housing course. I found the content to be very useful and you did an amazing job of making it a fun day. Thank you very much.

- Nancy Hosford CAPREIT.

We continued to work with the Safer Neighborhoods Task Force, assisting in identifying problem addresses that could benefit from a joint focus from Saskatoon Health, Fire and Protective Services, Community Services Bylaw Enforcement, Social Services, Safer Communities and Neighborhoods. We also worked with the Cold Weather Strategy to provide alerts to apartment managers who often notice an increase in itinerant traffic during weather events.

I really want to thank you for your efforts to maintain this program, and your support to prevent crime, especially in the City Park area where our properties are. – Al Lozinsky, Private Landlord.

We were pleased to **share crime reduction tips with the public** at the police barbeque, YXE Connects, the National Housing and Homelessness Conference, the Pleasant Hill Powwow and at the CUMFI carnival. We updated our **Community Connections brochure** which provides a telephone listing for 85 community agencies to assist people with concerns and issues.

Our partnership with other Saskatoon Police units grew in 2017. We undertook a program to develop community relations at Christmas. We conduct analysis of specific apartments and highlight concerns to the appropriate patrol divisions. We engaged Community Liaison Officers and other patrol officers to share information with tenants at safety socials, and to liaise with property managers in buildings affected by crime trends.

Our work is guided by the CFMH Advisory Committee who includes representatives from the Fire Department, City Planning and Development, Police, Ministry of Social Services, Sask. Landlord's Association, Ministry of Justice, and Office of Residential Tenancies. We also worked with Renters of Saskatoon to continue to ensure our program addresses tenant's concerns appropriately.



Objective # 4: Empower tenants to actively reduce and/or report crime.

Outcome:

In 2017 we coordinated Police, Fire, property management and tenants’ participation at 41 Safety Socials.

The Safety Social empowers residents to call for help or to report suspicious activity. For many renters, isolated in their apartments, the social can be an important tool for them to meet each other, share names and socialize. This builds community which can motivate tenants to call police when they see a neighbour’s car being damaged or see suspicious strangers in their building. Once they realize that others care about their safety, they can be motivated to become “the eyes and ears of their community”.

YES... we are grateful that our tenants are respecting their home and taking responsibility for the safety of all tenants and made the right decision to call 911.

Nancy Moloney, Private Landlord

Objective # 5: Act as a positive, community-based Police presence to promote safer rental accommodation. Our work also offers positive public relations for the Saskatoon Police Service.

Outcome:

By the end of 2017, Saskatoon’s apartment vacancy rate had shown a slight improvement to 9.6%. This rate is still quite historically high for Saskatoon and the CFMH program continued to promote safe rentals for the fully certified properties. Tenants value safety. CFMH developed an advertising campaign to promote CFMH certified properties, which helps staff fill their suites. Our promotional work motivates other

building managers to complete all program requirements to become a CFMH certified property.

Another positive promotional initiative we launched in 2017 is bus shelter promotion of the program. We had previously found that bus advertising allowed us to reach many potential renters. The focus of this campaign was on alerting renters to the program and to the Police website where they could find specific address information for CFMH certified properties. This offers excellent, positive exposure for our program, the Saskatoon Police Service as well as the CFMH certified properties!



3. New Initiatives in 2017:

- **Work proactively with new Saskatoon builders** and invite them to learn about our 9 security requirements at a National Housing Day *Innovative Approaches to Housing and Homelessness Conference*. We’ve also shared information with tenants via the Renters of Saskatoon Association (ROSA).

- Liaise with police finance and IT to enhance our program services through acceptance of credit card and debit payments. We continue to work with IT in the development of a custom database that will ensure that program knowledge is retained and program services are more consistently applied.
- Work to **amend Property Maintenance Bylaw #8175** to include a nuisance charge for apartment buildings that receive a high volume of emergency services calls, due to their poor property maintenance and management practices. This is an initiative in progress currently being led through the City Solicitor's office. We look forward to participating in this development...
- **Redesign the CFMH webpages** on the Saskatoon Police website with a focus on providing information at a glance and encouraging renters to consider the CFMH certified properties that are listed on the website.

4. Staffing Challenges Resolved:

In February 2017, the program appointed a permanent full-time Assistant Coordinator. The appointee had been serving in the role for several years on a six month contract renewal basis. As well, we continue to be supported by a part-time support staff position.

5. City of Saskatoon Strategic Goals

Quality of Life- Our work makes Saskatoon a safer and more peaceful place to live. We effectively shift rental properties from crime-ridden to safer accommodation for all of Saskatoon, but particularly the most vulnerable, low income populations who rely on rental housing. Our work ensures that rental accommodation meets minimum security requirements to make it possible for residents to safely live in and around their buildings.

We assist landlords and property managers to evict residents who commit crime and disturb renters' right and the peaceful enjoyment of their home.

Economic Diversity and Prosperity-

By the end of 2017, Saskatoon's apartment vacancy rate was 9.6% indicating a new pattern of stable and relatively high vacancies. CFMH 'brands' participating properties as safer which helps property owners and managers fill their suites. We actively promote certified properties.

Continuous Improvement- Our work is guided by the needs and urgent challenges of Saskatoon property managers, owners and their tenants, and by crime trends. The training and support we offer continually adapts to respond to these factors. In 2017, we provided updates on preparations for cannabis in apartments, and provided a supplier resource to assist in meeting security requirements.

Asset and Financial Sustainability- We carefully monitored expenses for 2017, and did not exceed the budget in our capital purchases.

I've been discussing with upper management how to make our parkade more secure and they've agreed to improve the lighting and add in 2 security cameras per floor (as well as upgrading our existing camera system) – this should be completed within the next few months. We are also planning an upgrade to install a job entry system; any advice you can give me on these systems would be appreciated

-Alison Hinz, Community Director, Weidner Apartments.

6. Public and/or Stakeholder Involvement:

This report has been reviewed by the CFMH Advisory Committee. The committee represents key stakeholder representatives from the Fire Department, the Ministry of Justice – Office of Residential Tenancies, the Ministry of Social Services – Sask. Housing Corp, City of Saskatoon Community Services, Saskatchewan Landlords Association, Property Managers, and the Saskatoon Police Service.

7. Report and CPTED Implications:

This report has no implications for the areas of policy, finance, environment, or privacy. No communication plan is required. Public Notice, (section 3 of Policy C01-021), is not required.

The CFMH program has integrated the principles of Crime Prevention through Environmental Design (CPTED) and SAFEGROWTH into all aspects of the program.

8. Conclusion:

Every resident of Saskatoon, no matter their socio-economic situation, deserves a safe and peaceful place to live. People living in multi-housing rental accommodation are more affected by crime since it can be right next door in the next suite. Our program works to develop rental communities where everyone has a role to play to ensure safety, security and enjoyment of their home.

In 2017, we noted a 35.5% reduction in crime at the CFMH participating properties with the most crime in 2016, compared to the status quo. We ensured crucial security features are established and maintained. We helped empower tenants to call police if needed for themselves, or

their neighbors. Our property management training workshops taught apartment management staff to keep safe, and relate respectfully to a diversity of tenants. We also gave property managers insight into the crime that occurred in their building(s) so they could respond appropriately in a timely manner.

CFMH certifies a great variety of multi-unit buildings across the city: from a brand new 94 suite apartment in City Park to a 16 suite rooming house on Avenue D N. What they share is proactive management that is motivated to provide safe accommodation. In all, nineteen additional buildings became certified, having completed all three CFMH Phases. CFMH promoted safer buildings in our bus shelter promotional campaign and on the SPS website. The promotion of certified buildings encourages property managers to address security issues, and also become CFMH certified.

Through positive encouragement, and helpful, consistent guidance, the CFMH program brings about transformative change in the housing for many of the most vulnerable people in our city. CFMH offers a proactive and effective form of community policing.

What is the most important thing to make you feel safe?

- *Have a good relationship with your landlord so he or she can fix the things that need to be fixed at all times.*
- *Clean, Quiet and landlord that fixes things.*
- *Be Firm and Fair.*
- *Having cameras in and out of the apartment or housing.*
- *Family all together in one place.*

Participants from YXE CONNECTS

Appendix A: 27.5% reduction in Crime in CFMH buildings compared to 8% increase in non-participating properties

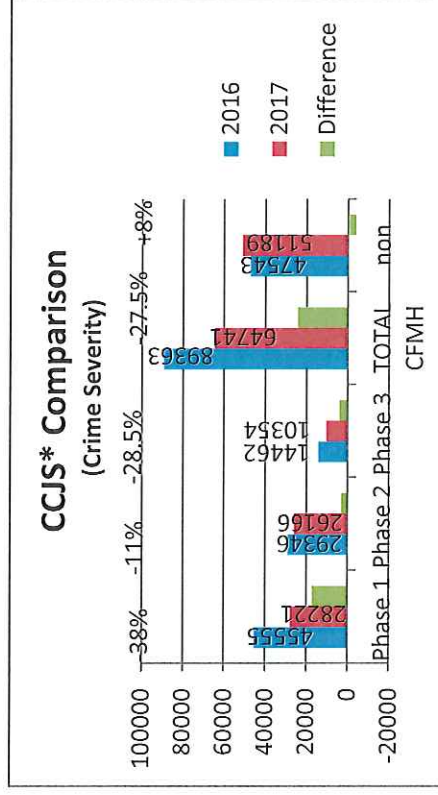
Comparing Calls and Occurrences

CFMH encourages property owners, managers and residents to call in nuisance behavior and suspicious persons and incidents. Using the number of calls as a measure of effectiveness of the program is not a good reflection of the work of the program. We conducted a review of the 100 rental properties with the highest severity of crime in 2016 and compared the calls to occurrences for the period from 2016 to 2017.

The following charts show the change in the properties from 2016 to 2017. For each of the phases of the CFMH program .

- Phase 1 = 1 day training and general communication support
- Phase 2 = Property security audit plus daily call monitoring
- Phase 3 = Safety social with residents at property plus addendum report service.

If the non-participating properties are considered the status quo, they experienced an 8% increase in crime over the one year period. The Crime-Free participating properties experienced a 35.5% reduction from this status quo or an actual 27.5% reduction in crime.



*CCJS = Canadian Center for Justice Statistics. Each crime is given a weight that reflects the number of days of incarceration. This scale provides an accepted method of determining the severity of the crime.

