

## *Chaos to calm with Crime Free Multi Housing*

### **Summary**

The United States Constitution guarantees all who reside in America the inalienable rights to life, liberty, and the pursuit of happiness. The pursuit of happiness is a right afforded to anyone, regardless of whether they live in the richest and most affluent communities, or amongst the poorest of the poor. To that end, if you live in a multi-housing community, you often don't have a choice of who your neighbors are. That choice is often left to random owners and managers, who may seek to maximize their profits by filling their units with tenants, regardless of what those tenants may bring to the multi-housing community.-----Enter the Crime Free Multi-Housing Program. In the last 5 years, the economy has been depressed, and landlords have had to make adjustments in some cases to obtain their minimally acceptable occupancy standard. In San Leandro, California, almost 40% of our residents live in some form of multi-housing community. While some of these communities are nursing homes, and independent living facilities, many are apartment complexes, where managers were facing the economy, and some were short-cutting processes to rent their vacant apartments. This resulted in a violent crime spike in some of our multi-housing communities. Patrol Officers had empirical knowledge of this phenomenon, but there was no coordinated effort to address the issue until Officer Kerri Kovach suggested we implement the Crime Free Multi-Housing Program in our town.

Soon after implementation, we realized that this program was hugely successful, and necessary in our town. Residents, owners, and managers were thanking us for empowering them to re-claim (in some cases) multi-housing communities that had "gotten away from them." Violent crime in these communities dropped drastically, as did calls for service, and the partnership between the San Leandro Police Department and members of community strengthened to unprecedented levels. This program began in San Leandro in July, 2008, and in February, 2011, we experienced ZERO arrests at any of our certified properties for the month.

This was the first time ever that there were 0 arrests at all certified multi-housing communities for a month in San Leandro. The success of this program must be credited to both hard working police employees and hard working members of our community.

### **Scanning**

It's 2007. The local and national economies are down. Budgets are operating at a deficit. The City of San Leandro Budget has a built in structural deficit of over \$2 Million. People are walking away from their foreclosed homes. The unemployment rate was growing to all time highs. Landlords were finding themselves in situations where the rental housing market was becoming much more competitive, and apartment managers were desperately strategizing to "just break even." All plans for capital improvements had been placed on hold, and the message from owners to managers was to fill the vacant units. There was a significant increase in "For Rent" signs, and most signs that cropped up also offered significant incentives like one month of free rent, or short term lease agreements (1 year or less). Managers scrambled to fill vacant units, and the emphasis on quantity vs. quality tenants was never more apparent. Tenant screening processes were streamlined, and an influx of problem tenants/families began moving into vacant apartments units.

There were blips on the radar screen that some problem area hot spots had begun to develop, but late 2007 or early 2008, critical mass had been reached, and the impact of general and violent crimes occurring within multi-housing communities in San Leandro was great. Police officers were spending a great deal more time at some of our multi-housing communities than we had ever spent time at in the past, and the frequency and severity of crimes was growing. These issues were impacting the quality of life not only of the residents living directly within these communities, but the surrounding residents as well as all the citizens we serve, because of the resources we were committing to the crime problems in the multi-housing communities.

Although in retrospect, the problem was apparent, this was like the frog in the boiling pot of water example. Beat cops had empirical knowledge that crime in these communities was on the

rise, and an after the fact statistical analysis reveals this was a problem, but life at the police department went on. Why wouldn't it? Despite the fact that robberies were up, crime in general was trending downward, so the impact felt by the multi-housing crime trend was somewhat neutralized by the general decline in part 1 crimes.

Most of the other problems facing the City at the time were internal. There had been significant turn over/employee reductions in other city departments (Finance, Public Works, etc.), and the budget woes all public agencies were facing loomed to interfere with problem solving thought processes. Like all public agencies, San Leandro was tasked with "doing more with less." It's hard to be innovative when your first focus is to survive, but that's when you need innovation more than ever. Enter Officer Kerri Kovach.

### **Analysis**

Kerri Kovach was a Patrol Officer with an interest in applying for the Crime Prevention/Training Officer (CPTO) position within the department. Officer Kovach had a broad breadth of experience including dispatch experience, detective experience, recruiting experience, and some crime prevention experience. As she prepared to apply for the CPTO position, she heard about a program called "Crime Free Multi-Housing," and thought it was interesting and might work well in San Leandro. She met with other police agencies including members from the San Ramon, Fremont, and Fairfield Police Departments, and they described their overwhelming crime reduction that they had experienced as a result of implementing the Crime Free Multi-Housing Program. She did additional research and discovered the Crime Free Multi-Housing Program as a direct result of the U.S. Congress' Anti Drug, Anti Crime acts, and Hud vs. Pearlie Rucker. The Program strongly urges property managers to screen tenants and conduct background checks on them, as well as hold residents of their communities accountable. The premise also includes the belief that the landlord has a paramount duty to protect the health and safety of all their tenants from drugs and violent crime. It is a well documented fact that

letting a tenant move in that is involved in criminal activity (whether it be drugs, gangs, prostitution, etc.) will bring that type of criminal activity to the property.

As Officer Kovach continued researching this program, she began thinking about how it would work in San Leandro. She did some research and discovered that there were 138 apartment communities in San Leandro, and almost 40% of residents in San Leandro lived in some sort of multi-housing community. She also learned that over 300 agencies in California had implemented the Crime Free Multi Housing Program, and that it had been tested and unanimously upheld in the United States Supreme Court case of *Hud vs. Rucker*. As stated earlier, San Leandro was experiencing problems in our multi-housing communities, but there was no collective effort addressing problem solving strategies.

Officer Kovach had her interview for the Crime Prevention Officer position, and lost out to a senior officer. However, Officer Kovach spoke of Crime Free Multi-Housing in her interview. Her presentation of her ideas of implementing the Crime Free Multi-Housing Program in San Leandro were so innovative and well received, that the Lieutenant of the division convinced the Captain and Chief to create a full-time position in crime prevention to see if this program would have an impact.

### **Response**

On July 1, 2008, Officer Kovach was transferred to her new position. From the ground up, and with the help from other agencies that had implemented the Crime Free Multi-Housing Program, she developed a plan. She met with Police Chief Ian Willis and the City Manager, Stephen Hollister to discuss the issues. She provided information on the many other agencies that had implemented the Crime Free Multi-Housing Program, and had the City Attorney review the program prior to implementation. Multi-housing communities were generating high numbers of calls for service, and when evaluating the possible implementation of this program, Officer Kovach continued to weigh factors such as the legality, community values, property values, potential effectiveness, costs, and practicality. Then she identified the most crime ridden



communities, and contacted the managers and/or owners of those properties. She got the City to purchase the necessary software (\$995.00) to implement and track the program. Officer Kovach hand wrote the information for the first 20-30 communities she contacted, and networked with all San Leandro Patrol Officers, requesting that they identify problem multi-housing communities on their beats. She also asked the officers to email her with any activity they incurred in multi housing communities. As she contacted communities, all managers wanted their communities to be part of the program whether they had crime issues or not. Word spread like wild fire.

There were some difficulties, however. One of our businessmen, who had worked with multi-housing units for many years through a program called "RHO" felt threatened by the Police Department's ability and willingness to provide Crime Free Multi-Housing Services at no cost to property owners and managers. He openly resisted the efforts to implement this program, meeting with members of the City Council, and Police Chief, and voicing his concerns. Eventually, this businessman saw the greatness in the program, and changed his opinion, embracing the program today.

During the growth phase of implementation, one of our dispatchers, Michelle Ratto-Branchaud volunteered to enter the pertinent data into the Crime Free Multi-Housing Program database. She would enter the data during her lunch breaks from the Communications Center. Officer Kovach also worked with Computer Specialist Don Sowar, and our IS department to install the program in every laptop in every marked vehicle, so officers in the field would have real time information available to them at their fingertips. Managers' names, addresses, cell phone numbers, and property access codes were available. Histories of problems at different communities were available, whether manager lived on site or off site was available, and property owners' information was available. The ability to notify Officer Kovach of necessary follow-up action necessary was available. Officer Kovach also offered to train employees in this program, so they could help her, and train community managers. Officer Kovach also made

good use of the police department's sole college intern to assist with documenting property inspections photographically.

Crime Free Multi-Housing hinges on communication, certification, and training. Unlike many programs, communication was easy. Officer Kovach provided all with her cellular telephone number, and encouraged them to call her day or night. Managers provided their cellular numbers for 24 hour access as well. As for the certification and training, they go hand in hand. The program is divided into 3 phases, which Officer Kovach expanded in the San Leandro PD model to include additional training opportunities to multi-housing community members. In San Leandro, members of multi-housing communities are invited to attend CERT training offered in partnership with the Alameda County Fire Department. In that training, residents learn how to use a fire extinguisher and basic fire safety knowledge, how to conduct search and rescue patterns of a unit, floor or apartment building, how to remove injured or immobile victims, and how to control utilities.

Phase 1 is an 8 hour manager training course. The outline covers an overview of the program, resident screening, cleaning up properties, fair housing laws, gangs and narcotics, fire prevention, and a local attorney volunteers her time to talk about how to reduce premises liability and avoid law suits. It also provides the opportunity for managers to meet some of the officers that work their beats, as well as an opportunity for networking with other managers who may be facing many of the same issues. A sample training schedule is attached in Appendix A.

Phase 2 involves a survey of the property. Issues like graffiti removal, landscaping, lighting, locks, and removal of abandoned vehicles are addressed. A two page CPTED (Crime Prevention Through Environmental Design) survey is used, and owners and managers are made aware of many simple, cost-effective ways to improve their properties and mitigate premise liability. Additionally, many small changes can make their properties more attractive, and give the residents a greater sense of security. Photos of properties that passed their inspections, and

were "phase 2 certified" were posted on the city's web-site. Samples of the survey used for this phase are attached in Appendix B.

Phase 3 is the resident social, previously called the tenant social. The Crime Free Multi-Housing Program encourages using the words resident and community instead of tenant and complex. The resident social is an opportunity for all residents of the community to meet and interact with one another. It's also an opportunity to learn from the police officer and manager what the program is about, and what their responsibilities are as residents.. Managers plan socials, and activities for the socials like live music, face painting, games, etc. After the program is explained to residents, they are asked to sign a Crime Free Lease Addendum. This is the backbone of the Crime Free Multi Housing Program. Samples of the Social Safety Request Form and a suggested Phase 3 meeting outline are attached in Appendix C.

The Crime Free Lease Addendum is an addendum to the resident's lease, which they sign agreeing to not participate in gangs, violence, drugs, or prostitution. The addendum states that if the resident is arrested for any of these things on or off the property, that they will be evicted. It also states there is no innocent resident and that residents are responsible for their guests. If one of their guests or co-residents is dealing drugs in the parking lot, the resident will be evicted. This has been tested in court, and has been upheld by the United States Supreme Court. Any resident who would balk at signing this addendum is probably already causing concern for the property manager, and other residents, but some may choose not to sign the form. If that occurs, the manager simply prepares a 30 or 60 day change of terms lease agreement, which gives the residents one or two months to agree to sign the crime free lease addendum or move out. A copy of the Crime Free Lease Addendum is attached in Appendix C.

Once certified, every Crime Free Multi-Housing Community must be recertified on an annual basis, which involves a re-inspection of the property and a resident social. In addition, our goal is to offer CERT training, presented in partnership with the Alameda County Fire Department, annually.

On August 20, 2008, the first Crime Free Multi-Housing Unit property in San Leandro was certified. This is a powerful program on two fronts. One, it has worked to tremendously lower the part one and violent crime rate in San Leandro, and two it has opened channels of communication between the Police Department and multi-housing unit managers. In fact, many of the managers who have been part of the program for any length of time are the most outspoken sales people for managers of communities that haven't yet joined.

### **Assessment**

Besides a huge drop in crime at these communities, there are many stories which illustrate the power of partnership. Several of these stories are included here to emphasize empirical results as well as the quantitative results listed above.

In January, 2011, an Oakland Police Officer requested assistance in locating a robbery suspect. The suspect was involved in an armed robbery with two other suspects who were already in custody, and the third suspect had been at large for quite some time. Information was developed that led us to believe the suspect may have been visiting his mother in San Leandro. His mother lived in one of the communities that was in the certification process, where the manager and Officer Kovach had already established a good working relationship. Officer Kovach called the manager, who told her that the wanted subject had been gone for almost a year, but had returned recently to live with his mother. The manager told Officer Kovach that he wasn't at the apartment currently, but provided the apartment number, a description of the vehicle he was driving, where he parked the vehicle when he was at the apartment, and also told Officer Kovach that he would call Officer Kovach when the suspect was at his mother's. Over the next few days, San Leandro Police Officers patrol checked the area looking for the suspect's vehicle to no avail. After a few more days, the manager called Officer Kovach at approximately 10:20 p.m. and advised her that the suspect was at his mother's apartment. Officer Kovach

called members of the San Leandro Police Department's Patrol Tactical team, and 20 minutes later, the suspect was in custody for armed robbery without incident.

Another interesting story is the story of a manager that left her certified property in San Leandro to work at another community in San Jose, California (about 35 miles away). During the first two months of the manager's new job, she had suspicions about several of her residents. The San Jose Police Department didn't have the Crime Free Multi-Housing Program, so this particular manager didn't know who to call, except for Officer Kovach. She called Officer Kovach and told her she had taken over for a manager who had been fired for embezzlement and fraud. She said that since she had been trained to observe and report suspicious activity, she felt she should call, but didn't know where to start. She told Officer Kovach that there were 2 middle eastern males who lived in separate apartments. The files for these residents were virtually empty. She said the file on one had one passport photo in it and that's all. She said the other file had a partially completed application. She received requests to confirm their residence because each was trying to rent in other communities. Neither of these two men had vehicles, and both paid their monthly rent with money orders. When she told the two men they would need to complete rental applications, and provide copies of their California ID's. They became uncooperative and would not comply with her request. She felt they were suspicious, and called Officer Kovach. Officer Kovach called the San Jose Police Department, and was referred to their Terrorism Division and spoke with one of their team members. Officer Kovach provided the information she had received from the manager to the Terrorist Team Member. Within 30 minutes the team was on the phone to the manager, and they were setting up a stakeout for that evening. It was discovered that these two men had overstay issues on their Visas, and the information was turned over to ICE.

In February of this year (2011) for the first time since the inception of this program, there were ZERO arrests at any of the 18 fully certified properties. A monthly assessment for calls for service, reports, and arrests is generated each month by Officer Kovach, and distributed to the

appropriate law enforcement professionals. This software allows us to do short term as well as long term analysis of trends and adjust our responses accordingly. One of the trends we noticed over the life of the program is that although arrests have gone down significantly, calls for service have only gone down slightly. However, it is significant to note that the types of calls for service are much more aligned with typical "neighborhood type" calls for service as opposed to the types of calls for service we received before implementing the program, which tended to be more aligned with violence. Also, the types of calls for service we receive at our certified properties tend to reflect an increase in trust and communication between the San Leandro Police Department and the constituents we serve. This realignment of calls for service has afforded our beat officers to focus more time and attention to proactive patrolling of their assigned areas, and has greatly improved the quality of life for not only the residents in the multi-housing communities, but for all residents in our city.

As a result of the implementation and development of this program, we have become much more strongly positioned to develop relationships with our business community. We applied for and received COPS CHRP Grant funding to avoid discontinuing our Crime Free Multi-Housing program. We have learned the value of this program and its philosophy, and our experience has spurred us to look to commit a full-time police officer position to initiate and develop a Crime Free Business program. We are currently in the process of applying for another COPS CHRP Grant to enable us to do this. This is the only thing we've developed as an answer to how to make our Crime Free Multi-Housing Program more effective.

With the implementation of our Crime Free Multi-Housing Program, there was a concern about displacement, however, had numerous contacts with other agencies about our intent and the program, and offered all local agencies any support they could use in implementing the program at their agencies.

Since our implementation, and partly possibly due displacement issues, surrounding agencies such as Pleasanton PD, Hayward PD, Union City PD, Dublin Police Services, and Oakland PD either have or are implementing the Crime Free Multi Housing Program. This is a program that truly emphasizes partnerships and accountability, and has been so successful, we are actively seeking additional funding to implement a Crime Free Business Program in our Community to cut the crime rate even further.

Key Project Members: Officer Kerri Kovach, Sergeant Luis Torres, Captain Pete Ballew

Project Contact: Captain Pete Ballew  
SLPD, 901 East 14<sup>th</sup> Street  
San Leandro, California 94577  
(510) 577-3249--Office  
(510) 577-3275—Fax  
[pballew@sanleandro.org](mailto:pballew@sanleandro.org)

## APPENDICES

### Appendix A:

- A-1 Invitation flyer
- A-2 Phase 1 training schedule

### Appendix B:

- B-1 Sample with photos of CFMH Certified properties
- B-2 Before photo--15300 blk. Tropic Ct.
- B-3 After photo--15300 blk. Tropic Ct.
- B-4 Photos of parking area of certified property
- B-5 Phase 2 CPTED Certification form

### Appendix C:

- C-1 Flyer for Resident Social
- C-2 Phase 3 meeting outline
- C-3 Safety Social Request Form (certification/recertification)
- C-4 Crime Free Lease Addendum
- C-5 Confirmation of Arrest Form
- C-6 Surrender of Possession Form
- C-7 Specialized training--CERT Invite
- C-8 CERT training outline
- C-9 Photos of CERT Training for CFMH residents

### Appendix D:

- D-1 Mgrs. Networking Meeting Flyer

### Appendix E:

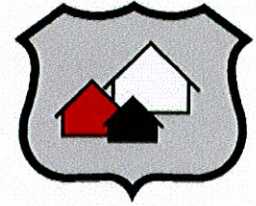
- E-1 Photo National Night Out

### No Appendix F:

### Appendix G:

- G-1 List of Participating and Certified Properties
- G-2 Before and After Statistics for 3 Properties
- G-3 Separate single page property profile





**San Leandro Crime Free  
Multi-Housing Program**

# Appendix A

Invitation Flyer

Phase I Training Schedule



**IS YOUR APARTMENT COMMUNITY PARTICIPATING IN  
THE SAN LEANDRO CRIME FREE MULTI-HOUSING PROGRAM?  
CHECK THE CRIME PREVENTION LINK ON OUR WEBSITE FOR A LIST  
OF THE PARTICIPATING RENTAL COMMUNITIES UNDER THE SAN  
LEANDRO CRIME FREE MULTI-HOUSING PROGRAM.**

Rental properties present a unique challenge for law enforcement. The typical Neighborhood Watch approach to residents in single family homes is not easily adapted to rental communities. In single family homes, owners generally have a large cash investment in the purchase of their home. This motivates owners to a greater concern about crime in their neighborhoods. With rising crime rates come lower property values.

An owner of a single family home might also be looking at a long term of residency. Typically, homeowners have a thirty-year mortgage for their property. Home is where they come each day and perhaps raises a family. There tends to be a lot of pride and ownership of their property. When crime problems begin to appear, owners are very likely to organize Neighborhood Watch activities to protect the long-term interests of their families.

In rental properties, the communities tend to be much more transient. Most often, residents sign a six-month, nine-month, or a twelve-month lease for a rental property. In many cases, owners don't even require leases, and residency is based on a month-to-month agreement. This allows for an occupant to move very easily if they feel crime has reached a level they will not tolerate. It is easier to move away from crime than to confront it.

The police have historically fought a losing battle with Neighborhood Watch in multi-family rental properties. In 1992, the City of Mesa in Arizona was faced with a difficult decision. To no longer offer Neighborhood Watch training in rental properties, or to develop a new concept for crime prevention in the rental communities.

The result was the CRIME FREE MULTI-HOUSING PROGRAM implemented by Mesa, Arizona in July of 1992. This bold, new program had no precedent.

The program's concept was to take a multi-faceted approach to crime prevention. A unique coalition of police, property managers, property owners and residents of rental properties, the program was to be an on-going program with a three (3) phase approach to address all of the opportunities of crime in rental property.

The program was designed to include a certification process, never before offered by a police department. The incentives of police issued signs, certificates, and advertising privileges provided immediate interest in the program.

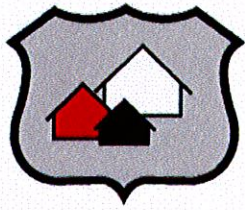
The development of the Crime Free Lease Addendum proved to be the backbone of the CRIME FREE MULTI-HOUSING PROGRAM. This addendum to the lease agreement lists specific criminal acts that, if committed on, or off, the property, will result in the immediate termination of the resident's lease.

The CRIME FREE MULTI-HOUSING PROGRAM achieved almost instant success. In rental properties with the highest crime rates, the immediate results showed up to a 90% reduction in police calls for service. Even in the best properties reductions of 15% to 20% were not uncommon.

The CRIME FREE MULTI-HOUSING PROGRAM began to spread nationally after the first year, and internationally after the second year. The CRIME FREE MULTI-HOUSING PROGRAM has been a success all across the United States and Canada.

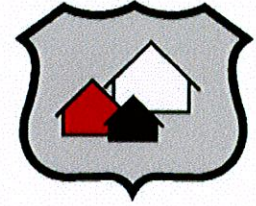
In the Summer of 2008, the San Leandro Police Department decided to implement the Crime Free Multi-Housing program for our 100 + Apartment Communities in San Leandro which will reach out to approximately 30,000 residents, nearly 1/3 of San Leandro's population. For any questions, do not hesitate to contact:

**Officer Kerri Kovach #251**  
**San Leandro Police Department**  
**Crime Free Coordinator**  
**(510)577-3252 Desk**  
**(510)421-7875 Blackberry**



## San Leandro Police Department Crime Free Multi-Housing Phase I Training Schedule May 14, 2009

<b>8:00 a.m.</b>	Sign in/Welcome/Introductions	Officer Kerri Kovach San Leandro Police Department
<b>8:30 a.m.</b>	Crime Free Multi-Housing Overview	Officer Kerri Kovach San Leandro Police Department
<b>9:45 a.m.</b>	Break	
<b>10:00 a.m.</b>	Fair Housing-HACA	Mary Rizzo-Shuman
<b>11:00 a.m.</b>	Screening/Background Checks	Jane Creason, Attorney at Law Kimball, Tirey & St. John, LLP
<b>12:00 p.m.</b>	Lunch	
<b>1:30 p.m.</b>	Premises Liability	Jane Creason, Attorney at Law Kimball, Tirey & St. John, LLP
<b>2:00 p.m.</b>	Phase II - CPTED Phase III-Resident Social	Officer Kerri Kovach San Leandro Police Department
<b>2:30 p.m.</b>	Gangs/Narcotics	Corporal Lance Santiago San Ramon Police Department
<b>4:00 p.m.</b>	Fire Safety	Scott McMillan, ALCO FD Deputy Fire Marshall
<b>5:00 p.m.</b>	Questions	Officer Kerri Kovach San Leandro Police Department



**San Leandro Crime Free  
Multi-Housing Program**

# Appendix B

Sample with photos of CFMH Certified Properties

Before Photo of Property

After Photo of Property

Photos of Parking Area of Certified Property

Phase II CPTED Certification Form



# San Leandro Police Department



## CRIME FREE MULTI-HOUSING PROGRAM CERTIFIED PROPERTIES



### LAS PALMAS APARTMENTS

15370 & 15375 TROPIC COURT

SAN LEANDRO, CA 94579

(510)357-6397

### THE SURF APARTMENTS

15320 TROPIC COURT

SAN LEANDRO, CA 94579

(510)357-6397



### CASA VERDE APARTMENTS

2398 E. 14<sup>TH</sup> STREET

SAN LEANDRO, CA 94578

(510)357-8251

### THE REGENCY APARTMENTS

156 ESTABROOK STREET

SAN LEANDRO, CA 94578

(510)357-3294



FOR MORE INFORMATION ON THE CRIME FREE MULTI-HOUSING PROGRAM AND OTHER CRIME PREVENTION PROGRAMS, PLEASE CONTACT OFFICERS KERRI KOVACH (510-577-3252/kkovach@ci.san-leandro.ca.us) OR TIM DEGRANO (510-577-3248/tdegrano@ci.san-leandro.ca.us).







GEBM

FINESER  
EVD SERVICE  
American  
Trash  
Management 800-855-7271

AMX  
GEBM

GEBM  
WANDER WANDER

CAUTION  
BEFORE OPENING  
DOOR  
PRESS  
DOWN  
ON  
HANDLE  
TO  
OPEN  
DOOR

CAUTION  
DO NOT  
REACH  
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FALL  
HAZARD

AMX

GEBM

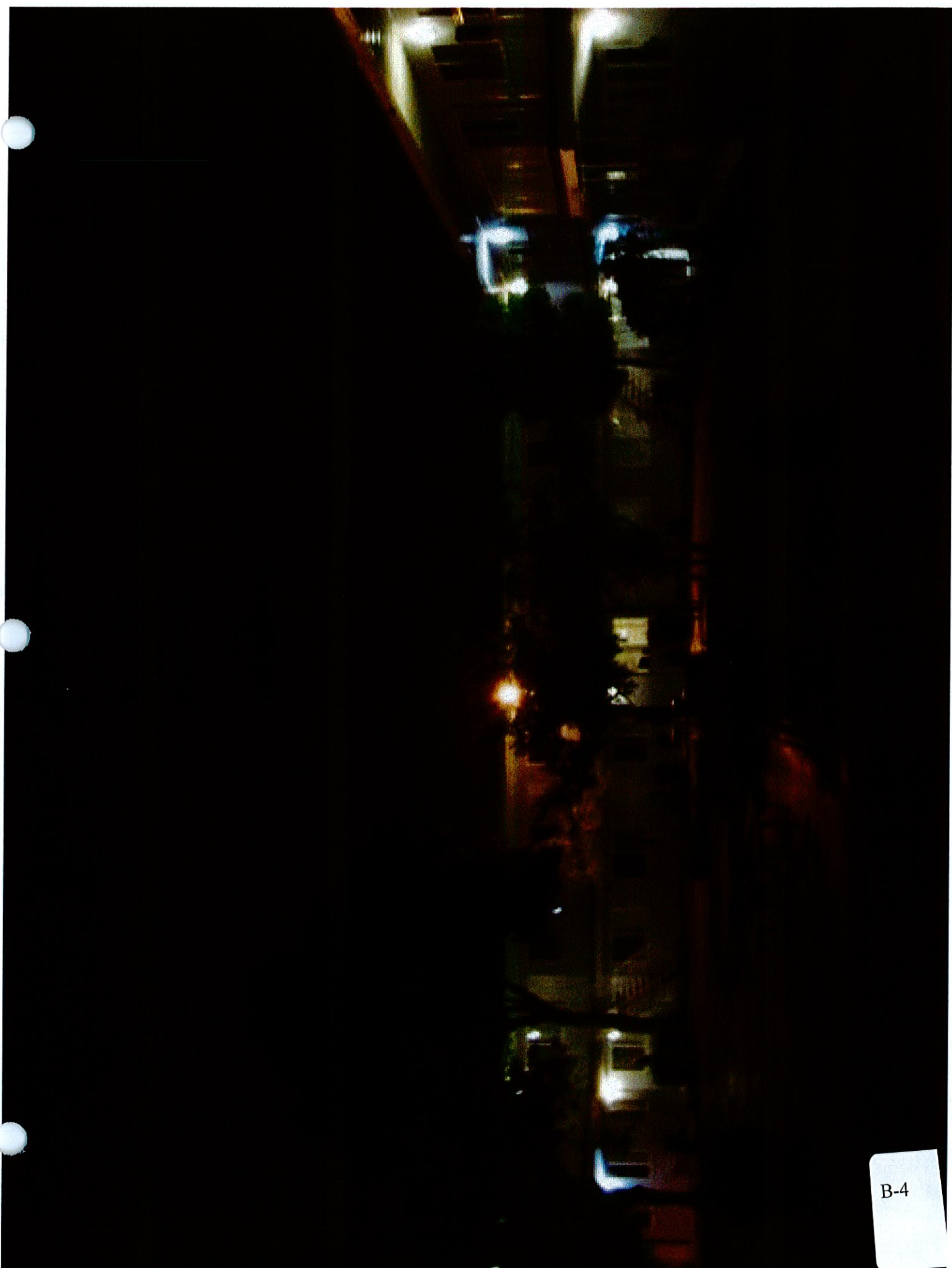
NORTH  
HAMPTON  
AMX

NORWICH









B-4







*Phase 2*

CPTED Inspection Report (Page #1)

Property Name : [REDACTED]

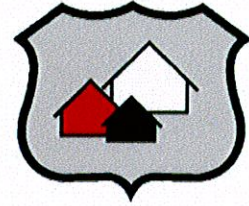
Inspection Title	Inspected By	Start Date	Check Back Date	Finish Date	Meeting Date	Next Renewal Date
2008 Inspection	Kerri	[REDACTED]				

Category	Inspection Item	Comments	Required	Done	Done Date
Doors	Deadbolts 1" Throw Bolt		Yes	**NO**	
Doors	Strike Plates		Yes	**NO**	
Doors	Screws 3"		Yes	**NO**	
Doors	Eye Viewer/Peep hole		Yes	**NO**	
Doors	Sliding Doors		Yes	**NO**	
Doors	Hinges pinned		Yes	**NO**	
Doors	Sliding doors secondary lock		Yes	**NO**	
Windows	Locks		Yes	**NO**	
Windows	Secondary locks		Yes	**NO**	
Landscaping	Perimeter bushes		Yes	**NO**	
Landscaping	Perimeter Trees		Yes	**NO**	
Landscaping	Common area bushes		Yes	**NO**	
Landscaping	Common area trees		Yes	**NO**	
Landscaping	Around walkpaths		Yes	**NO**	
Landscaping	Around lights		Yes	**NO**	
Landscaping	Around unit windows		Yes	**NO**	
Trash Areas	Lights in area		Yes	**NO**	
Trash Areas	Secured		Yes	**NO**	
Laundry Rooms	Self closing doors		Yes	**NO**	
Laundry Rooms	Self locking doors		Yes	**NO**	
Laundry Rooms	Lighting		Yes	**NO**	
Laundry Rooms	Window in door/wall		Yes	**NO**	
Laundry Rooms	Money collected daily or money card		Yes	**NO**	
Laundry Rooms	Screen on window		Yes	**NO**	
Laundry Rooms	Cleanliness of facility		Yes	**NO**	
Lighting	Perimeter/Easements/Alleyways		Yes	**NO**	
Lighting	Parking Lots/Carports		Yes	**NO**	
Lighting	Recreation/ Common Areas		Yes	**NO**	
Lighting	Swimming Pool		Yes	**NO**	
Lighting	Unit Entrances		Yes	**NO**	
Lighting	Stairwells/Hallways		Yes	**NO**	
Lighting	Lighting on building		Yes	**NO**	
Lighting	Property address posted		Yes	**NO**	
Lighting	Building numbers posted		Yes	**NO**	
Pool Area	Posted Rules		Yes	**NO**	
Pool Area	Pool depth marked		Yes	**NO**	

Property Name : [REDACTED]

Inspection Title 2008 Inspection	Inspected By Kerri	Start Date [REDACTED]	Check Back Date	Finish Date	Meeting Date	Next Renewal Date
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Category	Inspection Item	Comments	Required	Done	Done Date
Pool Area	Fences/ gates/ locks		Yes	**NO**	
Pool Area	Lighting		Yes	**NO**	
Miscellaneous	Certificates Posted		Yes	**NO**	
Miscellaneous	Using Crime Free Addendum		Yes	**NO**	
Miscellaneous	Is there an on-site manager?		Yes	**NO**	
Miscellaneous	Staff Training		Yes	**NO**	
Miscellaneous	Screening procedures in place		Yes	**NO**	
Miscellaneous	Criminal background checks		No	**NO**	
Miscellaneous	No GRAFFITI		Yes	**NO**	



**San Leandro Crime Free  
Multi-Housing Program**

# **Appendix C**

**Flyer for Resident Social  
Phase 3 Meeting Outline**

**Safety Social Request Form (Certification/Re-certification)**

**Crime Free Lease Addendum**

**Confirmation of Arrest Form**

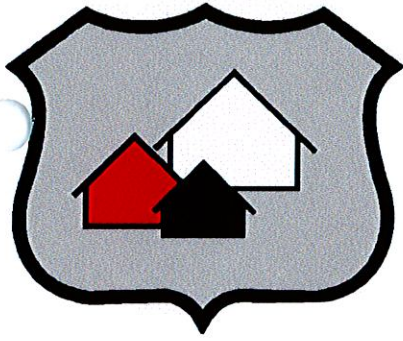
**Surrender of Possession Form**

**Specialized Training—CERT Invite**

**CERT Training Outline**

**Photos of CERT Training for CFMH Residents**





*Manager Jacqueline Shelton*

## St. Moritz Apartments



# Presents:

## A Resident Crime Prevention Social

*Come learn about the  
San Leandro Crime Free  
Multi-Housing  
Program and easy crime  
prevention tips!*

*★ Food and non-alcoholic beverages provided*

### **What is it?**

**A CHANCE FOR YOU TO  
GET TO KNOW YOUR  
NEIGHBORS AND LEARN  
CRIME PREVENTION  
TIPS TO KEEP YOU SAFE.**

**When?** Tuesday

April 12th, 2011

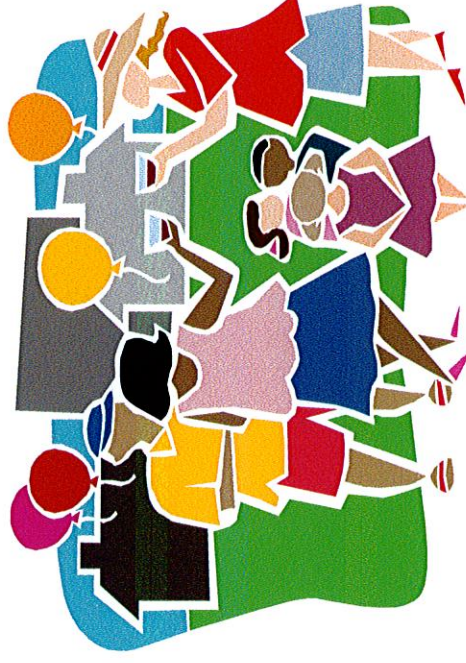
6:00 p.m. – 6:30 p.m.

**Where?** Community Room



# Phase III -Safety Social

- Crime Free Multi-Housing Program overview
- Tenant responsibility
- Personal safety tips
- When to call the police
- Being proactive
- Residents' concerns
- Management's concerns



# Safety Social Request Form

First Safety Social   
Renewal

Name of Property \_\_\_\_\_ Date: \_\_\_\_\_

Address of Property \_\_\_\_\_

Phone: \_\_\_\_\_

Manager's Name: \_\_\_\_\_ FAX #: \_\_\_\_\_

Time Food Will Be Served: \_\_\_\_\_ Time for Police Presentation: \_\_\_\_\_

Will the event be held outdoors? If your safety social is held outdoors, please have an extension cord ready for us in the designated area.

Outdoors:  YES  NO Exterior cord will be provided:  YES  NO

Did the manager attend the 8-hour seminar (Phase I) within the past two years?

YES  NO

Did the maintenance supervisor attend the 8-hour seminar within the past two years?

YES  NO

Did the leasing staff attend the 8-hour seminar within the past two years?

YES  NO

Did you complete Phase I and II? (Phases must be done in order to host a social)

YES  NO

## *Safety Social Requirements*

- We *require* that Food must be served for this event. (Such as: sub sandwiches, pizza, chicken, etc.)
- Serve Non-Alcoholic Beverages.
- We suggest incentives to draw more people out, such as these examples:
  - a) Door Prizes
  - b) Disc Jockey
  - c) Drawings
  - d) A Clown
  - e) Entertainment
- Notify residents of this event by newsletter, sending a flyer a week before the event *and* another reminder the morning of the event.

Please complete and FAX this form back to:

Officer Kerri Kovach, Coordinator  
Crime Free Multi-Housing Program  
(510)577-3275 fax

(This form must be received in our office in order to schedule this event.)



## CRIME FREE LEASE ADDENDUM

As part of the consideration for lease of the dwelling unit identified in the lease, Resident agrees as follows:

1. Resident whether on or off of the property; and Resident's Occupant's guests and invitees, are prohibited from:
  - a. Engaging in any criminal activity, including drug-related criminal activity, on or off the said premises. Drug related criminal activity shall mean the illegal manufacture, sale, distribution, use, possession and possession with intent to manufacture, sell, distribute, or use of an illegal or controlled substance (as defined in Section 102 of the Controlled Substance Act [21 U.S.C. 802]).
  - b. Engaging in any act intended to facilitate criminal activity or permitting the dwelling unit to be used for criminal activity.
  - c. Engaging in the unlawful manufacturing, selling, using (being under the influence of), storing, keeping or giving of an illegal or controlled substance as defined in Health and Safety Code 11350, 11351, 11377, 11378, 11550, and 11379.6, at any locations, whether on or off the dwelling unit premises.
  - d. Engaging in any illegal activity, including, but not limited to: prostitution as defined in Penal Code 647(b); criminal street gang activity as defined in Penal Code 186.22 et seq.; threatening or intimidating as prohibited in Penal Code 422; assault and battery as prohibited in Penal Code 240/242; including but not limited to the unlawful discharge of a firearm as prohibited in Penal Code 245; burglary as prohibited in Penal Code 459; possession of stolen property as prohibited by Penal Code 496; sexual offenses as prohibited in Penal Code 269 and 288, on or off the dwelling unit premises, or any breach of the lease agreement that otherwise jeopardizes the health, safety and welfare of the landlord, his agent, or other tenant, or involving imminent or actual serious property damage, as defined in California Civil Code.
2. VIOLATION OF ANY OF THE ABOVE PROVISIONS SHALL BE A MATERIAL AND IRREPARABLE VIOLATION OF THE LEASE AND GOOD CAUSE FOR IMMEDIATE TERMINATION OF TENANCY. A single violation of any of the provisions of this addendum shall be deemed a serious, material and irreparable non-compliance. It is understood that a single violation shall be good cause for immediate termination of the lease. Proof of such a violation shall not require a criminal conviction, but shall only require a preponderance of the evidence.
3. Resident hereby authorizes property management/owner to use police generated reports against Resident for any such violation as reliable direct evidence, and/or as business records as a hearsay exception, in all eviction hearings.
4. In case of conflict between the provisions of this addendum and any provisions of the lease, the provisions of this addendum shall govern.
5. Resident also agrees to be responsible for the actions of Resident's occupants, Resident's guests and invitees, and Resident's occupant's guests and invitees, regardless of whether Resident knew or should have known about any such actions. A guest or invitee shall be anyone who Resident or Resident's occupant gives access to or allows on the premises or in the rental unit.
6. This Lease Addendum is incorporated into the lease or renewal thereof, executed or renewed at any time between Landlord/Manager and Resident/Lessee.

\_\_\_\_\_  
Resident's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Property Manager's Signature/Property Name

\_\_\_\_\_  
Date

---

CONFIRMATION OF ARREST

---



San Leandro

Police Department

Sandra R. Spagnoli, Chief of Police

---

**CONFIRMATION OF ARREST**

**Report Number:** 11-XXXXX

A report has been filed with the San Leandro Police Department. In accordance with Section 6254(f)(1) of the Government Code, the following information is provided concerning this report.

**Date of Report:** XX/XX/XX **Time of Report:** XX:XX am/pm **Type of Report:** Arrest

**Date/Time of Booking** XX/XX/XX XX:XX am/pm

**Amount of Bail Set:**

**Time and Manner of Release:** Booked/Released

---

**Brief description of factual circumstances surrounding incident/arrest:** At the listed time, officers responded to XXXX Apartments, XXX XXXXX Avenue, #115, to investigate a vandalism that occurred off of the property. Upon arrival, they contacted tenant (AR)Doe, John. He admitted to the vandalism and was arrested and transported to the San Leandro City Jail for booking.

**Arrested:** Yes

**Probation/Parole:** No

**Charges:** 594 P.C. Vandalism

**Arrestee:** Doe, John

**Date of Birth:** XX/XX/XX

**Address:** XXXXX Avenue., #115, San Leandro California 945XX

**Race:**\_\_\_ **Sex:**\_\_\_ **Height:**\_\_\_ **Weight:**\_\_\_ **Hair:**\_\_\_ **Eyes:**\_\_\_

Copies of police reports, other than traffic collisions, are only available by Subpoena Duces Tecum.

Chief of Police

**By:** Officer K. Kovach #251

**Date:** XX/XX/XX

**Information Released to:** Manager Whoever, XXXX Apartments

**Released by:** Officer K. Kovach #251

## SURRENDER OF POSSESSION

IT IS HEREBY STIPULATED, by and between the parties hereto through Landlord, \_\_\_\_\_ (hereinafter "Landlord") and Tenant(s) \_\_\_\_\_ (hereinafter "Tenant") that disposition of the tenancy pertaining to the premises located at \_\_\_\_\_ (hereinafter "The Subject Premises"), be resolved as follows:

1. Tenant hereby makes this written offer to surrender possession of The Subject Premises on or before 11:59 p.m. on \_\_\_\_\_. Tenant further agrees to remove all other individuals or occupants of The Subject Premises on or before 11:59 p.m. on \_\_\_\_\_. An unlawful detainer shall be filed on \_\_\_\_\_ in the event that Tenant fails to deliver complete possession of The Subject Premises on or before 11:59 p.m. on \_\_\_\_\_. The parties intend this document to constitute Tenant's written notice to vacate The Subject Premises as contemplated in Cal. Code Civ. Proc. §1161(5).
2. Upon Tenant's surrender of possession of The Subject Premises as specified above, Landlord shall return Tenant's security deposit, totaling \$\_\_\_\_\_, to Tenant as specified in Cal. Code Civ. Proc §1950.5 Upon Tenant's surrender of possession as stated in Paragraph 1, above, Tenant agrees to provide Landlord an accurate forwarding address, to which Landlord will direct the security deposit disposition.
3. The parties reserve all remaining rights, remedies, claims, or causes of action.
4. Provided Tenant timely complies with the requirements hereof, nothing contained herein shall be deemed to adversely reflect on Tenant's credit or character. Landlord shall give a neutral rental recommendation to prospective landlords. Should any other individual or entity inquire about Tenant's tenancy at The Subject Premises, Landlord agrees to provide only the dates of occupancy and Tenant's contracted rental rate.
5. It is further stipulated that facsimile signatures shall be deemed originals per California Rules of Court, Rule 2.305(d), and that this agreement may be executed in counterparts as circumstances require, and shall be deemed fully enforceable upon execution of all parties hereto.

IT IS SO STIPULATED.

DATED: \_\_\_\_\_

By: \_\_\_\_\_  
Tenant

LANDLORD HEREBY ACCEPTS TENANT'S WRITTEN OFFER TO SURRENDER  
POSSESSION OF THE SUBJECT PREMISES.

DATED: \_\_\_\_\_

\_\_\_\_\_

By: \_\_\_\_\_

**Landlord**

By: \_\_\_\_\_

**Authorized Agent for Landlord**

# ARE YOU READY?

Wednesday, March 30<sup>th</sup>, 2011 – Main Library (300 Estudillo) 5:30-9:30 p.m.



*Explosion*



*Earthquake*



*Tsunami*

***SPECIALIZED TRAINING SPECIFICALLY FOR  
APARTMENT COMMUNITIES***

***EMERGENCY PREPAREDNESS and CERT TRAINING  
(COMMUNITY EMERGENCY RESPONSE TRAINING)***

***Open to Apartment Community Owners, Managers,  
Leasing Agents, Maintenance AND Residents. All are  
encouraged to attend.***

**4 HOUR WORKSHOP-LEARNING SURVIVAL TOOLS**



**HOSTED BY:**



**ALAMEDA COUNTY FIRE DEPARTMENT-Map Your Neighborhood Coordinator**

**Ken Hayes**

**ALAMEDA COUNTY FIRE DEPARTMENT-CERT Coordinator**

**Gustavo Trejo**

**SAN LEANDRO POLICE DEPARTMENT CRIME FREE MULTI-HOUSING COORDINATOR**

**OFFICER KERRI KOVACH**



## Emergency Preparedness Training (Earthquake)

Apartment Managers, Property Owners and Residents -  
Modified CERT Training

### Introduction:

Disasters are events that can strike anywhere, at any time and overwhelm the normal emergency response system. Knowing several simple skills can help mitigate the damage that may occur after an earthquake.

**Time Frame:** 3 hours

**Level of Instruction:** Level 1 (beginners)

**Authority:** Alameda County Fire Department, CERT Program

### Behavioral Objective

The student will be able demonstrate the following skills:

- How to use a fire extinguisher and basic fire safety knowledge
- How to conduct search and rescue patterns of a unit, floor or apartment building
- How to remove injured or immobile victims
- How to control utilities

**Standard:** To demonstrate or describe the above behavior at an awareness level

### Materials Needed:

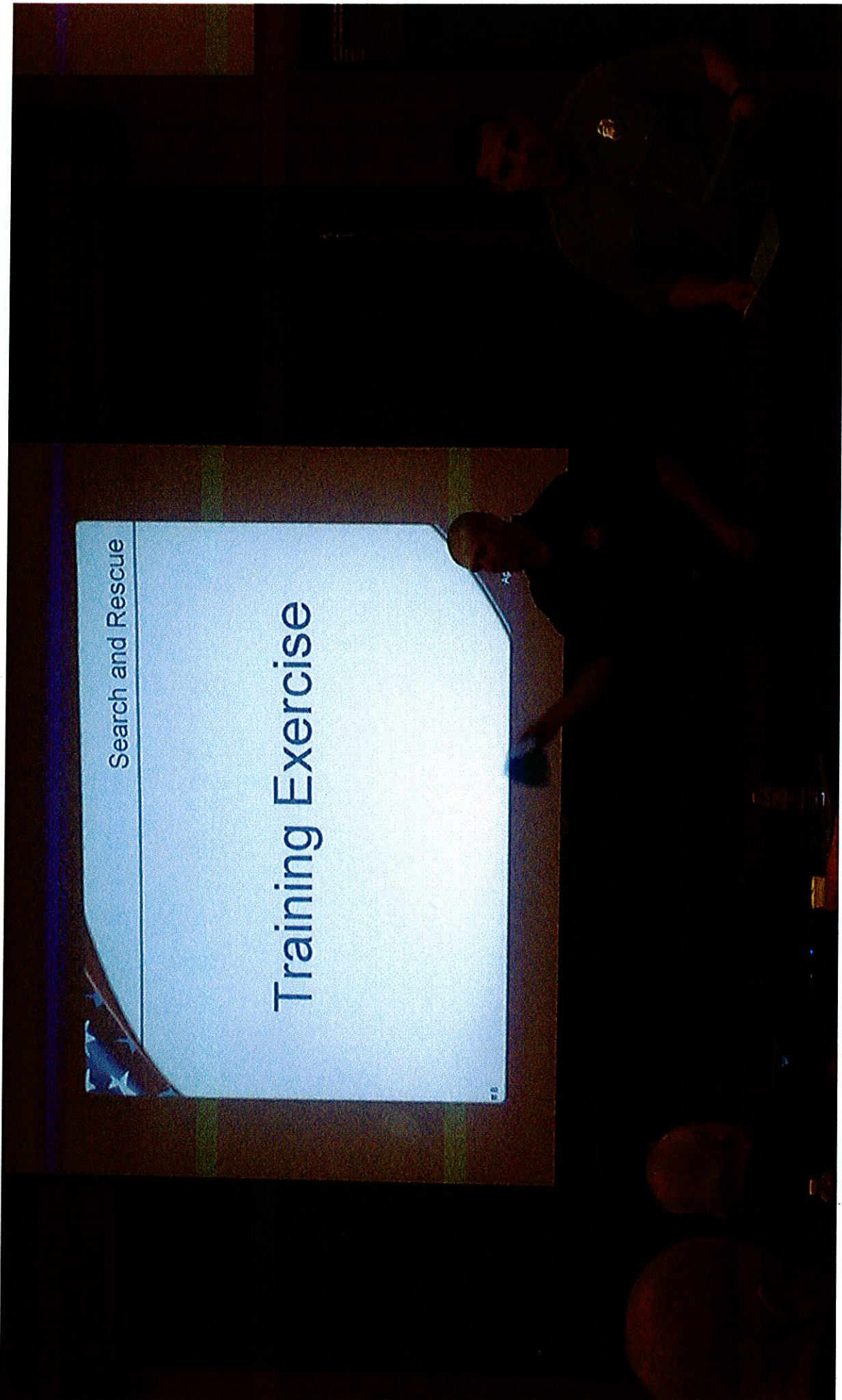
- Computer with MS Power Point, Projector, or presentation screen for Power Point presentation, speakers, sign-in sheet, refreshments
- Gas Shutoff meter
- Search and Rescue Exercise Paper
- E-Bullex or other fire extinguisher training device

### Summary:

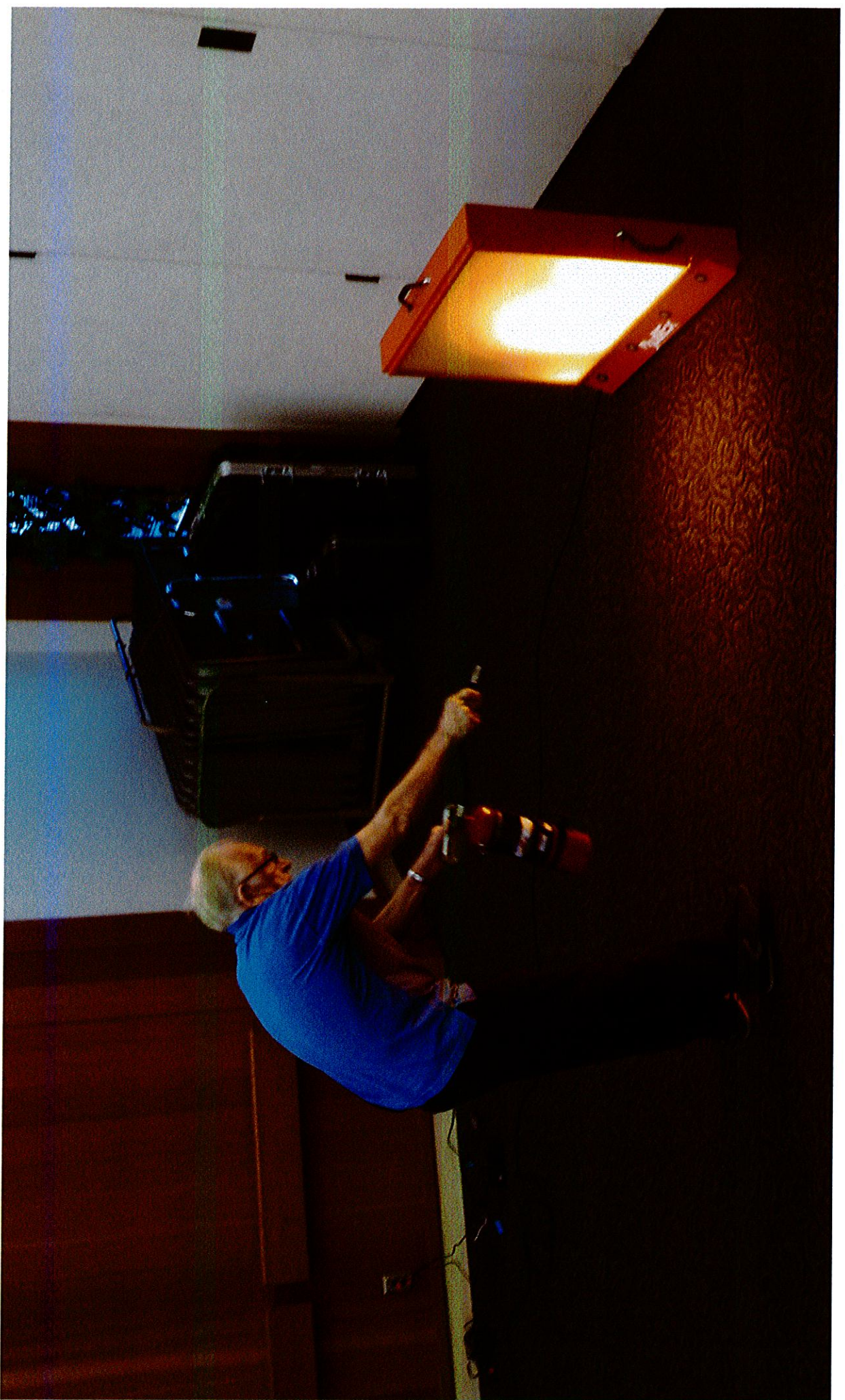
Any event that overwhelms the Emergency Response System leaves the general public at risk. The better prepared they are to take care of themselves before, during and after a disaster, will minimize the damage and discomfort they face while on the road to recovery.

**References:** California Volunteers CERT Member Manual

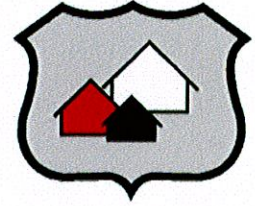












**San Leandro Crime Free  
Multi-Housing Program**

# Appendix D

Manager's Networking Meeting Flyer

**SAN LEANDRO**  
Crime Free Multi-Housing Program  
***IT'S TIME AGAIN TO NETWORK !!***  
**ALL SAN LEANDRO APARTMENT  
MANAGERS NETWORKING MEETING**

**Wednesday, March 9<sup>th</sup>, 2011**

6:30pm-8:30pm SLPD "Classroom"

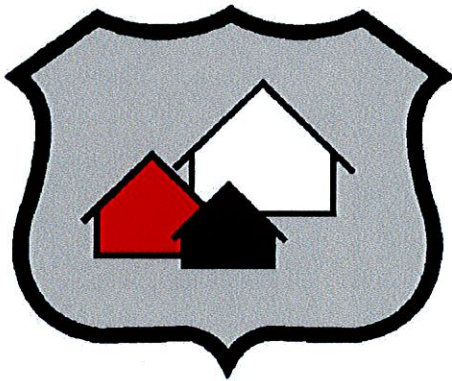
**San Leandro Police Dept.**

901 E. 14<sup>th</sup> Street, San Leandro, CA 94577

Mark your calendars for our 3<sup>rd</sup> San Leandro Apartment Manager's Networking Meeting. Network with your fellow San Leandro Apartment Managers and Crime Free Coordinator – Me!

(Refreshments provided)

*Keeping Illegal Activity Out  
of Rental Property*

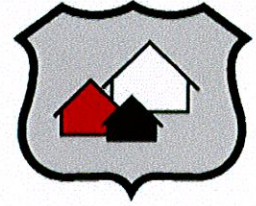


Sandra Spagnoli  
Chief of Police

Kerri Kovach  
Program Coordinator



**San Leandro Police Department**



**San Leandro Crime Free  
Multi-Housing Program**

# Appendix E

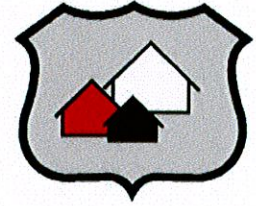
Photo of National Night Out



National Night Out 2009  
Las Palmas and Surf Apts







**San Leandro Crime Free  
Multi-Housing Program**

# **Appendix G**

List of Certified Properties

Statistics of 3 Properties Before and After Certification

Separate Single Page Property Profile

# List of Participating and Certified Properties

List of All Properties (Page #1)

Area: SAN LEANDRO      Beat: All Beats      Type: Multi-Housing      Status: All Statuses

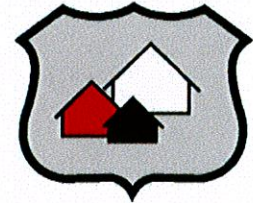
Property Name	Street Address	# Units	# Signs	Mgr First	Mgr Last Name	Mgr Ph Type	Manager Phone
100 Thornton Apartments	100 Thornton Street	27		Francis	& Segundo Mar	Office	(510)667-9
1198 Jefferson Avenue	1198 Jefferson Avenue	20		Linda	DeNarde	Office	(510)967-4
121/123/125 Preda "El Preda" Ap	121/123/125 Preda	26	1	Miriam	Guerrero	Office	(510)568-2
1251 141st Street Apartments	1251 141st Street	5		CWP	No On Site Mgr	Office	(510)352-6
1257 & 1259 147th Avenue (2 unit	1257 & 1259 147th Avenue	2			no on-site mgr		
1293 141st Avenue	1293 141st Avenue	5		Linda	Sanchez	Office	(510)357-5
1417 Pacific Avenue	1417 Pacific Avenue	9		Karen	Bergendahl (pre	Office	(510)352-6
150 Haas Avenue (Apartments)	150 Haas Avenue	50		Suzie	Florez	Office	(510)568-8
1648 Pacific Avenue	1648 Pacific Avenue	4			No On Site Man		
1648 Pacific Avenue	1648 Pacific Avenue (4 units)	4			No On Site Man		
1652 Pacific Avenue	1652 Pacific Avenue	4			No On Site Man		
184 Callan Avenue (Apartments)	184 Callan Avenue	42		Carol	Liley	Office	(510)351-7
206 Chumalia Street	206 Chumalia Street	32		Marc	Provecchio	Office	(510)483-4
2181 E. 14th Street	2181 E. 14th Street	20	1	Chanel	Trade	Office	(510)614-6
2199 Bancroft Avenue (Apartment	2199 Bancroft Avenue	87		Michelle	Pannell	Office	(510)483-5
236 Haas Avenue Apartments	236 Haas Avenue	12	1	no mgr on	Jim & Bob Vass	Home	(510)887-6
281 Haas Avenue	281 Haas Avenue	12		Mike	Sarikakis (not	Cell	(415)850-2
44 Winks	14444 E. 14th Street	32		Alma	Martinez	Office	(510)352-7
477 Bancroft Avenue (445-453)	477 Bancroft Avenue	19					
483 Joaquin	483 Joaquin	5			no on site mgr		
511 Bancroft Avenue (Apartments	511 Bancroft Avenue	5			no on site mgr	Office	(510)733-1
519 Bancroft Avenue (Apartments	519 Bancroft Avenue	5			no on site mgr		
525 Bancroft Avenue (Apartments	525 Bancroft Avenue	16		Sunday	Ona	Cell	(510)258-4
540 Callan Avenue (Apartments)	540 Callan Avenue	54		Sally	Edinger	Office	(510)483-6
562 Bancroft Avenue	562 Bancroft Avenue	18		James & L	Martinez	Office	(510)635-7
80 Castro	80 Castro Street	26		Macy	Rodriguez	Cell	(510)919-8
867 Coburn court	867 Coburn Court	4		Linda	Sanchez	Fax	(510)352-7
950 Juana	950 Juana Avenue	15		Private Ow	No On-Site Man	Home	(510)682-6
Alto Apartments	1268 143rd Avenue	28		Jeff	Campbell	Office	(510)614-3
Balcourt Apartments	14822 E. 14th Street	40		Gilbert	Villapa	Office	(510)483-2
Bancroft Towers	13475 Bancroft Avenue	41		Gregory	Johnson	Office	(510)352-4
Bel Mark Apartments	1675 Hays Street	66		Jessica	Cruz (and husb	Office	(510)352-8
Bel-Air Apartments	15111 Washington Avenue	36	2	Mick & Chr	Rogers	Office	(510)357-5
Belle Apartments (851-901 143rd)	851-901 143rd Avenue	42		Linda	Sanchez	Fax	(510)352-7
Cabot Bay Apartments	13730 E. 14th Street	93		Melinda	Cabrera	Office	(510)357-1
Cabot Bay Apartments (13495 Ba	13495 Bancroft Avenue			Melinda	Cabrera	Cell	(510)938-0
Casa Verde Apartments	2398 E. 14th Street	65	1	Tasha	Hamilton	Office	(510)357-8
Chateau Manor	724 Lewelling Blvd.	146		Freddy &	Ortiz	Cell	(510)417-1
Colonial Gardens (owned)	1459 136th Street	62		Maureen	Moran (HOA Pr	Cell	(510)706-0
Creekside Apartments	424 Callan Avenue	80		Radu &	Iulianna Zabalo	Office	(510)357-8
Delta(-Belle) Apartments	1150 143rd Avenue	39		Linda	Sanchez	Office	(510)357-5
Doolittle Apartments				Yaima		Office	(510)585-0
Eden Lodge	400 Springlake Drive	140	2	Donna	Hoover (last da	Cell	(408)607-7
Eden Roc	14665 Washington Avenue	82		Dave	Freeland	Office	(510)483-3
Estabrook Apartments	348 Estabrook Street	38		Krystle	Munoz	Home	(510)357-6
Estudillo Gardens	499 Estudillo Avenue	27			individually own		
Fuller Gardens	2390 E. 14th Street	16		John	Hartsinek	Office	(510)618-1
Fuller Lodge	2141 Bancroft Avenue	26		LaCisha	Iaiah	Office	(510)618-1
Gateway Apartments (902 Davis	902 Davis Street	236		Michelle	vonDessauer (a	Cell	(925)519-5
Grand Apartments	1688-1712 Grand Avenue	13			No OnSite Man		
Hale Apartments (6 Bldgs)	560/566/572 Estudillo Ave.	24	4	Louie	Rubio	Office	(510)352-3
Hideaway Apts. (85 & 77)	77 & 85 Estabrook Street	180		Tyge & Jill	Troche	Cell	(510)825-8
Holiday Garden Apartments	15325 Tropic Court	46		Maria	Rangel	Office	(510)352-5
Lakeside Village	4170 Springlake Drive	840	5	Tammy	Johnson (Regio	Office	(510)352-5
Las Palmas Apartments	15370 Tropic Court	45	1	Marybel	Bey	Cell	(510)689-7
Las Palmas Apartments (15375)	15375 Tropic Court	46	1	Marybel	Bey	Office	(510)357-6
Marina Apartments (2265)	2265 Marina Blvd.	24		Chari	Evangelista	Office	(510)351-7
Marina Blvd. Apartments (2601)	2601 Marina Blvd.	12		CWP	no on site mgr	Office	(510)352-6
Marina Breeze	13931 Doolittle Drive	82		Kay	Hope	Office	(510)352-8
Marina Plaza Apartments	2777 Marina Blvd.	36		David	Stelchek	Office	(510)352-4

**List of All Properties (Page #2)**

**Area: SAN LEANDRO      Beat: All Beats      Type: Multi-Housing      Status: All Statuses**

Property Name	Street Address	# Units	# Signs	Mgr First	Mgr Last Name	Mgr Ph Type	Manager Phone
Mission Bay	15333 Wicks Blvd.			Steven	Lins (mobile ho	Office	(510)352-4
Mission Bell Apartments	112 Garcia Avenue	25		Kevin	James	Cell	(510)673-7
Nugent Square Home Owner'Ass	1550 Bancroft Avenue (Indiv. Own						
Onstads Manor	1812 Washington Avenue	62	3	Terri	Graham (Termi	Fax	(510)969-4
Pacific Apartments (1355 - 1275&	1355 Pacific Avenue	58		Kevin & Li	Wilde	Cell	(510)856-6
Pacific Plaza	1400 Carpentier	164		Robert	Kilian	Office	(510)868-8
Pacific West Apartments	1399 Pacific Avenue	58		Lena	Taiese		
Parklane Apartments	14365 Bancroft Avenue	61		Rosa&Sal	Perez	Office	(510)483-2
Parkside Commons	900 143rd Avenue	300	1	Linda	Ruiz	Home	(510)483-8
Redwood West Apartments	1085 143rd Avenue	20		Linda	Sanchez	Office	(510)357-5
San Leandro Racquet Club	2600 San Leandro Blvd.	254		Veronica	Delgado	Cell	(707)246-7
Seventy Harlan	70 Harlan Avenue	69	2	Jeff	Ryan	Office	(510)352-3
St. Moritz Garden Apartments	14744 Washington Avenue	147	2	Jacqueline	Shelton	Office	(510)357-1
Stoakes Apartments	123 Stoakes Avenue	22	1	Paul	Sandbach	Office	(510)632-3
Summerhill Terrace Apartments	15267 Hesperian Blvd.	102		Nicki	Keomanyvong	Office	(510)276-
Terrace Garden	14700 Washington Avenue	77		(Temporar	Owner Rob Sch	Office	(510)483-
The Regency	156 Estabrook Street	29	2	Colleen	Canning	Office	(510)917-2
The Surf Apartments	15320 Tropic Court	46	1	Marybel	Bey	Office	(510)357-4
The Willows Townhomes	700 Fargo Avenue	89	3	Hazel	Norris	Office	(510)895-
Woodchase Apts. (13 Bldgs.)	2795 San Leandro Blvd. (13 Bldgs)	186		Shirley	Gasnov	Office	(510)352-1
Woodside Apartments (235&237	235 & 237 Haas Ave.	96		Tami	Ruggirello	Office	(510)569-5
Zelma Street Apartments	14950 Zelma Street	30		Andrew	Warhurst	Office	(510)667-5

**Total # of Properties: 82      Total # of Units: 5106      Total # of Signs: 34**



## San Leandro Crime Free Multi-Housing Program

15375 Tropic Court One year prior to CFMH Certification:

<u>Calls for Service</u>	<u>Arrests</u>	<u>Reports</u>
97	12	14

15375 Tropic Court April/2010 to April 2011:

<u>Calls for Service</u>	<u>Arrests</u>	<u>Reports</u>
40	2	7

15370 Tropic Court One year prior to CFMH Certification:

<u>Calls for Service</u>	<u>Arrests</u>	<u>Reports</u>
60	2	8

15370 Tropic Court April/2010 to April 2011:

<u>Calls for Service</u>	<u>Arrests</u>	<u>Reports</u>
55	1	7

15320 Tropic Court One year prior to CFMH Certification:

<u>Calls for Service</u>	<u>Arrests</u>	<u>Reports</u>
52	5	12

15320 Tropic Court April/2010 to April 2011:

<u>Calls for Service</u>	<u>Arrests</u>	<u>Reports</u>
45	1	4



Single-Page Property Profile

Property Name and Address
Las Palmas Apartments
15370 Tropic Court
San Leandro, CA 94579
www.edenhousing.org

Property Information	
Property Type	Multi-Housing
Area Name	SAN LEANDRO
Beat Name	BEAT 6
Activity Status	Active
Number of Units	45

Property Phone Numbers	
Office	(510)357-6397
Fax	(510)352-8056

Manager Information		
Name & Address	Phone Numbers	
Marybel Bey	Cell	(510)689-7653
15375 Tropic Court #4	Office	(510)357-6397
San Leandro CA 94579	Home	(510)357-3873

Management Company Information		
Name & Address	Phone Numbers	
Eden Housing Inc. (Jan Peters)	Office	(408)227-5684
22645 Grand Ave	Fax	(408)227-5687
Hayward CA 94541		

Owner Information		
Name & Address	Phone Numbers	

Most Recent CPTED Inspection Info	
Most Recent CPTED Inspection	2008 Inspection
Phase 1 Initial Training Date	8/19/2008
Phase 2 CPTED Initial Date	8/19/2008
Phase 2 CPTED Final Date	9/10/2008
Phase 3 Meeting Date	8/18/2008
Annual Renewal Date	6/10/2011

Names Information		
Person/Company	Title/Phone	Phase 1 Date
Marybel Bey	Manager	6/24/2010
	Cell (510)689-7653	
Tanya Fernandez	Leasing Agent	11/20/2009
Perlita Franco	Leasing Agent	6/24/2010
	Cell (510)967-4659	
Brenda Gonzalez	Leasing Agent	
	Cell (510)305-2535	
Eden Housing Inc. (Jan	Prop Mgmt Company	
	Office (408)227-5684	
aShaun Jones	Leasing Agent	8/19/2008
	Home (510)485-4063	

Calls-for-Service Stats										
		53 Calls Baseline			1.83 Reports Baseline			0 Arrests Baseline		
Month	Year	Calls	# change	% change	Reports	# change	% change	Arrests	# change	% change
4	2011	3	-2.3	-43 %	1	-0.83	-45 %	0	0	100 %
3	2011	2	-3.3	-62 %	0	-1.83	-100 %	0	0	100 %
2	2011	1	-4.3	-81 %	0	-1.83	-100 %	0	0	100 %
1	2011	2	-3.3	-62 %	0	-1.83	-100 %	0	0	100 %
12	2010	2	-3.3	-62 %	0	-1.83	-100 %	0	0	100 %
11	2010	2	-3.3	-62 %	0	-1.83	-100 %	1	1	100 %
10	2010	6	0.7	13 %	2	0.17	9 %	0	0	100 %
9	2010	6	0.7	13 %	1	-0.83	-45 %	0	0	100 %
8	2010	3	-2.3	-43 %	1	-0.83	-45 %	0	0	100 %
7	2010	2	-3.3	-62 %	0	-1.83	-100 %	0	0	100 %
6	2010	2	-3.3	-62 %	0	-1.83	-100 %	0	0	100 %
5	2010	2	-3.3	-62 %	1	-0.83	-45 %	0	0	100 %

Notes for this Property		
Note Date	Note by	Note

12/16/2010 Kerri Note Title: "12/15/10 #13 Gloria Yancy"  
 : Used to live at Casa Verde #209 - Has problem with Boyfriend. She continues to give him the key to her apt., they fight and cause disturbances. Today she called police said he was in her apt taking photos and telling her that he was going to destroy her apt. Stpd surrounded the apt., entered with key from mgr and k9 and subject was not in the apt. (refer to incident)

9/22/2010 Kerri Note Title: "Contact 9/22/10" : Spoke to Leasing Agent Brenda Gonzalez who took Perlita's place on July 26, 2010. I asked her about the suspect vehicles in 2 robberies at the greenhouse to see if they are familiar with them but they were not.

Brenda and Marybel both plan to attend Manager Meeting on 10/14/10.

8/30/2010 Kerri Note Title: "6/8/10 Annual Recertification" : Spoke with Manager MaryBel Bey regarding annual re-certification - Tenant Social scheduled for 6/8/10 from 6pm-7pm and property inspection prior to 8/17/10.