



## *Chandler Police Department Multi-Housing Program*

# COMMITMENT COMMUNICATION COMMUNITY

The Chandler Police Department will foster opportunities for education, communication, and partnerships, and will provide resources to the management teams and tenants of multi-family housing properties, resulting in stronger bonds and a resilient community with a greater quality of life.

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# Chandler C<sup>3</sup> Program for Multi-Family Housing Properties

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## The Chandler C<sup>3</sup> Handbook

This booklet is designed to provide an understanding of the Chandler C<sup>3</sup> Program and its requirements. The C<sup>3</sup> Program is designed around partnerships, three levels of participation with corresponding C<sup>3</sup> certification, community communication, and property security measures.

## Topics covered in this handbook include:

1. Overview of the Chandler C<sup>3</sup> Program
2. Program levels and requirements
3. Benefits of the Chandler C<sup>3</sup> Program
4. Renewal Process
5. Lease Addendum to Application
6. Criminal Background Checks
7. Trespass Enforcement Program
8. Resident Communication
9. Program Non-compliance
10. Program Contacts and Resources

## What is the Chandler C<sup>3</sup> Program?

The Chandler C<sup>3</sup> Program is a partnership between the Chandler Police Department, multi-family housing community manager(s), landlord(s), staff member(s), and resident(s) working cooperatively to create safer communities with a greater quality of life.

The Chandler C<sup>3</sup> Program is integrated with elements of the “Crime Free Multi-Housing” (CFMH) program, Mesa’s TriStar Program, Crime Prevention Through Environmental Design (CPTED), a trespass enforcement program, crime fighting tools, and communication with three levels of participation.

The program is designed to foster community relationships, reduce criminal activity, and decrease calls for service at the multi-family housing properties. By implementing the steps outlined in the Chandler C<sup>3</sup> Program, you can cultivate a welcoming and secure environment for residents while deterring criminal activity and discouraging unlawful conduct on the property.

There are three levels to the Chandler C<sup>3</sup> Program. Each level builds on the prior and has a list of specific requirements that must be met to be certified as an individual participant and certified property for that level in the program. The requirements for the three levels and their benefits are described below.

## The Chandler C<sup>3</sup> Program will:

- Provide a training handbook, online testing, resources, and direct communication with the Chandler Police Department Crime Prevention Officer and Crime Prevention Specialist for your location.
- Provide daily activity reports when criminal activity is reported on the property.
- Identify tools utilized to reduce crime related problems in multi-family housing communities.
- Provide the flexibility for you to choose your level of participation in one or all three levels of the program.

- Provide important information and tips to support the owner/management teams of the multi-family housing properties in maintaining a safer environment.
- Offer tools that encourage residents to participate in crime prevention strategies that support a safer community to work, live, and thrive.

Program Model	BASIC Level 1	INTERMEDIATE Level 2	ADVANCED Level 3
<b>C3 Program</b>	<ul style="list-style-type: none"> <li>▪ Online training for Owner/Manager, Assistant Manager</li> <li>▪ Memorandum of Agreement</li> <li>▪ Crime Free Lease Addendum</li> <li>▪ Daily activity reports</li> <li>▪ Trespass Enforcement Program</li> <li>▪ Trespass signs</li> <li>▪ Annual Crime Free Lease Addendum inspection</li> <li>▪ Landscaping to the 2'/6' Rule</li> <li>▪ Criminal Background Checks (STRONGLY recommended, but optional)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Online training for: <ul style="list-style-type: none"> <li>· Leasing agents</li> <li>· Maintenance supervisor and staff</li> </ul> </li> <li>▪ Basic CPTED requirements <ul style="list-style-type: none"> <li>· Deadbolts with 1" inch throw</li> <li>· 3" strike plate screws</li> <li>· Window and sliding door locks</li> </ul> </li> <li>▪ Biennial property Inspection</li> <li>▪ Quarterly publication or website</li> <li>▪ Annual community social/ training event</li> </ul>	<p>Meet remainder of CPTED requirements:</p> <ul style="list-style-type: none"> <li>▪ Uniform lighting (table)</li> <li>▪ Solid core doors</li> <li>▪ 180° eye viewer</li> <li>▪ Legible apartment/building numbers</li> <li>▪ Illuminated directory at entrance(s)</li> </ul>

NOTE: Training certificates are for the individual and Participation certificates are for the property.

### BASIC (Level 1) Requirements:

- Management/owner **must** sign a Memorandum of Agreement (MOA) with the Chandler Police Department outlining their agreement to participate in the Chandler C<sup>3</sup> Program.
- The **property manager and assistant manager** must understand the Chandler C3 Program Handbook and various references and resources offered.
- The **property manager and assistant manager** must pass the online Chandler C<sup>3</sup> Program certification test with an 80% or greater. At that time, a certificate of completion is issued to the manager and assistant manager (not the property) and is good for **one** year.
- Note: Once Level 1 is attained, any new managers/owners must have an understanding of the Chandler C<sup>3</sup> Program Handbook and pass the online test with an 80% or greater proficiency within 30 calendar days of the start of their employment. The community **must** utilize a Crime Free Lease Addendum, and it **must** be signed by **each** person listed on the lease.
- The community **must** participate in the Chandler Police Department's Trespass Enforcement Program.
- The community **must** post crime deterrent signs throughout the property.
- Pass an annual inspection on the use of the Crime Free Lease Addendum (5% of occupancy files or a minimum of four files are randomly inspected).
- Although background checks are not required, it is strongly encouraged that they be conducted on all applicants.

### Benefits of Achieving the BASIC Level:

- C<sup>3</sup> Program references and resources available in the handbook, online, and through the Crime Prevention Officer.
- Work as a team with the Chandler Police Department and implement crime fighting tools.
- Daily activity reports are emailed to the owner/property manager when criminal activity is reported on the property.
- Free and expedited police reports for abatement and enforcement.
- The property is listed on the Chandler Police Department website as a Level 1 participating community.

- Use of the Chandler C<sup>3</sup> Program logo in marketing.
- The property is provided a *Participation* certificate that can be utilized in the leasing office to show the community meets all the requirements of Level 1 in the Chandler C<sup>3</sup> program.
- The owner/manager is provided a certificate of completion for the online training, renewed annually.
- An on-site preliminary CPTED inspection is conducted of the property by a Chandler Police Department Crime Prevention Officer. The officer will utilize a checklist and walk the property with a member of management and maintenance to determine what changes or enhancements are needed for the property to move to Level 2 and/or Level 3 in the Chandler C<sup>3</sup> Program.

## INTERMEDIATE (Level 2) Requirements:

- Property must meet all Level 1 requirements.
- The **manager, assistant manager, maintenance supervisor and staff, and leasing agents** must have an understanding of the Chandler C<sup>3</sup> Program Handbook and various references and resources offered.
- The **manager, assistant manager, maintenance supervisor and staff, and leasing agents** must pass the online Chandler C<sup>3</sup> Program certification test with an 80% or greater proficiency. At that time, a certificate of completion is issued to the assistant manager, maintenance supervisor, and leasing agents (not the property) and is good for **two** years.  
*Note: Once Level 2 is attained, any **new** assistant manager, maintenance supervisor and staff, or leasing agents must have an understanding of the Chandler C<sup>3</sup> Program Handbook and pass the online test with an 80% or greater proficiency within 30 calendar days of the start of their employment.*
- Meet basic CPTED requirements:
  - Deadbolts on all exterior doors with at least a 1" throw
  - Strike plates installed with 2"-3" screws and into the door frame
  - Secondary locks on all windows and sliding doors
- Establish and maintain a method of quarterly communication with the residents, either by e-mail, newsletter, flyer, or website.
- Pass a biennial inspection on the use of the Crime Free Lease Addendum (5% of occupancy files or a minimum of four files are randomly inspected).

*Note: At a minimum, the Chandler Police Department Crime Prevention Unit publishes a quarterly newsletter; in addition, there is a variety of crime prevention literature and resources available at: [www.chandlerazpd.gov](http://www.chandlerazpd.gov). Proof of resident distribution will be provided to your Crime Prevention Officer during the annual inspection. Keep a file to store all your C<sup>3</sup> documents and quarterly communication.*

## Benefits of Achieving the INTERMEDIATE Level:

- C<sup>3</sup> Program reference and resources available in the handbook, online, and with the Crime Prevention Officer.
- Work as a team with the Chandler Police Department and implement crime fighting tools.
- Daily activity reports emailed to the property manager.
- Free and expedited police reports for abatement and enforcement.
- Use of the Chandler C<sup>3</sup> Program logo in marketing.
- The property is listed on the Chandler Police Department website as a Level 2 participating community.
- The property is provided a *Participation* certificate that can be utilized in the leasing office to show the community meets all the requirements of Level 2 in the Chandler C<sup>3</sup> program.
- The assistant manager, leasing agents, maintenance supervisor, and staff are provided a certificate of completion for the online training that is good for **two** years.

## ADVANCED (Level 3) Requirements:

- Property must meet all Level 1 and Level 2 requirements.

- The multi-family community must be in compliance with **all** CPTED requirements as outlined on the checklist (Appendix G).

#### Benefits of Achieving the **ADVANCED Level**:

- C<sup>3</sup> Program reference and resources available in the handbook, online, and with the Crime Prevention Officer.
- Work as a team with the Chandler Police Department and implement crime fighting tools.
- Daily activity reports e-mailed to the property manager.
- Free and expedited police reports for abatement and enforcement.
- Use of the Chandler C<sup>3</sup> Program logo in marketing.
- Pass a biennial inspection on the use of the Crime Free Lease Addendum (5% of occupancy files or a minimum of four files are randomly inspected).
- The property is listed on the Chandler Police Department website as a Level 3 and “Fully Certified” community.
- The property is provided a “Fully Certified” *Participation* certificate that can be utilized in the leasing office to show the community meets all the requirements of the Chandler C<sup>3</sup> program, including a full CPTED certification.

### C3 Program for Mobile Home Park (MHP) Communities

	BASIC Level 1	INTERMEDIATE Level 2	ADVANCED Level 3
<b>C3 Program</b>	<ul style="list-style-type: none"> <li>▪ Online training for Owner/Manager/Assistant Manager</li> <li>▪ Memorandum of Agreement</li> <li>▪ Crime Free Lease Addendum</li> <li>▪ Daily activity reports</li> <li>▪ Trespass Enforcement Program</li> <li>▪ Trespass signs</li> <li>▪ Annual Crime Free Lease Addendum inspection</li> <li>▪ Landscaping to the 2’/6’ Rule</li> <li>▪ Criminal Background Checks (STRONGLY recommended, but optional)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Online training for:               <ul style="list-style-type: none"> <li>· Leasing agents</li> <li>· Maintenance supervisor and staff</li> </ul> </li> <li>▪ Biennial property Inspection</li> <li>▪ Quarterly publication or website</li> <li>▪ Annual community social/training event</li> </ul>	Meet remainder of CPTED requirements: <ul style="list-style-type: none"> <li>▪ Uniform lighting (table)</li> <li>▪ Legible unit numbers</li> <li>▪ Illuminated directory at entrance(s)</li> </ul>

NOTE: Training certificates are for the individual and Participation certificates are for the property.

#### MHP BASIC (Level 1) Requirements:

- Management/owner **must** sign a Memorandum of Agreement (MOA) with the Chandler Police Department outlining their agreement to participate in the Chandler C<sup>3</sup> Program.
- The **property manager and assistant manager** must have an understanding of the Chandler C3 Program Handbook and various references and resources offered.
- The **property manager and assistant manager** must pass the online Chandler C<sup>3</sup> Program certification test with an 80% or greater. At that time, a certificate of completion is issued to the manager (not the property) and is good for **one** year.
- *Note: Once Level 1 is attained, any new managers/owners must have an understanding of the Chandler C<sup>3</sup> Program Handbook and pass the online test with an 80% or greater proficiency within 30*

*calendar days of the start of their employment.* The community **must** utilize the Crime Free Lease Addendum, and it **must** be signed by **each** person listed on the lease.

- The community **must** participate in the Chandler Police Department's Trespass Enforcement Program.
- The community **must** post crime deterrent signs throughout the property.
- Pass an annual inspection on the use of the Crime Free Lease Addendum (5% of occupancy files or a minimum of four files are randomly inspected).
- Although background checks are not required, it is strongly encouraged that they be conducted on all applicants.

#### Benefits of Achieving the MHP BASIC Level:

- C<sup>3</sup> Program references and resources available in the handbook, online, and through the Crime Prevention Officer.
- Work as a team with the Chandler Police Department and implement crime fighting tools.
- Daily activity reports are e-mailed to the owner/property manager when criminal activity is reported on the property.
- Free and expedited police reports for abatement and enforcement.
- The property is listed on the Chandler Police Department website as a Level 1 participating community.
- Use of the Chandler C<sup>3</sup> Program logo in marketing.
- The property is provided a *Participation* certificate that can be utilized in the leasing office to show the community meets all the requirements of Level 1 in the Chandler C<sup>3</sup> program.
- The owner/manager is provided a certificate of completion for the online training, renewed annually.
- An on-site preliminary CPTED inspection is conducted of the property by a Chandler Police Department Crime Prevention Officer. The officer will utilize a checklist and walk the property with a member of management and maintenance to determine what changes or enhancements are needed for the property to move to Level 2 and/or Level 3 in the Chandler C<sup>3</sup> Program.

#### MHP INTERMEDIATE (Level 2) Requirements:

- Property must meet all Level 1 requirements.
- The **manager, assistant manager, maintenance supervisor and staff, and leasing agents** must have an understanding of the Chandler C<sup>3</sup> Program Handbook and various references and resources offered.
- The **manager, assistant manager, maintenance supervisor and staff, and leasing agents** must pass the online Chandler C<sup>3</sup> Program certification test with an 80% or greater proficiency. At that time, a certificate of completion is issued to the assistant manager, maintenance supervisor, and leasing agents (not the property) and is good for **two** years.  
*Note: Once Level 2 is attained, any **new** assistant manager, maintenance supervisor and staff, or leasing agents must have an understanding of the Chandler C<sup>3</sup> Program Handbook and pass the online test with an 80% or greater proficiency within 30 calendar days of the start of their employment.*
- Establish and maintain a method of quarterly communication with the residents, either by email, newsletter, flyer, or website.
- Pass a biennial inspection on the use of the Crime Free Lease Addendum (5% of occupancy files or a minimum of four files are randomly inspected).

*Note: At a minimum, the Chandler Police Department Crime Prevention Unit publishes a quarterly newsletter; in addition, there is a variety of crime prevention literature and resources available at: [www.chandlerazpd.gov](http://www.chandlerazpd.gov).* Proof of resident distribution will be provided to your Crime Prevention Officer during the annual inspection. Keep a file to store all your C<sup>3</sup> documents and quarterly communication.

#### Benefits of Achieving the MHP INTERMEDIATE Level:

- C<sup>3</sup> Program reference and resources available in the handbook, online, and with the Crime Prevention Officer.
- Work as a team with the Chandler Police Department and implement crime fighting tools.

- Daily activity reports emailed to the property manager.
- Free and expedited police reports for abatement and enforcement.
- Use of the Chandler C<sup>3</sup> Program logo in marketing.
- The property is listed on the Chandler Police Department website as a Level 2 participating community.
- The property is provided a *Participation* certificate that can be utilized in the leasing office to show the community meets all of the requirements of Level 2 in the Chandler C<sup>3</sup> program.
- The assistant manager, leasing agents, maintenance supervisor, and staff are provided a certificate of completion for the online training that is good for **two** years.

### MHP ADVANCED (Level 3) Requirements:

- Property must meet all Level 1 and Level 2 requirements.
- The multi-family community must be in compliance with **all** CPTED requirements as outlined on the checklist (Appendix G).

### Benefits of Achieving the MHP ADVANCED Level:

- C<sup>3</sup> Program reference and resources available in the handbook, online, and with the Crime Prevention Officer.
- Work as a team with the Chandler Police Department and implement crime fighting tools.
- Daily activity reports e-mailed to the property manager.
- Free and expedited police reports for abatement and enforcement.
- Use of the Chandler C<sup>3</sup> Program logo in marketing.
- Pass a biennial inspection on the use of the Crime Free Lease Addendum (5% of occupancy files or a minimum of four files are randomly inspected).
- The property is listed on the Chandler Police Department website as a Level 3 and “Fully Certified” community.
- The property is provided a “Fully Certified” *Participation* certificate that can be utilized in the leasing office to show the community meets all of the requirements of the Chandler C<sup>3</sup> program, including a full CPTED certification.

### Program Renewal Requirements

The renewal requirements are simple.

- Individual: Based upon the desired level, the community manager/owner, assistant manager, maintenance supervisor, and/or leasing agents are certified every one or two years by retaking the online course.
- Property: Property must maintain minimum program requirements for level of participation (ex. Crime Free Lease Addendum, Trespass Enforcement Program, etc.).

### Memorandum of Agreement

The Chandler C<sup>3</sup> Program is only effective when the Chandler Police Department is working together in partnership with our multi-family housing communities. Together, we can reduce crime, provide a safer environment, increase the overall quality of life, and improve your client density and longevity. It is the mission of the Chandler Police Department *“To maintain a safe, vibrant community through meaningful engagement and continuous organizational improvement..”*

The Memorandum of Agreement is a written commitment of the partnership that states the requirements of the program. The agreement is signed prior to receiving Level 1 property certificates. A copy of the Memorandum of Agreement is available in Appendix A.

## Crime Free Lease Addendum to Application

The Crime Free Lease Addendum is a vital part of the Chandler C<sup>3</sup> Program and illustrates an effort to keep illegal activity off rental properties. The Crime Free Lease Addendum was developed to give reasonable notice to new residents (at the time they enter into the rental agreement) about activities or behaviors that contradict community rules, regulations, lease agreements, or state statutes. The Crime Free Lease Addendum is a civil contract between a managed property/landlord and tenant whereby, prior to taking occupancy, the rental applicant agrees to abide by the rules of the community and not to participate in or allow criminal activity to occur on or near the property. The Crime Free Lease Addendum is one of the tools used to make this program successful. Use of the Crime Free Lease Addendum was expanded with the revision of A.R.S. §33-1368. This document is available in English and Spanish in Appendix B and Appendix C.

To qualify as a program participant, the property **must** utilize the Crime Free Lease Addendum and it **must** be signed by all adults listed on the lease. You may want to attach the lease addendum to the top of each application you provide to prospective tenants so they have a chance to read it **BEFORE** completing the rest of the application. It is important that you are consistent in this practice with everyone interested in renting at your community. Advising your prospective tenants that you utilize and enforce the addendum and conduct background checks may deter a criminal element from applying. If the application and background checks are clear and you extend the invitation to rent, you **must** have them formally sign the Crime Free Lease Addendum. The Crime Free Lease Addendums are located in the back of this handbook (Appendix B for English and Appendix C for Spanish.)

## Helpful Hints

The application: Before accepting the application from the prospective tenant, look it over and ask yourself...

Is it complete?

What did the applicant write?

Does the information make sense?

If incomplete, the applicant may have disqualified themselves. If they are not willing to initial or sign ALL parts of the application, you may not need to go any further with the process. Follow your management policy as it pertains to proof of identification when completing an application.

The **Fair Housing Act** protects the following seven classes:

- |             |                    |                      |
|-------------|--------------------|----------------------|
| 1. Race     | 4. Sex             | 7. Disabled/Handicap |
| 2. Religion | 5. National Origin |                      |
| 3. Color    | 6. Familial Status |                      |

You may not discriminate against a prospective tenant or resident for any of the above reasons; however, a criminal history is not one of them. Providing written rental criteria to prospective renters up front will save you time and allow the applicant to prescreen themselves and save them any fees. Remember, as long as you use the same procedure for ALL applicants, you are being fair.

As a matter of **safety**, it is important you have a procedure to follow when you are showing an apartment and the property grounds to a prospective tenant. Ask for a valid Driver's License or other acceptable form of government-issued identification, and verify the photo is the prospective tenant. If you are showing an apartment, photocopy their identification and leave it in a known, safe place in your office. Also, notify an employee that is working on the property that you are showing a prospective tenant a specific apartment and the grounds. This information can become very important if something were to happen to you while showing the property to this person. **THINK SAFETY!**

## Criminal History/Background Checks

Property owners and community managers are not required, but are strongly encouraged, to conduct criminal history/background checks on prospective tenants. There are several options available to you, but the Chandler Police Department does not recommend or endorse any companies. It is up to you and your

owner/management company to choose the right screening company to meet your rental criteria needs.

**NOTE:** When you get felony history, consider the criminal charge. A felony bad check writer does not necessarily constitute a bad tenant; however, a misdemeanor possession of drugs or domestic violence charge may! It is up to you to identify what you want to consider and what your company is willing to risk. You should consult with an attorney that specializes in Multi-Family Housing law to help establish rental criteria and a policy on tenant screening.

## Trespass Enforcement Program

The rental property is required to participate in the Chandler Police Trespass Enforcement Program. The program is renewed *annually* and consists of three parts:

- 1) Agreeing to and signing the terms of the Trespass Enforcement Request
- 2) Posting highly visible “No Trespassing” signs at the entryways.
- 3) Maintaining an on-site Trespass Enforcement Warning Log

NOTE: Trespass Enforcement only applies to common areas of the property such as offices, community centers, parking lots, retention basins, parks, playgrounds, and pools. If a subject cannot prove a nexus to the property or resident at the property, the subject will be trespassed by the Chandler Police Department on behalf of the property owner/management team as outlined in the Trespass Enforcement Request agreement.

Once the Trespass Enforcement Request is signed by the property owner/manager, it authorizes officers of the Chandler Police Department to act as agents of the property owner/manager to enforce the provisions of A.R.S. §13-1502 - Trespassing. Officers of the Chandler Police Department are specifically authorized to make reasonable requests to leave of any persons in or on the premises at a time or in a place wherein the premises are not open to the public, or if the subject does not have a nexus to the property. Furthermore, the officers are authorized to act as agents of the property owner/manager to arrest and prosecute any persons who refuse a reasonable request to leave given by the officers. A reasonable request to leave may be made in person or by the posted “**NO TRESPASSING**” signs, which gave reasonable notice prohibiting entry on to the property. The property owner/manager is also required to maintain a Trespass Enforcement Warning Log. It documents the subject’s name, date of birth, physical description, date/time of incident, report number, and investigating officer.

NOTE: The statement “**Violators will be prosecuted under A.R.S. §13-1502**” must be printed on the sign, in both English and Spanish. Signs must be placed at entryways and be highly visible.

(Trespass Enforcement documents are available in Appendix D and Appendix E.)

## Resident Communication

Communication with all interested parties is the key tool to the success of this program. Since multi-family housing residency is highly transient, it is difficult to get everyone, all at once, to an annual safety and crime prevention meeting. To ensure the lines of communication are open, a method of communication must be established by the property owner/manager at least on a quarterly basis. The communication can be in the form of a flyer, newsletter, email, or website. The goal is to share up-to-date information with your communities on topics of safety and current criminal trends specific to the area, and to offer crime prevention information, resources, and tools, all of which lend to the improvement of general awareness, quality of life, and crime reduction.

Proof of communication must be provided to your Crime Prevention Officer at the time of inspection.

NOTE: *The Chandler Police Department publishes a variety of crime prevention literature that is available on [www.Chandlerazpd.gov](http://www.Chandlerazpd.gov). Feel free to download the literature for distribution.*

## Daily Report of Calls for Police Service

The Daily Report of Calls for Police Service is a tool for the property owner or community manager to aid in establishing cause for violations of the Crime Free Lease Addendum. Without this information, it is difficult to know which tenants are committing crimes, therefore, affecting an eviction. The report will also help to establish violations of the community Rules and Regulations, therefore, serving the appropriate non-compliance notices. It is highly encouraged that you obtain a copy of the police report and check with your legal representative prior to taking any eviction action.

The property owner/manager is e-mailed a list calls for service daily. The calls for service will show all crime related activity and some quality-of-life topics occurring at the property address for the previous 24 hours.

The following information is included in the report:

Report Number	Date/Time	Call Type	Location
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After reviewing the calls for service, the property owner/manager can request additional information from their Crime Prevention Officer or the Crime Prevention Specialist to determine if a police report request is necessary to support the Crime Free Lease Addendum eviction process. (The Crime Prevention Unit contact information is included at the end of this manual.)

## Property Inspection

The property inspection is one way for the Crime Prevention Officers to assess adherence to the Chandler C<sup>3</sup> Program. This inspection will cover some administrative requirements, security, lighting, and resident communication. It is conducted at least once during the certification period. This is an opportunity for the Crime Prevention Officer to meet with the owner/management team to discuss any matters related to the Chandler C<sup>3</sup> Program and ensure compliance with program level requirements. The Crime Prevention Officer will complete the C<sup>3</sup> Program Inspection form and provide/e-mail a copy for the property's records. Based upon the inspection, the Crime Prevention Officer determines the programmatic level of compliance and will adjust it, if necessary. Depending on the nature and severity of the non-compliance, the property may be placed on probation; and the owner/management team will be provided a reasonable amount of time to correct the noted deficiencies to maintain their current program level requirements. If a property fails to meet the program level requirements by the provided compliance date, the property will be removed from the program, or the level of compliance will be adjusted. (The program inspection checklist is available in Appendix F.)

## Program Non-Compliance Terms

Chandler C<sup>3</sup> Program participants are placed on probation if they do not meet the terms outlined in the Memorandum of Agreement and/or the program level requirements. The probationary period is a reasonable amount of time for the owner/management team to correct the noted deficiencies to meet the program requirements. The Crime Prevention Officer will work with the owner/management team and guide them through the probationary period. If the owner/manager chooses not to correct the deficiencies, continuously fails to maintain program level requirements, or simply does not want to participate in the program any longer, the Crime Prevention Officer will decertify the community, reduce their level, and remove the property from the C<sup>3</sup> Program. C<sup>3</sup> Program signs and certificates shall be returned to the Chandler Police Department within 30 days of the program termination.

## Probation Periods

The following are examples of the Chandler C<sup>3</sup> Program Non-Compliance Terms and the appropriate probationary periods. This is not intended to be an all-inclusive list, and the Crime Prevention Officer may observe other non-compliance issues not listed below.

### Fourteen (14) Calendar Day Probation

- Crime Free Lease Addendum
- Chandler C<sup>3</sup> Program property certificates posted
- Trespass Enforcement Participation
- Graffiti removal
- Hazard Removal
- Landscape maintenance
- Cleanliness

### Thirty (30) Calendar Day Probation

- Failure to abate criminal activity
- Required owner, management, or staff training
- CPTED standards
- Landscape standards
- Lighting repairs/replacements
- Failure to issue required security devices
- No resident communication device
- Failure to display trespass/participation signs

## Signs

Program signs are designed for display on a post, gate, wall, or side of building to show that your community is participating in the Chandler C<sup>3</sup> Program. The signs are copyrighted and can only be ordered at a small cost through the Chandler Police Department Crime Prevention Unit. When the property owner/manager obtains the desired level of the C<sup>3</sup> Program, they must complete and submit the sign application (Appendix H) for Chandler C<sup>3</sup> signs to their Crime Prevention Officer or the Crime Prevention Unit Specialist.

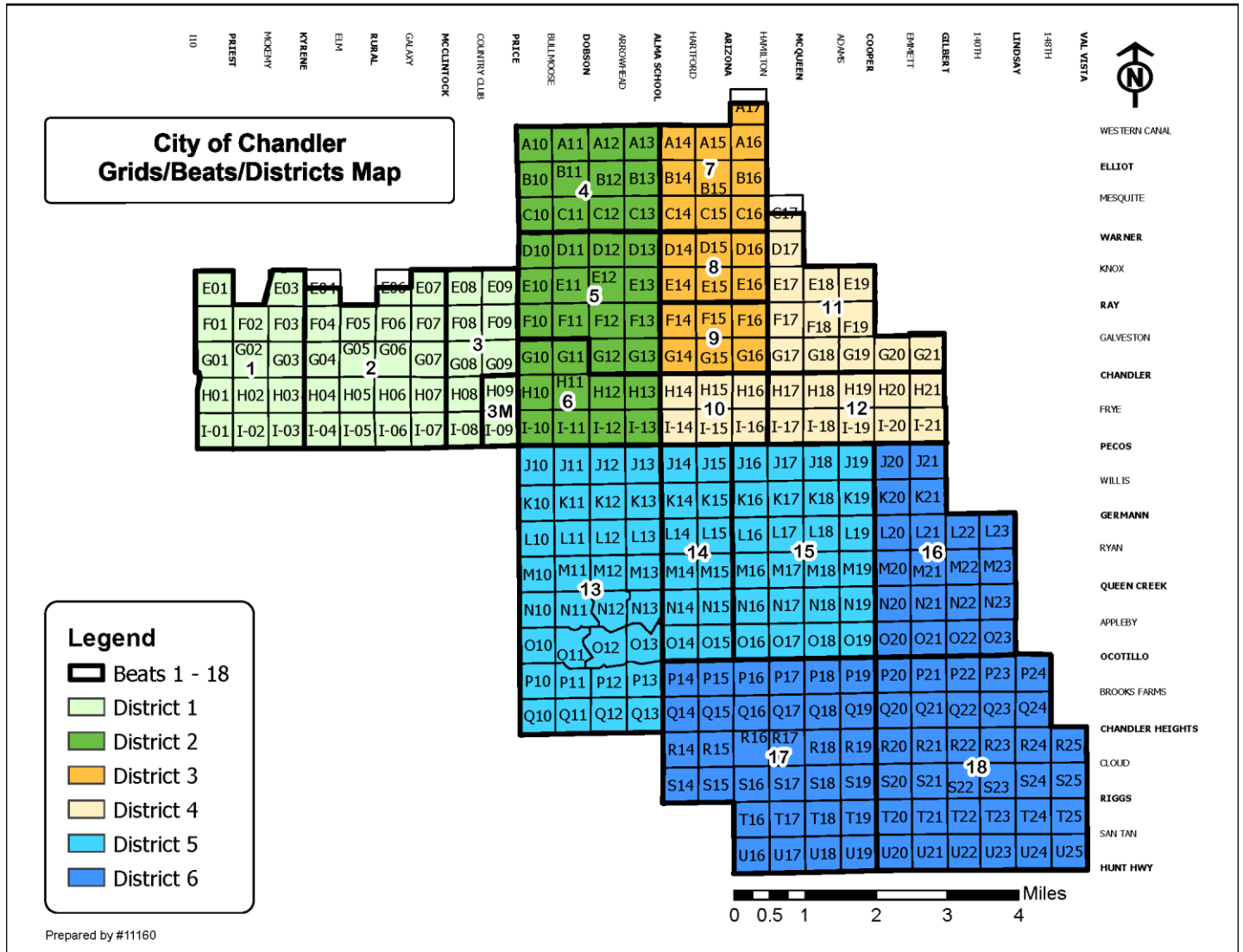
# Chandler C<sup>3</sup> Program Contact and Information

## Crime Prevention Unit:

[C3.Program@chandleraz.gov](mailto:C3.Program@chandleraz.gov)

480-782-4960

## Precinct Map:



Precincts: **West** = Beats 1-6      **Main** = Beats 7-12      **South** = Beats 13-18

## Resources:

Chandler Police Department

<http://chandlerazpd.gov/>

Chandler Police Crime Prevention

<http://chandlerazpd.gov/safety/>

Landlord Tenant Act

<https://housing.az.gov/arizona-residential-landlord-tenant-act>

Chandler City Codes

[https://www.municode.com/library/az/chandler/codes/code\\_of\\_ordinances](https://www.municode.com/library/az/chandler/codes/code_of_ordinances)

Chandler Neighborhood Preservation

<https://www.chandleraz.gov/residents/neighborhood-resources/neighborhood-preservation>

Arizona Revised Statutes

<https://www.azleg.gov/arstitle/>

Arizona - Fair Housing Act

<https://housing.az.gov/general-public/fair-housing>

What's going on around the neighborhood?

<https://communitycrimemap.com/>

Maricopa County Warrants

<https://www.mcso.org/i-want-to/warrant-lookup>

## C<sup>3</sup> Program Memorandum of Agreement

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In consideration for the use of the Chandler C<sup>3</sup> Program signs and certificates posted in our community, the use of the C<sup>3</sup> logo in our marketing, and posting of the community on the Chandler Police website, we understand the terms and agree to the requirements of the Chandler C<sup>3</sup> Program as set forth herein:

- 1) \_\_\_\_\_ Owners/ management of the rental property must notify the Chandler Police Department's Crime Prevention Unit (480-782-4960) within fourteen (14) calendar days of any staff changes.
- 2) \_\_\_\_\_ Participation in the Chandler C<sup>3</sup> Program alone is not an express or implied guarantee that a property is "free of crime."
- 3) \_\_\_\_\_ The use of the C<sup>3</sup> signs, logo, and certificates are granted by the Chandler Police Department, and permission to post the C<sup>3</sup> signs, logo, or certificates can be revoked if the property is in non-compliance with the Chandler C<sup>3</sup> Program.
- 4) \_\_\_\_\_ C<sup>3</sup> signs, logo, and certificates remain the sole property of the Chandler Police Department. C<sup>3</sup> signs shall not be altered, changed, added to, or modified in any way.
- 5) \_\_\_\_\_ If the property owner/ manager, its agents or Management Company are not in compliance with the Chandler C<sup>3</sup> Program, the use of all signs, logos or certificates, and any claims of participation in or affiliation to the Chandler C<sup>3</sup> Program shall be discontinued immediately.
- 6) \_\_\_\_\_ Property owners/ managers agree to comply with Chandler C<sup>3</sup> Program training requirements within thirty (30) calendar days of employment and to re-certify every year or two years, as applicable, thereafter in order to maintain property certification at desired program levels.
- 7) \_\_\_\_\_ The property owner/manager or designee must have knowledge of Chandler Police Department related activity at the property for their level of participation. All levels will receive automated calls for service e-mails sent daily to the contact on file to assist the property in enforcing the Crime Free Lease Addendum.
- 8) \_\_\_\_\_ Property owner/management agree to utilize the Crime Free Lease Addendum to serve appropriate eviction or non-compliance notices based upon police generated reports, and to cooperate with police officers, detectives, and Chandler Crime Prevention Officers in all police investigations and service of warrants on the property.
- 9) \_\_\_\_\_ Property owner/management agree to maintain the outlined CPTED standards based on level of Chandler C<sup>3</sup> Program participation: Level 1 (Landscaping); Level 2 (Level 1 plus Security Mechanisms); and Level 3 (Level 2 plus Lighting).
- 10) \_\_\_\_\_ If participation in the Chandler C<sup>3</sup> Program is terminated for any reason, the property owner/ management is required to return to the Chandler Police Department all program signs and property certificates associated with the Chandler C<sup>3</sup> Program within 30 calendar days after termination from the program. Failure of the owner/management to so return all program signs and property certificates within the 30-day period or upon request expressly authorizes the Chandler Police Department to enter the common areas of the property to confiscate said items. The City of Chandler is not responsible for consequential damages resulting from such confiscation.

Property Name: \_\_\_\_\_

Address: \_\_\_\_\_

Manager/Owner Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Crime Prevention Officer: \_\_\_\_\_ Date: \_\_\_\_\_

This agreement will remain in effect until \_\_\_\_\_ unless otherwise amended.

## Appendix B – Crime Free Lease Addendum (English)

In consideration for the execution or renewal of a lease of the dwelling unit identified in the lease, Manager or Owner and Resident agree as follows:

Resident, any member(s) of the resident's household, guest, or any other person affiliated with the resident, at or near the resident premises:

\_\_\_\_\_ 1. Shall not engage in criminal activity, including drug-related criminal activity, on or near the said premises. "Drug related criminal activity" means the illegal manufacture, sale, distribution, use, or possession with intent to manufacture, sell, distribute, or use an illegal or controlled substance (as defined in Section 102 of the Controlled Substance Act [21 U.S.C. 802]).

\_\_\_\_\_ 2. Shall not engage in any act intended to facilitate criminal activity.

\_\_\_\_\_ 3. Shall not permit the dwelling unit to be used for, or to facilitate criminal activity.

\_\_\_\_\_ 4. Shall not engage in the unlawful manufacturing, selling, using, storing, keeping, or giving of an illegal or controlled substance as defined in A.R.S. §13-3451, at any locations, whether on or near the dwelling unit premises.

\_\_\_\_\_ 5. Shall not engage in any illegal activity, including, but not limited to prostitution as defined in A.R.S. §13-3211, criminal street gang activity as defined in A.R.S. §13-105 and A.R.S. §13-2308, threatening or intimidating as prohibited in A.R.S. §13-1202, assault as prohibited in A.R.S. §13-1203, including but not limited to the unlawful discharge of a weapon, on or near 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 A.R.S. §33-1368.

\_\_\_\_\_ 6. *VIOLATION 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 violation, and a material and irreparable non-compliance. It is understood that a single violation shall be good cause for immediate termination of the lease under A.R.S. §33-1377, as provided in A.R.S. §33-1368. Unless otherwise provided by law, proof of violation shall not require a criminal conviction, but shall be by a preponderance of the evidence.

\_\_\_\_\_ 7. In case of conflict between the provisions of this addendum and any other provisions of the lease, the provisions of this addendum shall govern. I hereby authorize management to use all police generated reports as direct evidence in all eviction hearings against me.

\_\_\_\_\_ 8. This LEASE ADDENDUM is incorporated into the lease executed or renewed this day between Manager or Owner and Resident.

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Property Manager's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Property

## Appendix C – Crime Free Lease Addendum (Spanish)

En consideración para la ejecución o la renovación de un contrato de arrendamiento de la unidad de vivienda identificada en el contrato de arrendamiento, gerente o propietario y residente de acuerdan lo siguiente: residentes, cualquier miembro de la familia del residente, un invitado u otra persona afiliada con el residente, en o cerca de los residentes locales:

\_\_\_\_\_ 1. No deberán participar en actividades criminales, incluyendo actividad criminal relacionada con las drogas, en o cerca de las instalaciones de dicho. «Drogas relacionadas con actividades delictivas» significa la fabricación ilegal, venta, distribución, uso o posesión con intención de fabricar, vender, distribuir o utilizar un ilegal o sustancia controlada (como se define en el artículo 102 de la ley de sustancias controladas [21 U.S.C. 802]).

\_\_\_\_\_ 2. No podrá participar en cualquier acto destinado a facilitar la actividad criminal.

\_\_\_\_\_ 3. No permitirá que la unidad de vivienda para ser utilizada para, o para facilitar la actividad criminal.

\_\_\_\_\_ 4. No deberán participar en la fabricación ilegal, venta, usar, almacenar, mantener o dando un ilegal o sustancia controlada según se define en A.R.S. §13-3451, en cualquier ubicación, ya sea en o cerca de la unidad de vivienda locales.

\_\_\_\_\_ 5. Será no participar en ninguna actividad ilegal, incluyendo pero no limitado a la prostitución como se define en A.R.S. §13-3211, actividad de pandilla callejera delictiva tal como se define en A.R.S. §13-105 y A.R.S. §13-2308, amenazar o intimidar como prohibido en A.R.S. §13-1202, asalto como prohibido en A.R.S. §13-1203, incluyendo pero no limitado a la descarga ilegal de un arma, en o cerca de la vivienda locales unidad , o cualquier otro incumplimiento del contrato que de lo contrario pone en peligro la salud, seguridad y bienestar del propietario, su agente o inquilino o que implican daños a la propiedad grave inminente o real, como se define en A.R.S. §33-1368.

\_\_\_\_\_ 6. *Violación de las disposiciones anteriores será una violación MATERIAL e IRREPARABLE del arrendamiento y buena causa para la terminación inmediata del arrendamiento.* Una sola violación de cualquiera de las disposiciones de este apéndice agregado se considerará una infracción grave y un material e incumplimientos irreparables. Se entiende que una sola violación será causa para la terminación inmediata del contrato de arrendamiento bajo A.R.S. §33-1377, como se indica en A.R.S. §33-1368. Salvo disposición en contrario por la ley, prueba de la violación no exigirá una condena penal, pero será por una preponderancia de la evidencia.

\_\_\_\_\_ 7. En caso de conflicto entre las disposiciones de este anexo y disposiciones del contrato de arrendamiento, se regulan por las disposiciones de este anexo. Autorizo a gestión con todos los informes de policía generado como evidencia directa en todas las audiencias de desalojo contra mí.

\_\_\_\_\_ 8. Este anexo de contrato de arrendamiento se incorpora en el contrato ejecutado o renovó este día entre el gerente o propietario y residente.

\_\_\_\_\_  
Fecha de la firma residente

\_\_\_\_\_  
fecha

\_\_\_\_\_  
Fecha de la firma residente

\_\_\_\_\_  
fecha

\_\_\_\_\_  
Fecha de firma del administrador de propiedad

\_\_\_\_\_  
fecha

\_\_\_\_\_  
Nombre de la propiedad

## Appendix D – C<sup>3</sup> Trespass Enforcement Request

*This letter is a legal document and cannot be altered in any way.  
PLEASE PRINT LEGIBLY*



### TRESPASS ENFORCEMENT REQUEST

**TO:** Chief of Police, Chandler Police Department

**FROM:** Name of lawful representative \_\_\_\_\_

Mailing Address \_\_\_\_\_ Suite/Unit # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ Cell (\_\_\_\_\_) \_\_\_\_\_

E-mail \_\_\_\_\_ \* **REQUIRED**

I am the: ☐ Owner ☐ Manager ☐ Other (specify): \_\_\_\_\_

I, \_\_\_\_\_, as the owner or person having lawful control of

**BUSINESS / PROPERTY NAME:** \_\_\_\_\_

**LOCATED AT (street address only; no intersections):** \_\_\_\_\_,

hereby authorize the Chandler Police Department and its officers to act as my agents in enforcing the provisions of A.R.S. §13-1502. Officers of the Chandler Police Department are specifically authorized to make reasonable requests to leave of any persons in or on the premises at a time or in a place wherein the premises are not open to the public or have a nexus to the property. Furthermore, the officers are authorized to act as agents of the owner in arresting and prosecuting any persons who refuse a reasonable request to leave given by the officers.

Reasonable requests to leave may be made in person or by posting **"NO TRESPASSING" signs**, which give reasonable notice prohibiting entry on your property. The statement **Violators will be prosecuted under A.R.S. §13-1502** must be printed on the sign, preferably in both English and Spanish. Signs must be placed at entryways and be highly visible.

The undersigned agrees to cooperate fully in the prosecution of persons subsequently arrested for violations occurring on the premises and certifies that he/she is the owner or person having lawful control over the premises listed above.

This authorization is in effect for one year from the date received by the Chandler Police Department. **The undersigned owner agrees to notify Chandler Police Department in writing when this authority is revoked or amended and any change in contact information.**

For emergency contact purposes, I can be reached **by phone after hours** at \_\_\_\_\_, or **by phone during normal business hours** at \_\_\_\_\_.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**After completing this form, SEND ORIGINAL to:**

**Chandler Police Department**

Attn: Crime Prevention

Mail Stop 303M

P.O. Box 4008

Chandler, AZ 85224-4008

**ADMINISTRATION USE ONLY  
DO NOT WRITE IN THIS BOX**

District: \_\_\_\_\_

Date received: \_\_\_\_\_

Date expires: \_\_\_\_\_

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

## Appendix E – C<sup>3</sup> Trespass Enforcement Log



THE FOLLOWING PERSONS ARE TRESPASSED FROM THE PROPERTY OF:

PROSECUTION FOR TRESPASS IS DESIRED BY:

NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_ BUSINESS PH: \_\_\_\_\_

Subject Name	DOB	Physical Description	Date/Time	GO# / Ofc Name / Badge

NOTICE TO BUSINESS EMPLOYEES: Keep this form in a safe place; make it available to the Police Officer responding to your call. **DO NOT POST IT WHERE THE PUBLIC CAN SEE IT.**

## Appendix F – Program Inspection Checklist

The inspection will consist of 5% of the occupancy or four files/units.

BASIC – Level 1			
Yes	No	Item	Notes
		Training requirements for level	
		Uses Crime Free Lease Addendum	
		Participates in Trespass Enforcement Program	
		Trespass signs posted	
		Abates criminal activity	
		Displays C <sup>3</sup> Program sign	
		Landscaping (2'/6' Rule)	
		Overall cleanliness	
		Removal of graffiti and hazards	
INTERMEDIATE – Level 2			
Yes	No	Item	Notes
		Training requirements for level	
		Deadbolts installed on all exterior with 1" throw	
		Strike plates installed with 3" screws	
		Secondary locks on all accessible doors and windows	
		Repairs security mechanisms	
		Repairs hardscape (walls, fences, etc.)	
		Quarterly community communication	
		Annual Community Social / Training Event	
ADVANCED – Level 3			
Yes	No	Item	Notes
		Uniform lighting at proper FC	
		Lighting fixtures are operational	
		Solid core doors	
		180° eye view	
		Legible apartment/building numbers from the street/driveway	
		Illuminated directory at entrances	

**This document is separate and located on the web page.**

## **Appendix G – CPTED Requirements and References**

# **Crime Prevention Through Environmental Design (CPTED) Handbook**

## Appendix H – C<sup>3</sup> Sign Request



### CITY OF CHANDLER Chandler Police Department

Request and Installation for "C3 Property" Sign



Mail the fee and sketch(s) to:

Chandler Police Department  
Crime Prevention Specialist  
Mail Stop #303S  
PO Box 4008  
Chandler, AZ 85244-4008

**FEE: \$40.19 PER SIGN**

*Signs are property of the City of Chandler*

Make payable to: **Chandler Police Department**

Date: \_\_\_\_\_

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

Requestor and Position: \_\_\_\_\_

Apartment Complex: \_\_\_\_\_

Address: \_\_\_\_\_

A sketch of the location(s) for the C3 Property Sign is **required**. Attach a map and mark the designated area(s) on page 2 of this form for "C3 Property" sign(s) installation.

Fees:

\_\_\_\_\_ Number of signs requested  
x \$40.19 Per sign

\$\_\_\_\_\_ Total amount enclosed

-----  
(Department Use Only)

Date \_\_\_\_\_ Initials \_\_\_\_\_ Finance Receipt # \_\_\_\_\_

Request Reviewed and Authorized by: \_\_\_\_\_



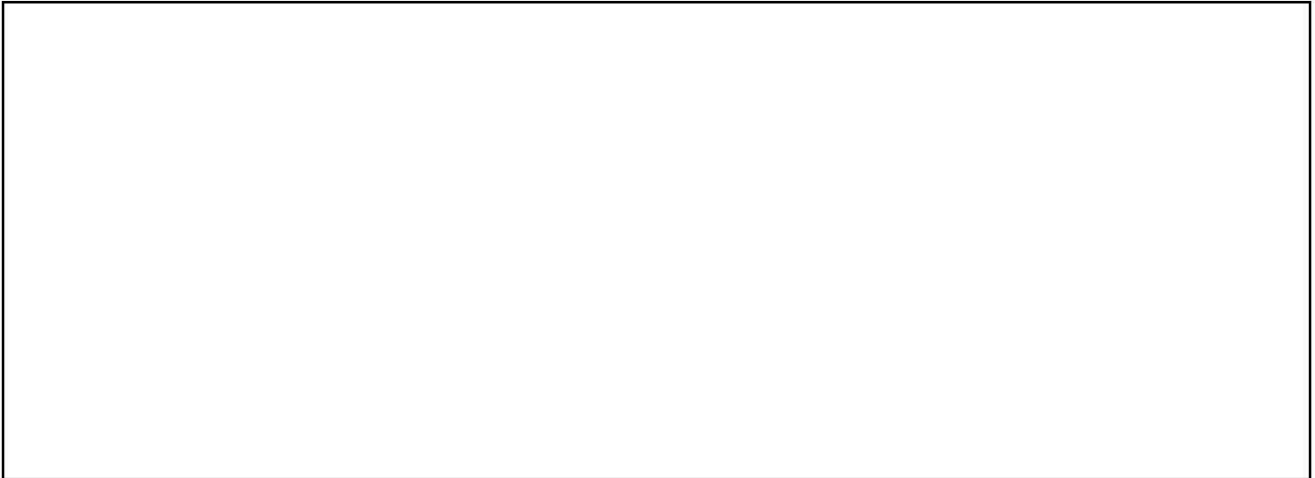
## PERMISSION OF PROPERTY OWNER

### **Sign #1**

I give my permission to have a City of Chandler "C3 Property" sign posted on my property at,  
\_\_\_\_\_, Chandler, Arizona.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Draw a specific diagram for the location of sign #1:



### **Sign #2**

I give my permission to have a City of Chandler "C3 Property" sign posted on my property at,  
\_\_\_\_\_, Chandler, Arizona.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Draw a specific diagram for the location of sign #2:



## Appendix I – C<sup>3</sup> Program Application



### CHANDLER C<sup>3</sup> MULTI-FAMILY HOUSING PROGRAM

*Chandler Police Department*

Crime Prevention Unit

480-782-4960 or [C3.Program@chandleraz.gov](mailto:C3.Program@chandleraz.gov)



Date: \_\_\_\_\_

Community Name: \_\_\_\_\_

Former name of property (if changed in the last three years): \_\_\_\_\_

Address of Community: \_\_\_\_\_

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

E-mail address: \_\_\_\_\_

Number of Units: \_\_\_\_\_ Beat: \_\_\_\_\_ Date of Record: \_\_\_\_\_

Manager's Name: \_\_\_\_\_

Mgrs. Address (on-site): \_\_\_\_\_ Phone: \_\_\_\_\_

Management Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Owner's Name/Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Gated Community (Y/N): \_\_\_\_\_ Gate Codes (if applicable): \_\_\_\_\_

Mgr. Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Asst. Mgr. Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Associate Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Maintenance Supervisor Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Alarm Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Remarks or further information:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

----- DO NOT FILL OUT SHADED AREA -----

Basic (L1) completed: \_\_\_\_\_ Intermediate (L2) completed: \_\_\_\_\_ Advanced (L3) completed: \_\_\_\_\_

Test code sent: \_\_\_\_\_ PDInfo Entry: \_\_\_\_\_ Spreadsheet: \_\_\_\_\_