



CITY OF
MESA

Original
Signature

25 JANUARY 1993

Dear John:

I had spoken to you awhile back about our efforts in Mesa with the Landlord Training Program. Right away, I want to tell you the more I am involved with this program, the more I am impressed with what you have done, and all the work that you do to keep it going.

You may or may not be aware of the recent problems Tucson had with some people claiming "the big, bad police" were teaming up with the "big, bad landlords" to pick on those who were not financially well off, who had no CHOICE but to deal drugs to supplement their incomes.

You might think this is hard to believe, but some group went to the city council down there and protested the program. The city council heeded their concerns and asked the police department to develop the program into a direction that included tenant's rights.

Mesa is a community relations oriented city. When my supervisors saw the articles, they were quite concerned. They were the main reason I worked toward the information I want to present to you. I would ask you to review the (color) highlighted areas of the enclosed sheets of blue paper. I want you to see, I have EVERY intention for crediting you for all of your excellent work. I don't want to take anything away from you. Everytime I present a class, or give an interview, I am committed to mentioning you and Campbell Resources. I am very grateful for all you have done to help me with this program.

Because we wanted to make the program look less geared toward "landlords" only. We wanted to accentuate the benefits of your program that are geared toward the tenants as well. (Such as C.P.T.E.D.)

We also included a "block watch" type training for the tenants as well to get them on our side. We wanted to create a strong coalition between police, the tenants and management. In Arizona, "landlord" means "slumlord". It has a bad ring to it. My lieutenant and sergeant specifically asked me to delete the word landlord.

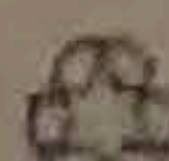
I told them the program was CALLED The LANDLORD Training program, and I didn't have the RIGHT to change it. I spoke to you briefly at the time, and I have tried to put this off as long as possible, but now I have to face it, and ask you for your input.


Currently all of our books say "Landlord Training Program" just as the proofs I mailed to you awhile back. The new proposed cover for our 2nd edition would read: "Crime Free Multi-Housing Program"

THIS IS PENDING YOUR COMMENTS, by no means a done deal. I have alot of respect for you Mr. Campbell, and I don't want to do ANYTHING that would give you some other opinion. The cover I included is a draft, I am open for your comments. I will also submit them to my Lieutenant (who took your class in Portland about a year or two ago).

Police Department

130 North Robson Street • Mesa, Arizona 85201-6697 • (602) 644-2211

 printed on recycled paper

 printed on recycled paper

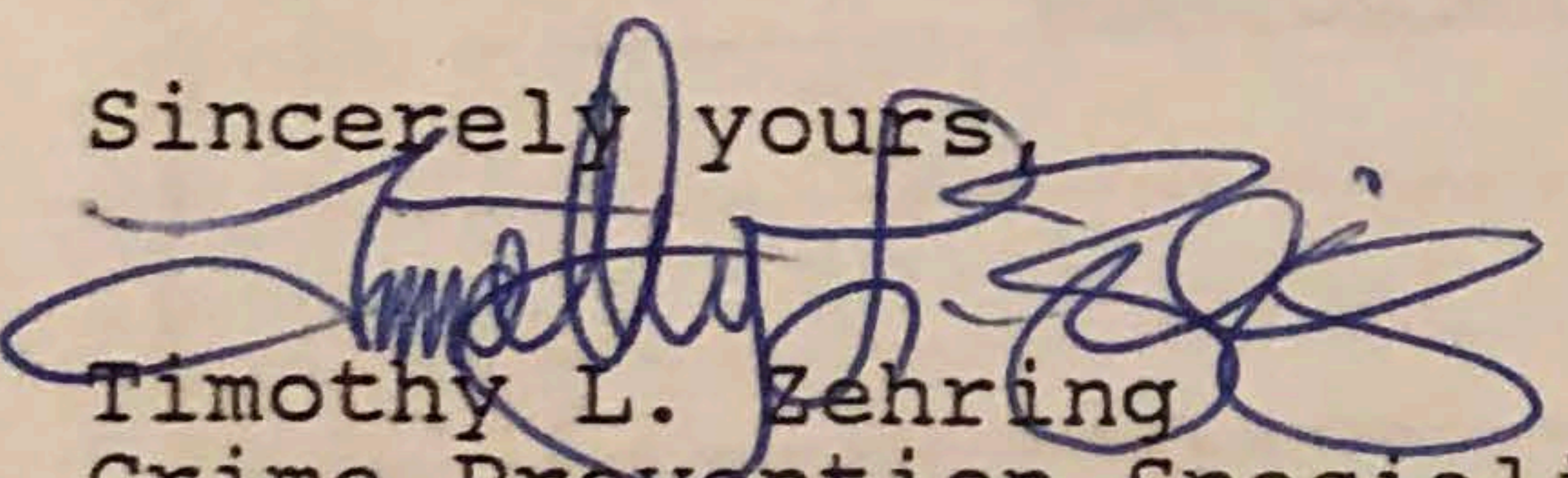
I would like to ask you to read through the white packet, and respond with your feelings as soon as it is convenient for you. I promise you, everything you have to say will be regarded as utmost in importance.

Finally, I would like to say, The Landlord Program has been received very well here. There has been a new complex every week qualifying for the metals signs. They are also using our police logo in their advertisements and yellow pages. I have also arranged for our Chamber of Commerce to advertise out of state about the participating apartments (to those who write for information about apartment living in Arizona.) This has made quite an incentive for more complexes to join. They must also continue in an ongoing training with the residents to stay current in the program. They must fill out an application each year to renew their membership in the Crime Free Multi-Housing Program. At this time we require a crime prevention oriented event between mgt, police and tenants at least once per year. If they don't do it, they are no longer in the program. (National Night Out is a good time for such an event.)

Also if a new manager comes into the property, they must send the new manager through the training a.s.a.p. (Here in Arizona, the turnover for managers is similar to that of the tenants). We want the certificate in the leasing office to mean ALOT when an applicant sees it.

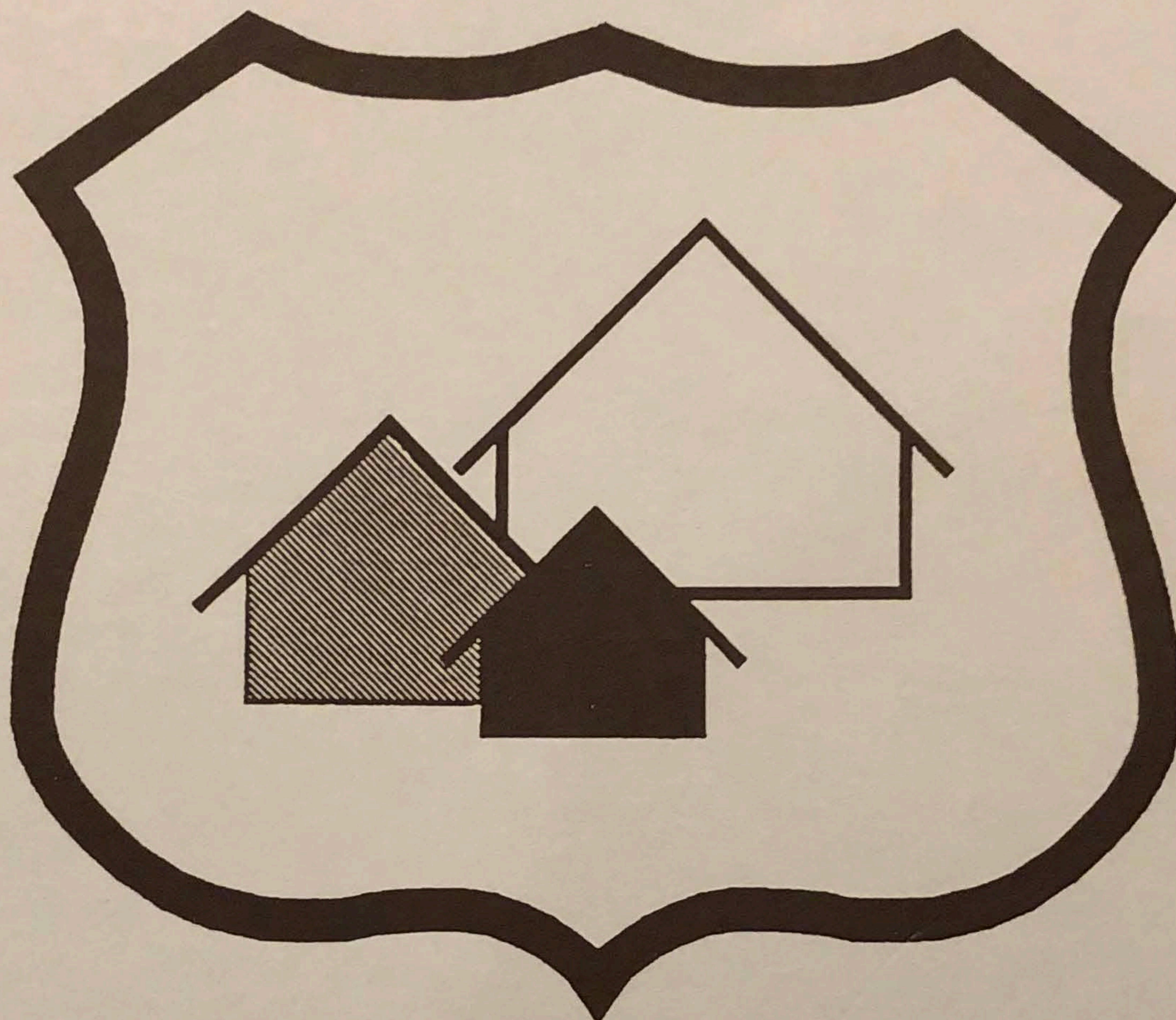
Thank you for your time and consideration of these items. I hope you take this in the vein it was intended. It would not have been possible without all of the excellent work you did to get this program developed. I will always give you the credit for that fact, and be indebted for your assistance with our Mesa program.

Sincerely yours,


Timothy L. Zehring
Crime Prevention Specialist
Mesa Police Department
(602)-644-2090

MESA CRIME FREE MULTI-HOUSING PROGRAM

KEEPING ILLEGAL ACTIVITY OUT OF RENTAL PROPERTY



Mesa Police Department
Community Policing Division
Copyright, Mesa Police Department, 1992
3rd Edition

A PRACTICAL GUIDE FOR LANDLORDS, TENANTS AND PROPERTY MANAGERS
(Based on The Landlord Training Program, Portland, Oregon)
Developed by Campbell Resources, Inc.

Funded by the Bureau of Justice Assistance, Office of Justice Programs, US Department of Justice

The Mesa Project was made possible through collaborative efforts between the Mesa Police Department and the Tucson Police Department with special thanks to Officer Carla A. Johnson, of the Tucson Police Department.

The Tucson project was made possible through cooperative agreement No. 89-DD-CX-K015, *Enhanced Crime Prevention—Phase III*, from the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice. The Portland project was enabled by cooperative agreements Nos. 87-SD-CX-K003, 89-DD-CX-0007, and 91-DD-CX-0001.

The Assistant Attorney General, Office of Justice Programs, coordinates the activities of the following program offices and bureaus: the Bureau of Justice Assistance, Bureau of Justice Statistics, National Institute of Justice, Office of Juvenile Justice and Delinquency Prevention, and the Office for Victims of Crime.

Points of view or opinions contained within are those of the Mesa Police Department and Campbell Resources, Inc., and do not necessarily represent the official position or policies of the U.S. Department of Justice.

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THE LANDLORD TRAINING PROGRAM
KEEPING ILLEGAL ACTIVITY OUT OF RENTAL PROPERTY

A Practical Guide for Landlords and Property Managers

A Community Policing project, sponsored by the City of Mesa

Willie Wong, Mayor

W. Guy Meeks, Chief of Police

Originally developed for the City of Portland, Oregon, by

John H. Campbell, Campbell Resources, Inc.

Adapted for Mesa, Arizona by:

Timothy L. Zehring,
Crime Prevention Specialist
Mesa Police Department

The original edition was adapted in April of 1992 by the Mesa Police Department, from Portland's manual, under the supervision of Sgt. Ron Weber and Lt. Dave Zielonka.

Various parts of this document provide descriptions of legal process. Those descriptions are intended only as general summaries to foster understanding. **No part of this manual should be regarded as legal advice or considered a replacement for the landlord's responsibility to be familiar with the law.** This manual is distributed with the express understanding that **neither the publisher nor the author is engaged in rendering legal services.** If legal assistance is required, the services of a competent attorney should be sought. We particularly urge that an experienced attorney be brought into the process in any situation that has the potential to become adversarial.

This manual is intended to address aspects of property management that may be important to the control and prevention of illegal activity on rental property. While we touch on a variety of management issues, we have left out many (prepaid rent, waiting list criteria, and abandoned property disposal, to name three) with which responsible managers should be familiar. We strongly recommend that landlords and managers ensure they have a process to keep informed of changes in the law and the evolution of techniques. In most areas of the country there are local property management associations that play this role.

We request that any errors or significant omissions be noted and forwarded so that corrections in future versions can be made. Send comments to:

C.P.S. Timothy L. Zehring
Landlord Training Program
Mesa Police Department
130 North Robson
Mesa, AZ 85201
(602) 644-2300

ACKNOWLEDGMENTS

The *Landlord Training Program* was originally developed by Campbell Resources, Inc. (319 SW Washington, Suite 802, Portland, OR 97204; 503-221-2005) in a joint effort with the Portland Police Bureau, the Portland Fire Bureau, and the Neighborhood Crime Prevention Program, Office of Neighborhood Associations. Development of the program was funded through the Bureau of Justice Assistance.

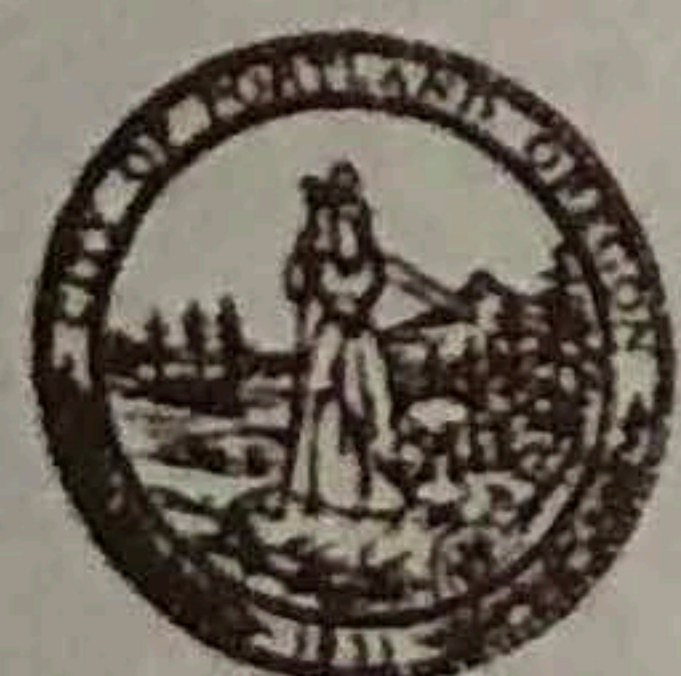
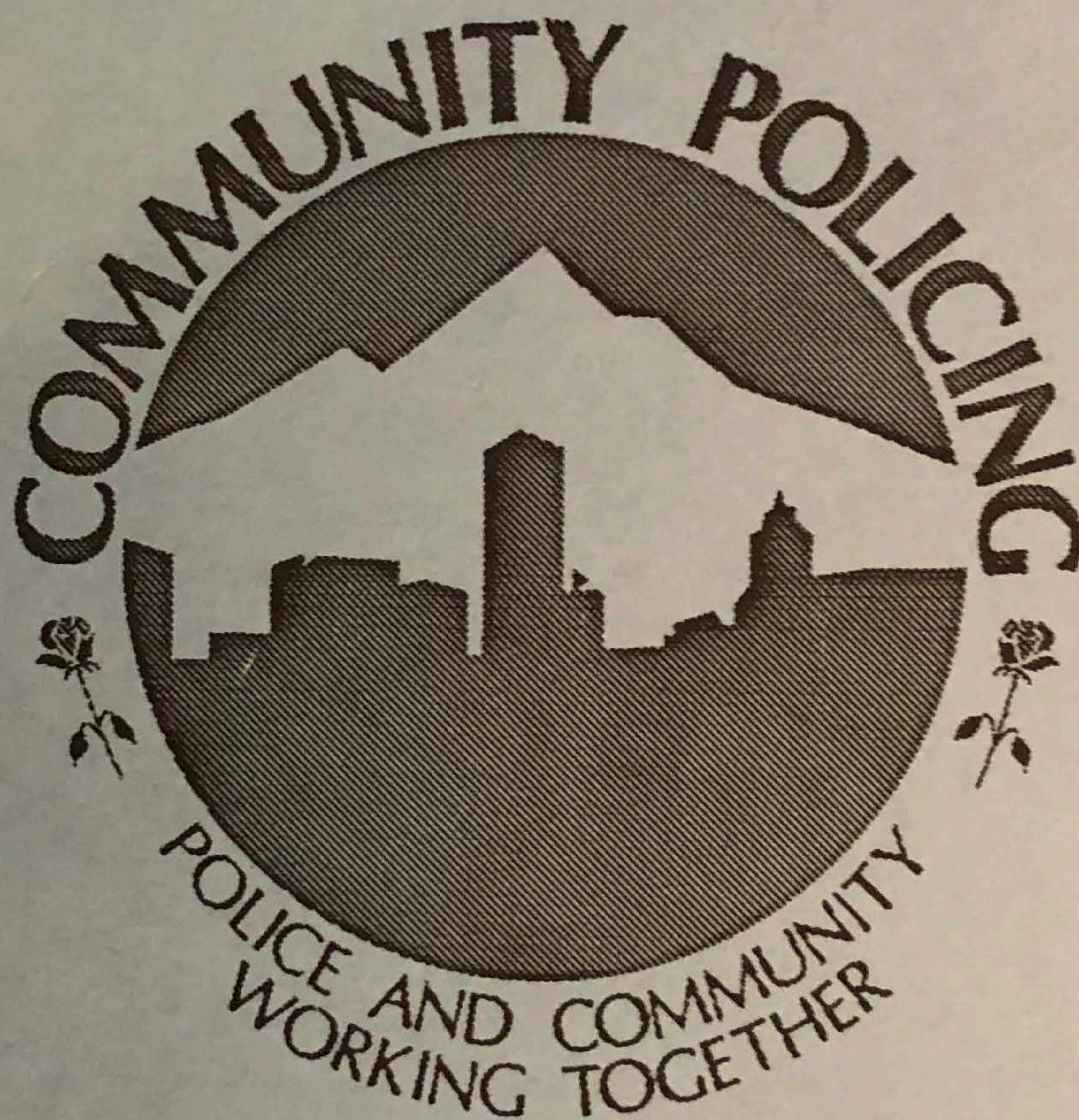
We gratefully acknowledge the contributions of the landlords, property managers, law enforcement officers, attorneys, and administrators, in both Portland and Mesa, who helped us adapt the program to the Mesa community.

We especially thank John Campbell who, through tireless and selfless effort, created and nurtured the *Landlord Training Program*, to the great benefit of Mesa.

THE LANDLORD TRAINING PROGRAM

KEEPING ILLEGAL ACTIVITY OUT OF RENTAL PROPERTY

A PRACTICAL GUIDE FOR LANDLORDS AND PROPERTY MANAGERS



CITY OF PORTLAND, BUREAU OF POLICE

Developed by Campbell Resources, Inc.

THE LANDLORD TRAINING PROGRAM

KEEPING ILLEGAL ACTIVITY OUT OF RENTAL PROPERTY

A PRACTICAL GUIDE FOR LANDLORDS AND PROPERTY MANAGERS

A Community Policing project, sponsored by the City of Portland

J.E. Bud Clark, Mayor

Richard D. Walker, Chief of Police

Dick Bogle, Commissioner of Public Safety

George Monogue, Chief of the Bureau of Fire, Rescue, and Emergency Services

Developed for the City of Portland by:

Campbell Resources, Inc.

This third edition was printed in May of 1990.

Various parts of this document provide descriptions of legal process. Those descriptions are intended only as general summaries to foster understanding. No part of this manual should be regarded as legal advice or considered a replacement of a landlord's responsibility to be familiar with the law. This manual is distributed with the expressed understanding that neither the publisher nor the author is engaged in rendering legal services. If legal assistance is required, the services of a competent attorney should be sought. We particularly urge that an experienced attorney be brought into the process in any situation that has the potential to become adversarial.



U.S. Department of Justice

Office of Justice Programs

Bureau of Justice Assistance

Washington, D.C. 20531

September 30, 1994

Office of the Director

John H. Campbell

President, Campbell DeLong Resources, Inc.

Suite 802

319 S.W. Washington Street

Portland, Oregon 97204

Dear Mr. Campbell:

I am pleased to inform you that I have approved a Grant Award to Campbell DeLong Resources, Inc. for the "National Landlord Training Program." The amount of this Award is \$200,000.

The original and one copy of the Grant Award and Special Conditions are enclosed. If you accept this Award, sign both the Award and the Special Conditions and return the copy to the Financial Management and Grants Administration Division, Office of the Comptroller, Office of Justice Programs. Keep the original for your file.

Also included are copies of the required OJP guidelines and reporting forms (both financial and progress) with instructions for preparation of the forms. All copies of the process and financial reports, as required under the terms of your Award, should be sent to the Financial Management and Grants Administration Division which will subsequently forward them to your Program Manager. An original and two copies of your Progress Report and the Financial Status Report (H-1) are required quarterly.

By accepting this Award, you assume certain administrative and financial responsibilities including the timely submission of all financial and programmatic reports, resolution of all interim audit findings, and the maintenance of a minimum level of grant cash on hand. Should you not adhere to the terms and conditions of this Award, it is subject to termination for cause or other administrative action as appropriate.

If you have any questions pertaining to this Award, please contact your Program Manager, Margaret Heisler on (202) 616-3452 or Cassandra Miles, Office of the Comptroller on (202) 307-0611.

Congratulations. We look forward to working with you to accomplish the goals of this Award.

Sincerely,

Jack A. Nadol
Acting Director



U.S. DEPARTMENT OF JUSTICE
OFFICE OF JUSTICE PROGRAMS

☐ OJP

☒ BJA

☐ OJJDP

☐ BJS

☐ NIJ

☐ OVC

CHECK APPROPRIATE BOX

GRANT MANAGER'S MEMORANDUM, PT. I:
PROJECT SUMMARY

☐ GRANT

☒ COOPERATIVE AGREEMENT

PROJECT NUMBER

94-DD-CX-K014

- ☒ This project is supported under Title I of the Omnibus Crime Control and Safe Streets Act, 42 USC 3701, as amended.
- ☐ This project is supported under the Juvenile Justice and Delinquency Prevention Act of 1974, as amended.
- ☐ Other:

1. STAFF CONTACT (Name, address & telephone number)

Margaret Heisler, Program Manager
Bureau of Justice Assistance
633 Indiana Avenue, N.W.
Washington DC 20531
(202)616-3452

2. PROJECT DIRECTOR (Name, address & telephone number)

John H. Campbell, President
Campbell DeLong Resources, Inc.
319 SW Washington St., Suite 802
Portland OR 97204
(502)221-2005

3a. TITLE OF THE PROGRAM

Landlord Training Program

3b. POMS CODE (SEE INSTRUCTIONS
ON REVERSE)

4. TITLE OF PROJECT

Involving the Community in Combatting Drug Activity on Rental Property: National Landlord Training Program

5. NAME & ADDRESS OF GRANTEE

Campbell DeLong Resources, Inc.
Suite 802
319 S.W. Washington Street
Portland OR 97204

6. NAME & ADDRESS OF SUBGRANTEE

7. PROGRAM PERIOD

FROM: 10/01/94 TO: 09/30/96

8. BUDGET PERIOD

FROM: 10/01/94 TO: 09/30/96

9. AMOUNT OF AWARD

\$ 200,000.00

10. DATE OF AWARD

September 30, 1994

11. SECOND YEAR'S BUDGET

N/A

12. SECOND YEAR'S BUDGET AMOUNT

N/A

13. THIRD YEAR'S BUDGET PERIOD

N/A

14. THIRD YEAR'S BUDGET AMOUNT

N/A

15. SUMMARY DESCRIPTION OF PROJECT (See instruction on reverse)

Drug activity affects the quality of life in neighborhoods and police alone cannot solve the problem. The "Landlord Training Program" is designed to involve the community in more effectively combatting drug activity on rental property. This program teaches property owners and managers how to prevent and keep drug activity off their property by teaching landlords their role in keeping neighborhoods healthy; conducting proper tenant screening; developing stronger rental agreements; ongoing property management; eviction issues; and working effectively with the police. The program was first developed and implemented in Portland, Oregon in 1989 with funding from the Bureau of Justice Assistance. Under this cooperative agreement, the "Landlord Training Program" will become available to jurisdictions that are interested in replicating or adapting the program in their local jurisdiction through the provision of regional training opportunities.

94

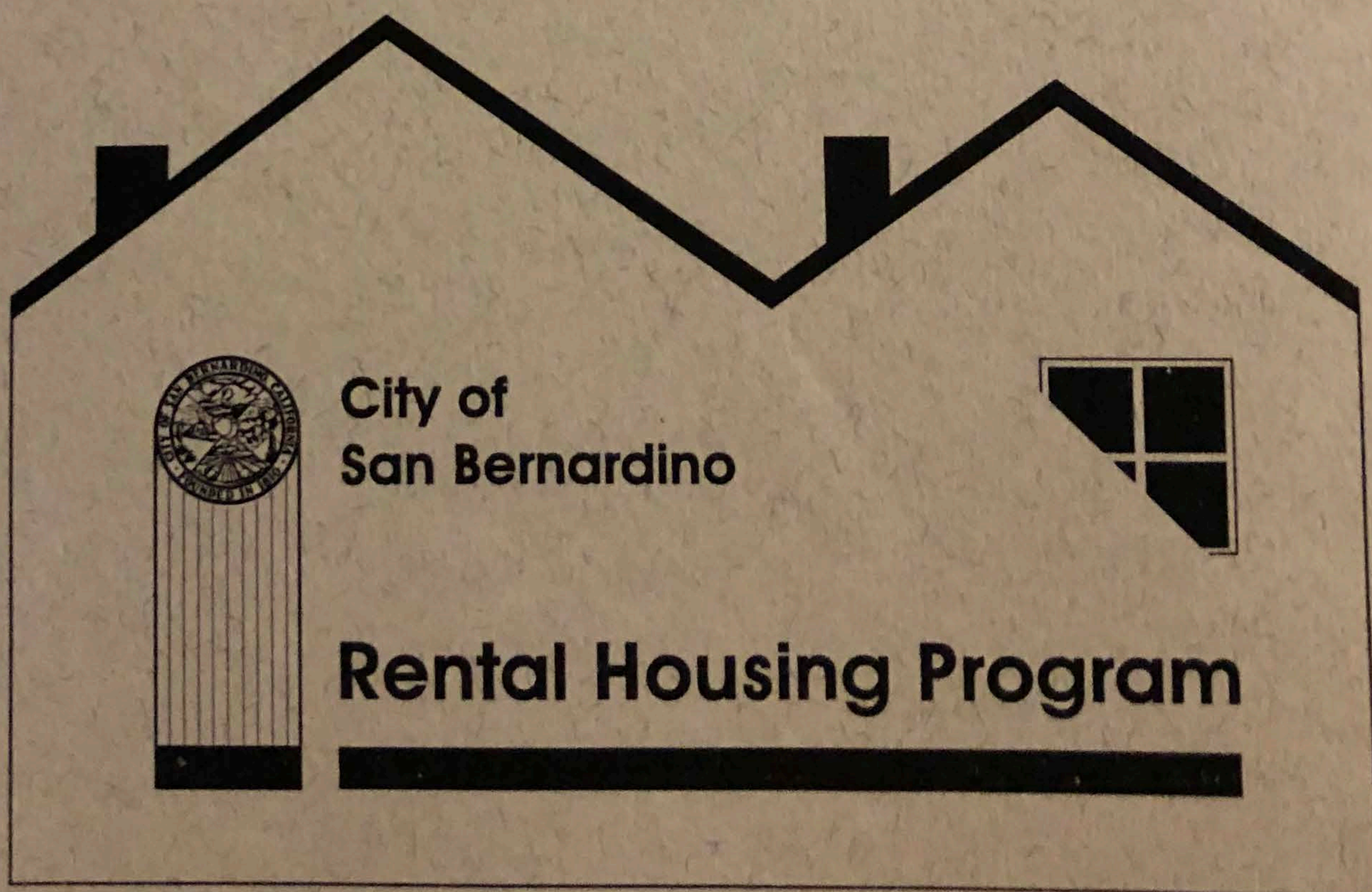
LANDLORD TRAINING PROGRAM

KEEPING ILLEGAL ACTIVITY OUT OF RENTAL PROPERTY

A practical guide for landlords and property managers

City of San Bernardino
Office of the City Administrator &
San Bernardino Police Department

Developed for the City of San Bernardino by
Campbell DeLong Resources, Inc.
First Edition, Third Printing, 1996



This manual is intended for use with City of San Bernardino's Landlord Training Program and for basis of the first phase of the landlord certification program we are implementing to promote, and n community-oriented property management practices in our City. This three-phase program includ Landlord Training Program as the first step, crime prevention property improvements in the second and resident crime prevention training in the third phase. For a complete discussion of the three pha San Bernardino's Crime Free Rental Housing Program, its origins and design, see page 75.

For more information about becoming certified in the three phases of the Crime Free Rental H Program, contact:

Crime Free Rental Housing Program
San Bernardino Police Department
710 North D Street, 1st Floor
San Bernardino, CA 92401
Phone: 909-388-4830
Fax: 909-388-4841

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Campbell DeLong Resources, Inc.
319 SW Washington, Suite 802
Portland, Oregon 97204
Phone: (503) 221-2005
Fax: (503) 221-4541

And

Crime Free Rental Housing Program
San Bernardino Police Department
710 North D Street, 1st Floor
San Bernardino, CA 92401
Phone: 909-388-4830
Fax: 909-388-4841

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The *Landlord Training Program* was originally developed by Campbell DeLong Resources, Inc. under contract with the City of Portland, Oregon, Bureau of Police, and funded by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice. Points of view or opinions contained within are those of the City of San Bernardino or Campbell DeLong Resources, Inc., and do not necessarily represent the official position or policies of the U.S. Department of Justice.

We request that any errors or significant omissions be noted and forwarded to the authors so that corrections in future versions may be made.

This third printing of the City of San Bernardino's *Landlord Training Program* manual includes a minor update in the chapter on Section 8 and an update in information on screening Section 8 applicants. The second printing included minor changes made in the chapter on Crisis Resolution and in the chapter on the Crime Free Rental Housing Program.

The State of California laws that are reprinted in the Appendix of this manual are done so with the permission of West Publishing Company, publishers of *West's California Codes: Civil Code* (1995 Compact Edition) and *West's California Codes: Code of Civil Procedure* (1995 Compact Edition). West Publishing Company can be reached at P.O. Box 64526, St. Paul, MN 55164 or by calling: (612) 687-7000.

**CAMPBELL
DELONG**
RESOURCES, INC.

Certified: CDRI Original. Many manuals have been adapted from the *Landlord Training Program* manual, originally developed by Campbell DeLong Resources, Inc. Only a few have been developed directly by the original program designers to meet our standards for quality and accuracy. The 1st edition of this manual is one of the few.
(Reproduction of this statement or the adjoining logo in any document that is not directly written or adapted by Campbell DeLong Resources, Inc. is expressly forbidden.)

AGREEMENT FOR PROFESSIONAL TRAINING SERVICES RELATIVE TO THE
CITY OF SAN BERNARDINO CRIME FREE RENTAL HOUSING
LANDLORD CERTIFICATION PROGRAM

THIS AGREEMENT is made and entered into the 13th day of March, 1996 by and between the CITY OF SAN BERNARDINO, a public agency ("City") and CAMPBELL DELONG RESOURCES, INC. ("Consultant").

RECITAL

1. Purpose

The purpose of the Agreement is to authorize the City to procure the services of an experienced professional firm to provide landlord training services for the Crime-Free Rental Housing Landlord Certification Program.

2. Mission

City hereby retains Consultant in the capacity for provision of services described in Attachment I. Consultant hereby accepts such responsibility as described herein.

3. Terms

This Agreement shall commence as of the 1st day of April, 1996, and shall remain in full force and effect through the 31st day of December 1996, unless sooner terminated as provided herein.

4. Consultant Responsibilities

Upon the request of the City Administrator or designee, Consultant shall complete the work as described in Attachment I. Consultant commits the principal personnel listed below to the project for its duration:

Consultant: John Campbell

5. Replacement of Named Personnel

It has been determined that the individual named in this Agreement is necessary for the successful performance of this Agreement. No diversion or replacement of this individual shall be made by Consultant without written consent of City, provided that City may ratify, in writing, within ten (10) days of diversion or replacement and such ratification shall constitute the consent of City required by this clause. If City fails to respond to Consultant within ten (10) days of notification by Consultant, said personnel diversion or replacement shall be

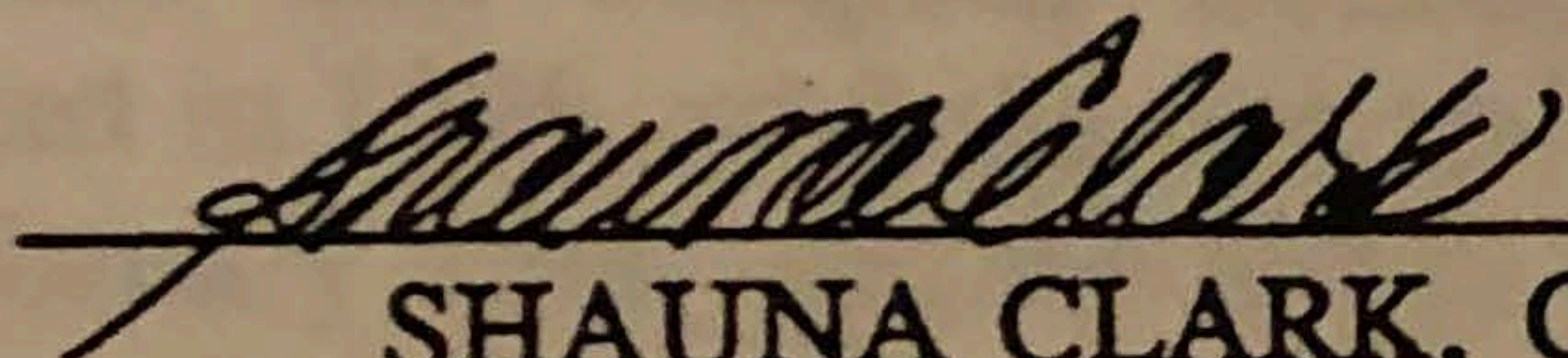
AGREEMENT FOR PROFESSIONAL TRAINING SERVICES RELATIVE TO THE
CITY OF SAN BERNARDINO CRIME FREE RENTAL HOUSING PROGRAM

24. Entire Agreement

This Agreement with attachments constitutes the entire understanding and agreement of the parties.

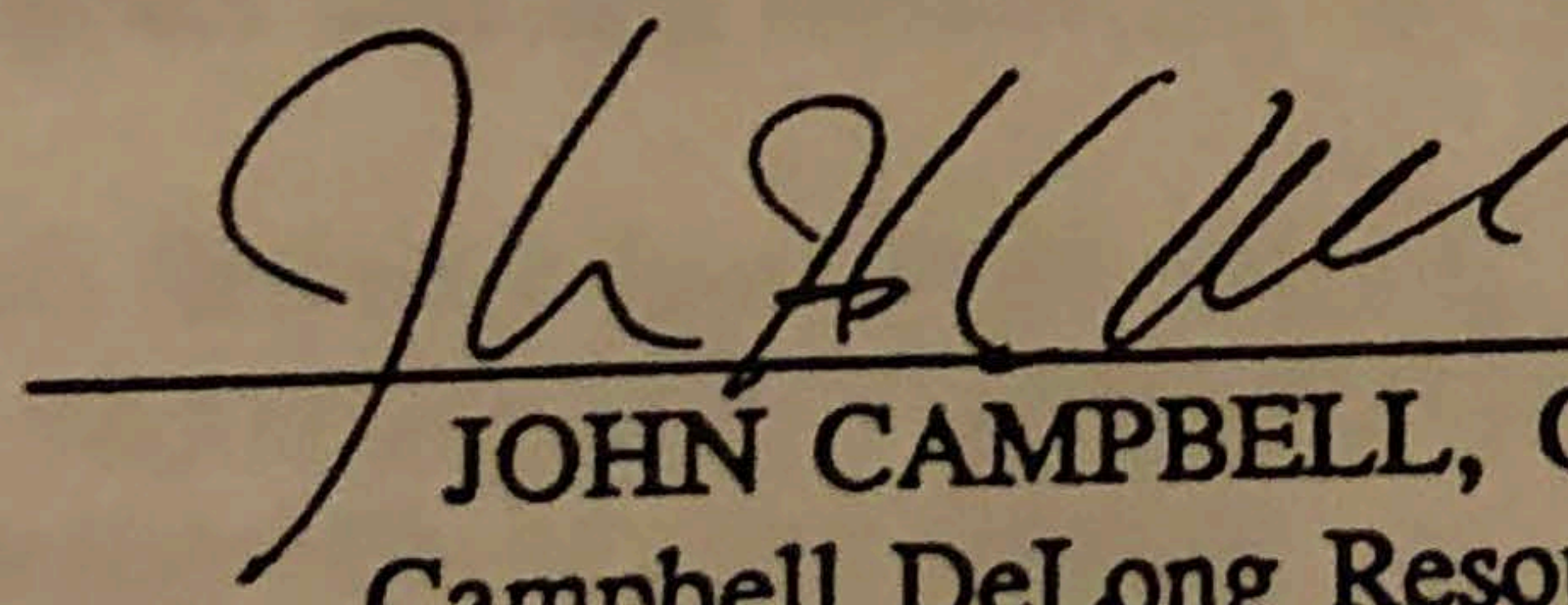
IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed as of the day and year first above shown.

By:



SHAUNA CLARK, CITY ADMINISTRATOR
City of San Bernardino

By:

 3/13/96

JOHN CAMPBELL, CONSULTANT
Campbell DeLong Resources, Inc.

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Western Community Policing Center

June 1, 1997 - December 30, 1998 Training Schedule

May

| | | |
|---------|-------------------|-------------------------------------------------------------------------------------------------------------|
| 7 - 9 | Coos County, OR | Community Teams Training; (Delivered in partnership with the Coos County Commission on Children & Families) |
| 11 - 15 | Honolulu, HI | Crime Prevention Through Environmental Design (CPTED) |
| 11 - 13 | Anchorage, AK | Community Policing for Parole & Probation |
| 11 - 15 | Honolulu, HI | Crime Prevention Through Environmental Design |
| 13 - 15 | Las Vegas, NV | National Landlord Training |
| 13 - 15 | Santa Fe, NM | Partnerships TOT; Training Academy |
| 14 - 16 | Deschutes Co., OR | Community Teams Training |
| 14 - 16 | Hilo, HI | Community Teams Training |
| TBA | Grants, NM | Community Teams Training; (for Navajo Nation) |
| 19 - 21 | Salem, OR | National Landlord Training |
| 28 - 30 | Las Vegas, NV | Community Teams Training |
| 28 - 29 | Honolulu, HI | Management: Evaluation of Community Policing; (for Police Administration, Management, Local Gov't leaders) |

June

| | | |
|---------|------------------|--------------------------------------------------------------------------------|
| TBA | Albuquerque, NM | Ethics in Community Policing |
| 11 - 13 | Portland, OR | Community Teams TOT |
| 11 - 13 | Fairbanks, AK | Gang Awareness & Model Youth Programs |
| 18 - 20 | Gallup, NM | Community Teams Training |
| 20 | Mollala, OR | Community Policing for Patrol Officers |
| 22 - 23 | Albuquerque, NM | Management Ethics for Community Policing |
| 22 - 24 | Honolulu, HI | Partnerships TOT; (Honolulu Police Academy) |
| 22 - 24 | Honolulu, Hawaii | Partnerships TOT |
| 25 - 26 | Kenai, AK | Community Policing for Patrol Officers; (One eight-hour class, repeated on the |

July

| | | |
|---------|---------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 6 - 8 | Las Vegas, NV | Partnerships TOT |
| 9 - 10 | Las Vegas, NV | COP for Patrol Officers |
| 13 - 24 | Monmouth, OR | Summer Institute: Community Policing & Crime Prevention Strategies for a Contemporary Policing Agen; (Co-sponsored with CPAO and WOU) |
| 13 - 14 | Las Vegas, NV | Management: Ethics for Community Policing |
| 16 - 18 | Toelle, UT | Community Teams Training |
| 16 - 18 | Sitka, AK | Community Teams Training; (Tentative. Roy to lead.) |
| 20 - 22 | Las Vegas, NV | Model Youth Programs |
| 30 - 1 | Bethel, AK | Community Teams Training; (Roy to lead.) |

September

| | | |
|-----|--------------------|-------------------------------------------------------------------|
| TBA | Anchorage, AK | *Leaveraging Community Resources "Train Our Trainer"; (Tentative) |
| TBA | ??, OR | Ethical Issues for Community Policing Managers; (tentative) |
| 11 | Salt Lake City, UT | *Community Policing for Patrol Officers |

**CAMPBELL
DELONG**
RESOURCES, INC.

The Spalding Building
319 SW Washington, Suite 802
Portland, Oregon 97204

503/221-2005
Fax 503/221-4541
cdri@cdri.com
www.cdri.com

MEMO

DATE: March 20, 1998

TO: LAS VEGAS METROPOLITAN POLICE DEPARTMENT
Att'n: Officer Janice Blasko
Training Center
861 No. Mojave
Las Vegas, Nevada 89101

FROM: Alicia Cash and John Campbell
CAMPBELL DELONG RESOURCES, INC.

SUBJECT: Information to assist in hosting and preparing for the trainings.

The enclosed documents are intended to assist you in marketing and hosting the three-day Landlord Training Program. We recognize that this is a lot of information and we do not expect that you will necessarily need to use all of it. However, we have found that different jurisdictions have different desires in how they prefer to set up their programs. Therefore, we are providing you with a complete set of information for your review. The information is organized into four packets, clipped and labeled accordingly:

1. Outline describing the tasks for a host agency to complete;
2. Materials for marketing to three-day Train-the-Trainer participants;
3. Materials for marketing to local landlords;
4. General overview of the National Landlord Training Program, for additional information.

For each packet of materials, this memo explains what each document is and how to utilize them.

Also, for your own personal information, we have included a copy of the monograph *Keeping Drug Activity Out of Rental Property: A Police Guide for Establishing Landlord Training Programs*, which is the manual that each of the trainer participants will receive during the training.