

Procedures to mitigate problem behaviors

1. Mitigating problem residents starts before they even move into the building. Weeding out problem residents starts with a proper background check of every resident. The background check is to include a criminal record search going back 10 years from the date of conviction, 2 years of rental history references, and income verification sufficient to meet income requirements. Reasons for possible rejection: false or incorrect information on their application, negative or unverifiable references, prior evictions or a history of problems at previous properties, poor credit history, and criminal history.
2. After move in if a tenant issues arises the tenant is to be served promptly a notice of the lease, or building rules, violation they or their guests committed or are committing by using the notice of infraction form. If the lease or building rules violations are disturbing other residents of the building or the neighborhood the police should be called immediately.
3. If the tenant's violation can be mitigated by the help of a social service agency the tenant should be referred to an appropriate social service agency. The social service agency shall also be notified of help that the resident needs.
4. If the tenant is violating their lease or building rules by disturbing other residents the resident shall be given notice to move after 3 violations. Serious violations may require immediate notices to vacate by given to the tenant.
5. Make use of police department's SEPTED program to get recommendations for changes to the physical building that could help reduce crime at the property.
6. Participate in the Crime Free Multi-Housing Program and comply with their requirements for the program.
7. Foster relationships with SPPD to help with problem residents. This would include providing permissible information about residents at the property and allowing them access to the property to carry out their duties. Use the relationship to find out if any of our residents are having problems with the law and take proper action based upon the information provided.