

## **Working Together – Police & Apartment Management**

### **Calling 9-1-1 and the How-to's with Police**

- When calling 9-1-1 state you are the manager of the property and the concern,
- Indicate what other measures you may have already taken (ie asked the partiers to turn down music; requested someone leave property)
- Be ready with particulars of those involved (names, suite number, vehicles)
- Give your cell number & unit number for call-back if necessary
- If you exercise calmness and patience, you are likely to be reciprocated,
- Keep perspective on the seriousness of the call.

### **When Police Arrive:**

- Be helpful but not intrusive
- Respect that privacy is important to both the officer and the persons involved,
- You may want to ask the officer after the incident: "Is there any concern for the safety or well-being for anyone else in the building on the nature of this call?"
- Call the Crime Free coordinator for your area to possibly get further information
- File a Freedom of Information Request, stating the date and reason

### **When a Crime is In-Progress:**

- If appropriate, don't inform the suspects of police arrival,
- Give description of persons involved,
- License plate & vehicle description,
- Direction of travel

### **Keeping proper notes for court:**

- Unless the manager is a witness to a crime or incident, the likelihood of being called to testify is very remote.
- Police will generally try to keep any sources of information confidential. By providing detailed information, the police can do additional investigation that will most likely not implicate the manager as the source.
- If you were called to testify in court, then the notes you would keep for any arbitration action would most likely be sufficient.
- If you come across a crime scene (b/e apt, laundry room, vehicle), do not touch anything and call police (911 if has just happened with possible suspects, non-emergency if it is a delayed).
- Try to protect the scene without touching anything.



### **Suspicion of Illegal activity in building:**

- Police need details to determine if further investigation is warranted. Being vague will not provide enough detail for the police to work with. Document who, what, where, when, why.
- Best information to provide: names, date of birth, DL number, vehicles & plate #.
- Keep a diary of activity, person descriptors, times of activity, vehicles, etc
- If appropriate, issue a suite inspection notice (you may want to do more than one suite, if you don't want to make it obvious), bring a camera or witness. Be careful not to "snoop", but observe what is in plain sight (ie crack pipes, rolling papers, grow operation).
- Speak to a Police Constable when you have enough information for them to base an opinion on launching further investigation,
- Keep the Constable updated (ask for business card and file number)
- Open a file for "Information Only" in the event other occurrences happen (ie vandalism with a possible suspect)
- If drugs or stolen property involved, contact a member in that unit directly, provide details of events and persons involved and a call-back number,
- Call more than once if activity continues
- Be prepared to issue breach letters and follow-up with eviction notices if necessary. This is where the diary will be most valuable.
- Also be prepared that even if police arrest, this may not solve your problem. You will still need to find grounds to base an eviction. Dates and file numbers for police attendance may be useful.

### **Marijuana Smoking:**

- First and foremost, you should be very clear with all residents before they move in that any behaviour that affects the peaceful and quiet enjoyment of other residents will not be tolerated and action from the management is consistent. **Use the Crime Free Lease Addendum.**
- Determine if you smell burning of marijuana or a grow op. Also, is the smell coming from inside or outside? (air intake for bldg may appear that it is from inside).
- Try to determine where the smell is coming from. Keep in mind that air circulation in the building may distort the exact location.
- Issue a letter reminding residents that smoking of marijuana is illegal and affects the livability of other residents and ask that it cease. This can either be sent to the suite in question (if known) or to all residents on the floor or building.
- Smoking of marijuana is a lower priority call, depending on the situation. If you have someone who is smoking occasionally, you will most likely have to deal with it on your own. The Police require a lot of evidence to enter into an apartment and the court action is not very severe (possibly a fine or suspended sentence).
- Encourage the neighbouring suites to write letters of complaint of how the activity is impacting their **peaceful and quiet enjoyment of their homes.**

