

Spotlight on Management: ERS Management

ERS Management was founded in 2006 and manages everything from single family homes to large multi-unit apartment complexes. The staff currently boasts over 75 years of combined experience in property management, and makes sure constant training is completed in Fair Housing and Crime Free Multi-Housing for all staff. With office educations ranging from Marketing to Mechanical Engineering, there is never an issue too big to be solved. ERS Management is striving to become the largest local property management company in Evansville Metropolitan area. The company's current project involves the renovation of the Old Kenmore apartments near Haynie's Corner. ERS Management's goal is to provide valuable assets for investors, while maintaining safe and comfortable homes for tenants to live.



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Evansville Police Department
 Crime Free Multi-Housing Unit
 401 E. Columbia St.
 Evansville, IN 47711-5105

PLACE
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Contact Us

Learn more about the EPD's Crime Free Multi-Housing Program.

Contact Officers Kevin Corbin & Eric Krogman

401 E. Columbia
 Evansville, IN 47711
 (812) 435-6135

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CRIME FREE EVANSVILLE

Evansville Police Department Crime Free Multi-Housing Quarterly Newsletter Vol 2 Issue 3

Fall 2015

What's Around The Corner

2016 will mark the fourth year for the Crime Free Multi-Housing program here in Evansville. For some property managers and owners, that means it's time to recertify. The material and available information is constantly being updated, with new laws, ordinances, and procedures affecting not only the way police work is done, but also how those changes impact the rental community as a whole. For that reason it's necessary (and required) that anyone wishing to remain in the CFMH program to recertify once every three years. More than a few property managers and owners have already recertified, choosing to attend each seminar as a means of staying abreast of the changing legal landscape. This is a great idea, and attendance is always open for anyone, regardless of how many seminars they may have already participated in. Stay tuned in the months ahead for more information.

Getting It Done

No one disputes that upgrades in lighting can result in significant costs. What many are learning, though, is that the return on investment from newer lights can make the expenditures sensible. The Crossing Apartments is one property whose made the decision to move away from outdated technology towards the future of lighting, specifically, LED. *Turn to the inside flap for details on the upgrades.*



The Crossing: Upgrading Lighting as a Means of Increasing Safety & Security

Are you making full use of the GNO?

When the Good Neighbor Ordinance (GNO) was passed in October of 2014, two requirements were made of the Evansville Police Department:

1. *Maintain a database of those subjects who violate the GNO;*
2. *Make that database available to property owners/managers (as a tool to help screen applicants)*

To access this database, each property owner/agent needs to complete a Freedom of Information Act (FOIA) request with the City Attorney's office. Contact your CFMH coordinators for more info.

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DOMESTIC VIOLENCE

By Jeffrey A. Wilhite, Attorney

An Indiana statute provides certain rights to victims of crimes involving domestic or family violence, some sex offenses, and stalking. In general, the Landlord may not terminate a lease, refuse to renew or refuse to lease to a victim, or retaliate in anyway solely for the reason that the resident or applicant is a victim. The victim has to have a civil Court Restraining Order or a No Contact Order from a criminal case.

If the perpetrator is not a tenant of the same unit, the landlord must change locks for the victim upon written request within 48 hours after the victim gives the Court Restraining Order or the No Contact Order. If the perpetrator lived with the victim, the landlord must change the locks for the victim upon written request within 24 hours after the victim gives the Court Restraining Order or the No Contact Order, and the landlord must not provide the perpetrator access to the unit (unless the Court Order allows). The victim has to pay for the lock changes.

The victim can terminate the lease with 30 days written notice if the victim also provides a copy of a Safety Plan dated within the past 30 days from an accredited domestic violence or sexual assault program recommending relocation. The victim owes rent prorated to the effective date of termination. If the victim terminates at least 14 days before the start of a lease, the victim can get out without penalty.

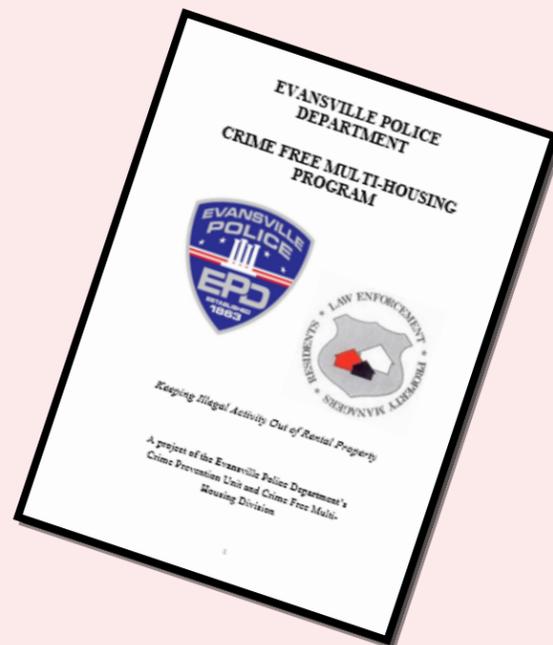
So if an applicant is a domestic violence victim you cannot use that alone as a refusal to lease. If a resident victim makes a request you may or may not have to comply based upon exactly what is presented to you.

Success Story: Drops in Calls for Service

The goal of any property is to reduce the incidence of crime. This manifests itself as a reduction in the number of dispatched runs to the site, or what's referred to as a "drop in calls for service." Since the Crime Free Multi-Housing program was brought to Evansville in 2013, many properties have paired its tenets with quality screening and management efforts. The result has been a drop in police calls across Evansville, some of which have been dramatic. Comparing 2014 to 2015, for the period between January 1st and August 28th, the following law enforcement call reductions were found:

- Stonebrook saw their calls drop more than 29%
- Delaware Trace saw their calls go down by more than 32%
- And the Arbors at Eastland saw a reduction in police calls of more than 44%

All this in addition to reduced calls for service in locations such as Bradford Pointe, Shady Tree, and the Arbors of Evansville (who had already experienced their lowest run call total in a decade in 2014). By partnering the Crime Free program with quality management and property owners (and good tenants!), Evansville can continue its march towards becoming a safer, better community.



A Reduction in Calls for Service

The Crossing: Getting It Done

(continued) The setup shown in the photo on the front page illustrates some of the typical problems associated with many properties: sodium lights which discolor objects; short poles that fail to offer a spread of illumination across a large swatch of property; non-directional fixtures that fail to focus light in desired spots. The lighting upgrade put in by The Crossing takes advantage of the realities of LED, including the ability to reduce wattage usage over HID sources, offer a clean, white light, and utilize rebate opportunities such as those offered by Vectren. With so much of site security falling at the feet of good lighting, it only makes sense to utilize the best option available, particularly when companies like Vectren will work with large-scale properties to off-set initial costs (a projected savings of \$5,500 annually, and a ROI of 3.3 years). Lighting upgrades like the one instituted by The Crossing instills a perception of safety for normal users of the space (staff, residents, guests) while simultaneously instilling a perception of risk for any "illegitimate" users-those wishing to harm, hurt, or disrupt. We applaud Pam and the other personnel from The Crossing in taking the steps toward securing a safer home for their residents.

...After



The Crossing (continued)...LED Pole Fixtures and Wallpacks

Trespassing: To Bar or Not to Bar

A question regularly brought up by property owners is: *How do we bar a disruptive subject from our site?* The answer is not as simple as it sounds. First, questions of residency have to be answered. Has the person established residency-even where no lease comes into play, making the option of barring someone irrelevant outside the scope of an eviction? This question can generally be answered by an officer dispatched to the site, but the line separating short-term guest from resident is often blurred, and officers will likely err on the side of caution (not removing someone from their home). But where the issue of residency is not in play, officers can act as agents of the property to bar problem subjects so long as several criteria are met. This includes the posting of appropriate signage (such as shown above) in conspicuous locations. It also includes the property owner/manager completing the Trespass Waiver, authorizing law enforcement officers to act on the property's behalf in regards to subjects potentially trespassing. This Waiver can be downloaded from Evansville Police Department's website (www.evansvillepolice.com).



What's important to note is that officers **CANNOT** enforce trespassing claims based only on letters (ban notices) from property personnel to the problem subject. Department policy states that the problem subject must be barred in person by the law enforcement officer, on behalf of the property (using the criteria outlined above). The property owner/manager need not be present if the proper sign has been posted and the Waiver completed. For any questions, contact the CFMH coordinators.