



MARANA TRI-STAR PROGRAM FOR MULTI-HOUSING PROPERTIES

Tri-Star Property Managers Manual

This manual is designed to help you understand the requirements for the Marana Tri-Star Program. This program is designed around three levels of participation.

Topics covered in this manual include:

- Overview of the Marana Tri-Star Program
- Program levels, requirements' and benefits of the Marana Tri-Star Program
- Lease Addendum to application and criminal background checks
- Trespass Enforcement Program
- Program method of communication and "Contact Cards"/calls for service
- Program compliance/ non compliance and renewal requirements
- Program terms of agreement
- Program Signs
- Managers Tool Kit

THE MARANA TRI-STAR PROGRAM

The Marana Tri-Star Program is a partnership between the Marana Police Department, property managers and/or landlords and residents, all working together in a cooperative effort to foster a safer community. The program is designed to help reduce criminal activity and police calls for service at multi-housing properties. By following the steps outlined in the Marana Tri-Star Program, you can help promote an atmosphere that is more desirable for your residents and make the criminal element feel uncomfortable being at or conducting business on the property. **The Tri-Star program is coordinated through the Marana Police Department Community Resource Unit.**

As the name suggests, there are three levels to the program. Each level has specific requirements that need to be met to be considered a participant in the Marana Tri-Star Program. The three different levels and their requirements will be outlined below.

The Marana Tri-Star Program Provides

- Identified information that can be utilized to help reduce crime related problems in a multi-housing community.
- Training through an on-line certification program that has three levels. You may choose to participate in level one only, levels one and two, or become fully certified by achieving level three of the Marana Tri-Star Program.
- Important information and tips to help manage and maintain a multi-housing property.
- Encourage residents to participate in crime prevention strategies that help make the community a safer place to live.

Level One (1) Requirements:

- The manager of the property must complete the on-line Marana Tri-Star Program Training Certification Module. Once the course and accompanying test have been completed and you have passed the test, a certificate will be issued to the manager and will be good for three years.
- Although background checks are not required, they are strongly encouraged to be conducted on all applicants.
- The property must utilize the Crime Free Lease Addendum and it must be signed by each person listed on the lease.
- The property must participate in the Marana Police Department's Trespass Enforcement Program.
- Management/Owner must complete and sign a Terms of Agreement Form with the Marana Police Department.

Benefits of achieving Level One (1):

- A certificate of completion will be issued to the manager/owner and is good for a period of two years, (manager/owner only required to complete training at this level).
- Use of Marana Tri-Star program logo.
- The property is listed on the Town of Marana Web site as a Level One (1) Participating property.
- Property will receive a certificate that can be utilized in the leasing office to show the property meets all the requirements of level one (1) of the Marana Tri-Star Program.

Level Two (2) Requirements:

- Property must meet all Level One (1) requirements
- An on-site preliminary **C.P.T.E.D. (Crime Prevention Through Environmental Design)** inspection will be conducted of the property by a Marana Police Department. They will utilize a checklist (copy of checklist can be found on the Tri-Star Training / Test page of the Department's website) and walk the property with a member of management and maintenance to determine what changes or enhancements are needed to have your property moved to Level Two (2) and/or Level Three (3) of the Marana Tri-Star Program.
- **Meet CPTED Landscaping**, requirements as outlined in the checklist.
- All assistant managers, leasing and maintenance staff must complete the Marana Tri-Star Program on-line training and pass the test for the property to reach Level Two (2). Once Level Two (2) has been attained, any new or replacement staff needs to complete the online training within Thirty (30) calendar days or start of employment.
- **Establish a method of communication to the residents** either by email, newsletter or website on a quarterly basis at a minimum. Proof of resident distribution will need to be provided to the Marana Police Department Community Resources Unit.

Benefits of Achieving Level Two (2):

- Property will receive a certificate that can be utilized in the leasing office to show the property meets all of the requirements of level two (2) of the Marana Tri-Star Program.
- **Contact Cards are provided to Level Two (2) participants by the officers responding to written report calls for service which violates the Crime Free Lease Addendum.**
- The property will be listed on the Town of Marana Web site as a Level Two (2) participating property.

Level Three (3) Requirements:

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

Level Three (3) Benefits:

- **A level (3) certificate from the Marana Tri-Star Program to show the property has met all of the required components including CPTED certification.**
- **Listed on the Town of Marana Web site as a level three (3) fully certified property.**
- **Ability to purchase optional signs showing you are certified as a Marana Tri-Star Program participant.**

LEASE ADDENDUM TO APPLICATION AND ADDITIONAL INFORMATION

Lease addendums are a vital part of the Marana Tri-Star Program in an effort to keep illegal activity off the rental property. **A lease addendum is a civil contract between a landlord and tenant whereby the rental applicant agrees prior to tenancy to abide by the rules of the property 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. The Crime Free Lease Addendum was developed to give a reasonable notice to new residents (at the time they enter into the rental agreement) about activities or behaviors that contradict property rules, regulations, lease agreements or state statutes. Use of the Crime Free Lease Addendum was expanded with the revision of the Arizona Revised State Statute 33-1368. Many states have begun to adopt their own version of the Crime Free Lease Addendum into their own Landlord and Tenant Acts.

To qualify as a program participant you must utilize the Crime Free Lease Addendum and it must be signed by anyone listed on the lease. You may want to attach the lease addendum to the top of each application you provide to a prospective tenant(s) 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. Letting your prospective tenants know up front that you are utilizing the addendum and also do background checks may help save time and possible problems in the future. You may consider having prospective tenant (s) initial the form, indicating they have read it while you are waiting for the application and background

checks to be completed. If the applicant and background checks are clear and you extend the invitation to rent, you must have them sign the document. Lease addendums are available in the Manager Tri-Star Kit in both English and Spanish.

CRIME FREE LEASE ADDENDUM

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

Resident, any member(s) of the resident’s household, a guest or any other person affiliated with resident, at or near the resident premises are prohibited from:

- Engaging 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]).
- Engaging in any act intended to facilitate criminal activity or permitting the dwelling unit to be used for criminal activity.
- Engaging 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.
- Engaging 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.

VIOLATION OF THE ABOVE PROVISIONS SHALL BE 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 added 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.

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.

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

BACKGROUND/CRIMINAL HISTORY CHECKS

Property owners and managers are not required, but are strongly encouraged to conduct criminal history checks. There are several options available to you. The Marana Police Department does not recommend or endorse any one company, but a list of companies that provide background check services is located in the Manager's Tri-Star kit. It is up to you and your owner/management company to choose the right company to meet your community needs.

Did you inform the prospective applicant that you do criminal history checks on applicants? (*Remember consistency, as long as you do the same procedure for all applicants, you are being fair*)

Before accepting the application – look it over – is it complete? Check to be sure what the applicant wrote on the application, make sense and is understandable.

The applicant may disqualify 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. The Fair Housing Act protects the following seven classes:

- | | | | |
|--------------------|--------------------|----------------------|--------|
| A. Race | B. Religion | C. Color | D. Sex |
| E. National Origin | F. Familial Status | G. Disabled/Handicap | |

You may not discriminate against a prospective client for any of the above reasons; however a **criminal history is not one of them.**

Follow your management policy as it pertains to identification when you are completing the application process. It is also important you have a policy to follow when you are showing the property to a prospective tenant. You may ask for a valid Driver's License or other acceptable forms of government issued identification. Make sure the applicant is who they say they are. If you will be showing a prospective tenant an apartment, be sure to photo copy their license and leave it in your office. Also notify someone on the property that you will be showing someone around the property and what apartment number you will visit. **THINK SAFETY!** This information can become very important if something were to happen to you while showing the property to this person.

Note: When you get a history of felony record/s, consider the charges. A felony bad check writer does not necessarily constitute a bad tenant, but a misdemeanor possession of drugs or domestic violence abuse may. It's up to you, what you want to consider. You should consult with an attorney that specializes in Multi-Housing law to help establish a policy on tenant screening.

TRESPASS ENFORCEMENT PROGRAM

The rental property will be required to participate in the Marana Police Department Trespassing Enforcement Program. **Trespass Enforcement Program must be renewable annually.** Management will be required to keep a Trespassing Enforcement Warning Document on property. These forms are available in the Managers Tri-Star kit. **Trespass Enforcement only applies to the common areas of the property such as: parking lots, retention basins, parks, playgrounds and pools.**



TRESPASSING ENFORCEMENT REQUEST

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

TO: Chief of Police, Marana Police Department

FROM: Your Name: _____

Mailing Address: _____

City: _____ State: _____ Zip _____

Phone: (____) _____ Cell: (____) _____

Email: _____ ***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: not intersection) _____

Hereby authorize the Marana Police Department and its officers to act as my agents in enforcing the provisions of ARS-13-1502. Officers of the Marana Police Department are specifically authorized to make reasonable requests for any person/s to leave that are in or on the premises at a time or place wherein the premises are not open to the public. 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 ARS 13-1502**” must be printed on the sign, preferably in both English and Spanish. Signs must be placed at entryways into the areas and be highly visible.

The undersign 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 Marana Police Department. The undersigned owner agrees to notify the Marana Police Department in writing when this authority is revoked or amended and any changes in contact information.

For emergencies contact purposes, I can be reached by phone after hours at _____, or by phone during normal business hours at _____. If you reside out of state, please list a local contact person’s name, full address & phone number as stickers are mailed:

Signature: _____ Date: _____

METHOD OF RESIDENT COMMUNICATIONS

Since Multi Housing residency is incredibly transient, it is difficult to get everyone all at once to a safety meeting. Based on the size of the property, a safety social may also be very costly for food and entertainment. To ensure tenants are receiving timely and current crime prevention information, a method of communication will need to be established by the property on a minimum quarterly basis. This communication can be in a form of a flyer, newsletter, e-mail, or Web site. The goal is to get up to date information to the residents on topics associated with crime prevention in multi-housing. Proof of the communication will need to be provided to the Marana Police Department, Community Resources Unit.

CONTACT CARDS & CALLS FOR SERVICE REPORTS

Contact Cards: are provided to Level Two (2) participants by the officers responding to written report calls for service which violates the Crime Free Lease Addendum. If they are unable to find a drop box, forget or don't have time to leave the card, it will be turned into our Community Resource Unit who will contact you. If you do not receive a card for an incident on your property, you may call the Community Resource Unit for more information.

Calls for Service Reports: are provided monthly for those participants meeting Level Three (3) requirements or a fully certified Marana Tri-Star Property. Calls for service will show all police related activity occurring at the property address and will include activity not listed on the Crime Free Lease Addendum.

Contact cards and calls for service are tools for the property owner or manager to aid in establishing cause for violation of the Crime Free Lease Addendum. Without this information it is difficult to know which tenants are committing crimes, therefore, affecting an eviction. Calls for service will help to establish violations of the property Rules, and Regulations.

Contact cards and calls for service reports are forms of information to assist owners or management in evaluating criminal activity on the property. The information provided will include department report numbers. Copies of the police reports can then be obtained from the Marana Police Department Records Division. These Public Records Request forms are available on line at marana.com

COMPLIANCE/NON COMPLIANCE AND RENEWAL REQUIREMENTS

PROGRAM COMPLIANCE

One way for the Marana Police Department Community Resources Unit to assess the adherence to the Marana Tri-Star Program is through a Compliance Check. This inspection is required at least once during the three-year program participation period. This is an opportunity for the Community Resources staff to meet and discuss the Marana Tri-Star Program and ensure there is compliance with the program requirements.

A Community Resource staff will complete the Marana Tri-Star Check Form and provide a copy for your records. The property will be placed on probation if it does not meet program requirements, and the compliance date will be provided to correct the issue. If a property fails to meet the program requirements by the compliance date, the property will be removed from the program.

PROGRAM NON COMPLIANCE

Marana Tri-Star Program participants can be placed on probation if they are not meeting program requirements or violate program policies. The probationary period will be a reasonable amount of time a property needs to come into compliance. The Community Resources Unit will work with management to assist them through the probationary time.

If the manager chooses not to complete the probation or the property fails to maintain program requirements the Community Resource Unit will begin the de-certification process for the property and its subsequent removal from the program. Program signs and property certificates will need to be returned to the Marana Police Department within thirty (30) days.

PROBATION PERIODS:

The following are examples of the Marana Tri-Star Program Non-Compliance and the appropriate probationary periods. This is not intended to be an all-inclusive list and the Community Resources unit may observe Non-Compliance issues not listed below.

SEVEN (7) DAY PROBATION

- **Graffiti removal**
- **Cleanliness**
- **Hazards**
- **Trespassing Enforcement Participation**
- **Marana Tri-Star Program property certificates posted**
- **Crime Free Lease Addendum**
- **Not serving non-compliance eviction notices**

THIRTY (30) DAY PROBATION

- Landscape maintenance
- Lighting repairs or replacements
- Non usage of required security devices
- Required owner, management or staff training
- Method of resident communication

RENEWAL REQUIREMENTS

- Manager/owner and staff are certified every two years by retaking the online course.
- Property must maintain minimum program requirements for level of participation.

<h2>MARANA TRI-STAR TERMS OF AGREEMENT</h2>
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The Marana Tri-Star Program will only be effective in reducing crime on your property by working together in a partnership. The Terms of Agreement is a commitment in the partnership that states what requirements will need to be met in the program. The agreement will need to be signed prior to receiving Level One (1) property certificates.



Marana Tri-Star Program Terms of Agreement

In consideration for the use of the Marana Tri-Star Program signs and certificates posted on the property, the use of the Tri-Star logo in our advertisements and posting on the property on the Town of Marana Web site, we agree to the following requirements for the Marana Tri-Star Program: *(Please initial each numbered paragraph and sign at the bottom of the form)*

- 1) _____ Owners/ management of the rental property must notify the Marana Police Department’s Community Resources office (520-382-2000) within fourteen (14) calendar days of any staff changes.
- 2) _____ No guarantee is to be stated or implied that a property is “free of crime” by virtue of this Program alone.
- 3) _____ It is agreed that the use of Tri-Star signs, logos and certificates are granted by the Marana Police Department and permission to post the Tri-Star signs, logo or certificates can be revoked if the property is in non-compliance with the Marana Tri-Star Program.
- 4) _____ No additional wording, emblems or seals are to be placed on the Tri-Star signs and the signs cannot be changed or altered in any way.
- 5) _____ If the property owner/ manager, its agents or Management Company are in non-compliance with the Marana Tri-Star Program, the use of all signs, logos or certificates and any claims to the Marana Tri-Star Program participation will be discontinued and all signs removed.
- 6) _____ Property owners/ managers agree to comply with Marana Tri-Star Program training requirements within thirty (30) calendar days of employment and re-certify every 2 years thereafter, to maintain property certification at desired program levels.
- 7) _____ The property owner/ manager or their designee must have knowledge of Marana Police Department related activity at the property for their level of participation. Level Two (2) contact cards and Level Three (3) calls for service are provided to assist the property in enforcing the Crime Free Lease Addendum.
- 8) _____ Property owner/ management agrees to utilize the Crime Free Lease Addendum and to serve appropriate eviction notices based upon police generated reports, and to cooperate with police officers, detectives and the Marana Police Department in all legitimate investigations and service of warrants on the property.
- 9) _____ Property owner/ management agree to maintain CPTED standards based on level of Marana Tri-Star Program participation.
- 10) _____ If participation in the Marana Tri-Star Program is terminated for any reason, the property owner/ management is responsible to turn over to the Marana Police Department all program signs and property certificates associated with the Marana Tri-Star Program within thirty 30 calendar days. The Marana Police Department reserves the right to confiscate these items if not surrendered upon request, and is not responsible for consequential damages as a result of the seizure.

Property Name: _____

Address: _____

Manager/Owner Name: _____

Signature: _____ Date: _____

Community Resource Staff: _____ Date: _____

This agreement will remain in effect unless otherwise amended.

PROGRAM SIGNS

Program signs are designed to be displayed on a post, gate, wall or side of building to show that your property is participating in the Marana Tri-Star Program. These signs are authorized and approved by the Marana Police Department Community Resource Unit and can only be obtained once the property has completed the program requirements.. **There is a nominal cost to the property for the purchase of the signs.** When the property has reached Level Three (3) a fully certified status, it will be necessary to complete a Tri-Star signs application form which is available by contacting the Marana Police Department Community Resource Officer (Ph. 520-382-2051). Then contact your Community Resource Unit for a Sign Purchase Authorization Letter.



Management Tool Kit

The listed below information is to help you, as managers, keep your property as safe and rid of crime as possible. You can also pass this information on to your tenants.

Literature

[Child Passenger Information](#)

[Crime Prevention Through Environmental Design \(C.P.T.E.D.\)](#)

[Crime Prevention Through Environmental Design \(C.P.T.E.D.\) Survey](#)

[Lock it or Lose it Flyer](#)

[Tri-Star Management Information Kit](#)

[Trespassing Enforcement Program](#)

[Trespassing Warning Document](#)

[Tri Star Program Manual](#)

[Tri Star Terms of Agreement](#)

[Crime Free Lease Addendum Form \(English\)](#)

[Crime Free Lease Addendum Form \(Spanish\)](#)

Informational Power points

[Domestic Violence](#)

[Drugs](#)

[Elder Abuse](#)

[Gangs](#)

[Graffiti](#)

Resources

[Arizona Multi housing Associations](#)

[Arizona Residential Landlord and Tenant Act](#)

[FQA's for HOA Communities](#)

[Marana Crime Reports](#)

[Marana Town Code](#)

[Tenant's Rights Handbook](#)

[Public Records Request Form](#)

[Town of Marana Resources](#)