



# BJA Bureau of Justice Assistance Fact Sheet

*Nancy E. Gist, Director*

## Keeping Drug Activity Out of Rental Property: Establishing Landlord Training Programs

Chronic drug house activity is a major cause of neighborhood decay. Most drug activity in residential neighborhoods—dealing, manufacturing, growing, and use of drugs—occurs on rental property; owner-occupant drug houses are uncommon. Law enforcement alone cannot solve this problem; the number of search warrants served against drug operations in residential housing represents only a fraction of the number of suspected operations. Accordingly, successful prevention efforts must involve those individuals with the greatest leverage to stop illegal activity at targeted locations, the owners and managers of rental housing.

The Landlord Training Program was designed to help law enforcement agencies, property owners, property managers, and residents keep illegal activity out of rental property. Although originally designed to focus specifically on drug activity, the program consistently has proved effective in helping to reduce a broader range of rental-based illegal activity.

This community-oriented property management approach was developed originally by John Campbell of Campbell DeLong Resources, Inc., for the Portland (Oregon) Police Bureau, with funding from the Bureau of Justice Assistance (BJA) of the U.S. Department of Justice. The program was developed through a process of intensive research with hundreds of organizations and individuals, including landlords, management associations, private attorneys, tenant advocates, housing authority personnel, tenant screening companies, narcotics detectives, and district officers.

Work on the Portland effort began in July 1989, and the first training program was presented in November of that year. Since then, more than 6,000 landlords and property

managers have been trained under the program, impacting over 100,000 rental units in Portland and the surrounding communities. The program has received national recognition as an Innovation in State and Local Government by the Kennedy School of Government at Harvard University.

In addition, more than 80 jurisdictions in 20 States have adopted elements of the Portland program. As it was tailored to other jurisdictions, the program has evolved and adopted various names, such as Crime Free Multi-Housing Program, Landlord/Tenant Training Program, Rental Housing Program, Police/Community Housing Program, Partnerships in Property Management, and Enhanced Safety Properties Program. In Texas and Georgia, portions of the program have been adapted into a program known as Resident Shield and portions of the program have been adapted by the Institute of Real Estate Management's Smart Partners Program: Better Properties Through Stronger Communities.

### National Train-the-Trainer Program

Due to the success of the Portland program, BJA initiated a cooperative agreement with Campbell DeLong Resources, Inc., to foster program replication through the development of a national train-the-trainer program. This new national training program teaches law enforcement agencies and other interested government agencies the tools and techniques required to develop, present, and manage the Landlord Training Program. Five regional training sessions will be provided in 1996. Each session is administered by Campbell DeLong Resources, Inc., in partnership with other law enforcement trainers who are experienced in the program. All trainers are skilled in

dealing with the challenges of developing the program in multiple jurisdictions. Details of the session follow:

**Locations.** The training locations will be geographically dispersed around the country, allowing for convenient access by all participants.

**Length.** Each national train-the-trainer program will be approximately 3 days in length.

**Cost to participants.** There is no charge for attending the training; however, participants will be expected to pay their own direct expenses, such as travel, lodging, and other related costs.

**Registration.** Registration will open after training locations are confirmed. Individuals or agencies interested in attending a training may register with Campbell DeLong Resources, Inc. (See the *For Further Information* section of this fact sheet.) Additional registration information will be sent to registered parties as it becomes available. Space in each training session will be limited, and advance registration is required.

**“Pre-work” package.** Before attending the training, participants will receive a packet of information containing “pre-work” to ensure that they are knowledgeable about local landlord-tenant issues so that they can gain the fullest possible value from the training.

## Train-the-Trainer Curriculum

Curriculum for each national train-the-trainer program covers the following topic areas:

**Orientation to the Landlord Training Program.** This section provides an overview of the program, including:

- Review of program performance to date.
- Implementation, such as first decisions, logistical details, personnel considerations, and costs.
- Challenges in developing local materials, such as a localized training manual.
- Program marketing.

**Options for Landlord Training Program implementation.** Trainers give an overview of training variations, including:

- Multistep certification programs pioneered by Arizona jurisdictions.
- Methods for tailoring to different types of rental housing, such as single-family housing, small-unit multifamily housing, and large-unit multifamily apartment communities.

- Techniques for working with private- and public-sector housing concerns, such as public housing, Section 8 housing, and private-market rentals.
- Methods for tailoring to the different characteristics of crime problems.

**Problem solving at the rental property.** Not every rental-based problem can be solved by training the manager. Training in this section explains how police officers can apply other problem-solving techniques to rental housing situations, including:

- Coordination of other civil enforcement strategies.
- Inservice and advanced academy training options for officer-directed problem solving at rental properties.
- Resident organizing.
- Tools for motivating a reluctant owner or manager.

**Landlord Training Program content.** This component describes what landlords will be taught and how to teach it. As part of the 3-day train-the-trainer program, participants will observe a 1-day training of landlords at the regional site. The training for landlords delivers two important messages: (1) that effective property management can have a major impact on the health of a community, and (2) that accessible, legitimate techniques can be used to stop the spread of drug activity on rental property. Training for landlords covers the following topics:

- Preparing the property.* How meeting habitability requirements and applying the concepts of crime prevention through environmental design can be used to prevent illegal activity on rental property.
- Applicant screening.* How to screen out dishonest applicants while encouraging honest applicants to apply using approaches that are both legal and fair.
- Rental agreements.* How to empower landlords to evict tenants involved in drug and other illegal activity.
- Ongoing management.* How to manage property in a way that discourages illegal behavior, promotes resident safety, and ensures early warning should illegal activity occur.
- Community building.* How to strengthen the sense of community in multifamily housing, the benefits for managers and residents in doing so, discussion of apartment watch and how to work with neighbors, and techniques for helping residents in small-unit housing learn about and participate in neighborhood watch programs.

- ❑ *Warning signs of drug activity.* What drugs are involved; the behavior associated with dealing, distributing, and growing; and the indicators of clandestine drug laboratories.
- ❑ *Crisis resolution.* What the options, process, and practical applications are in situations where illegal activity is apparent, and what basic considerations are necessary when tenants involved in illegal activity must be evicted.
- ❑ *Working with the police.* What to expect, what not to expect, and how to get maximum cooperation.

## Support Materials

The materials available at the national train-the-trainer programs will include:

- ❑ The BJA monograph, *Keeping Drug Activity Out of Rental Property: A Guide for Establishing Landlord Training Programs.*
- ❑ A BJA step-by-step, train-the-trainer guide, complete with sample overheads, key points, and discussion of optional presentation approaches.
- ❑ Sample marketing materials and information available from various jurisdictions about program variations.
- ❑ Electronic copies of selected materials.

## For Further Information

For information about the Landlord Training Program or to register for upcoming train-the-trainer programs, contact:

**Campbell DeLong Resources, Inc.**  
 319 SW. Washington, Suite 802  
 Portland, OR 97204  
 1-503-221-6679 (voice-mail response system)  
 LTP info@aol.com (e-mail)

Materials available are listed in the main menu of the voice-mail system. Both fax and electronic mail communications are supported. Options available through the voice-mail response system include requesting information to be faxed or electronically mailed to your location and adding your name and organization to a list of persons to be notified about location and registration information as it becomes available.

Additional options on the voice-mail response system, including program registration and location-specific training information, will be listed as it becomes available.

For other information about the Landlord Training Program, contact:

**Bureau of Justice Assistance**  
 Discretionary Grants Program Division  
 Law Enforcement Branch  
 633 Indiana Avenue NW.  
 Washington, DC 20531  
 Tel: 1-202-616-3452

For information on BJA publications, contact:

**Bureau of Justice Assistance Clearinghouse**  
 P.O. Box 6000  
 Rockville, MD 20849-6000  
 Tel: 1-800-688-4252  
 Fax: 1-301-251-5212  
 Bulletin Board System: 1-301-738-8895  
 Internet: look@ncjrs.aspensys.com

For general information about other BJA programs, contact:

**U.S. Department of Justice Response Center**  
 Tel: 1-800-421-6770

**U.S. Department of Justice**  
Office of Justice Programs  
*Bureau of Justice Assistance*

*Washington, D.C. 20531*

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