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## **City of Duluth**

### **Crime-Free Multi Housing Program**

### **Landlord Notification and Frequently Asked Questions**

#### **Mission**

***“It is the mission of the Crime Free Multi-Housing Program to assure that rental housing in the City of Duluth is decent, safe and sanitary and is so operated and maintained as not to become a nuisance to the neighborhood or to become an influence that fosters blight and deterioration or creates a disincentive to reinvest in the enterprise.***

***Property owners are responsible to take such reasonable steps as are necessary to assure the citizens of the city who occupy such units may pursue the quiet enjoyment of the normal activities of life in surroundings that are: Safe, secure and sanitary; free from crimes and criminal activity, nuisances or annoyances.”***

***The Landlord Notification Program has been created to assist property owners and managers in accomplishing the above mission.***

## **I. The CFMH Ordinance:**

Where can I find the City of Duluth CFMH Ordinance (City Ordinance 29A Article 4)

- The CFMH Ordinance can be found on the City of Duluth Website at:  
<http://www.duluthmn.gov/clerk/legcode.cfm>

What are the key points in the CFMH Ordinance?

- Landlords are responsible for their properties
- Landlords are required to conduct background checks on all adult prospective tenants
- Landlords must utilize the Crime Free/Drug Free Lease Addendum when renting or renewing a lease
- Landlords are expected to work with their tenants to correct nuisance behavior that is in violation of the CFMH Ordinance
- Calls to 911 for legitimate emergencies are not considered a violation of the CFMH Ordinance
- Failure to abide by the CFMH Ordinance may result in suspension or loss of a rental license.

## **II. The CFMH Program:**

What is the CFMH Program?

- A nation-wide program designed to make multi-family dwellings safe and desirable places to live. CFMH is pro-property manager, pro-resident, and anti-crime.
- The following Minnesota cities have a CFMH Program: Duluth, Rochester, St. Cloud, Bloomington, St. Louis Park, Coon Rapids, Meadow Creek, Maple Grove, Sauk Rapids, Mankato, Waseca, Buffalo, as well as Hennipen and Ramsey Counties and others.

What are the benefits of the CFMH Program?

- Landlord/Management Training
- Reduction in crime at rental addresses
- Community/Police partnership
- Better landlord/community relations

Where can I find out about upcoming training on CFMH?

- Information on CFMH training can be found on the City of Duluth website, in the Police Department link at <http://www.duluthmn.gov/police>
- Information can also be found under the Neighborhood Housing Services website at:  
<http://www.nhsduluth.org/>

How do I get certified in CFMH?

There are three phases to certification

- Landlord/management training
- Security assessment of rental property (CPTED)
- Resident safety/Crime Watch
- Future CFMH training will be posted on the Police Department website under CFMH
- CFMH Certification is strongly suggested, but is not required to obtain a City Rental License.

### **III. Landlord Notification:**

What is the Landlord Notification Program?

- A computer-generated e-mail notification to landlords/property managers of police calls to their property(s).

How does a landlord/property manager sign-up to receive the e-mail notifications?

- Send a request to [landlordnotification@duluthmn.gov](mailto:landlordnotification@duluthmn.gov) and provide your e-mail address
- You will also be asked to provide your City of Duluth Rental License number, name, contact address, phone number and address(s) of property(s) you own or manage
- You are only allowed to receive e-mail notifications pertaining to property(s) you own or manage

What does an e-mail notification mean?

- This is a notification that a 911 call has occurred at your property.
- Only nuisance-type calls are enforceable under the CFMH Ordinance (examples: loud music, disturbances, disorderly conduct, alcohol/drug incidents, fights)

If I receive an e-mail notification, is that the same as getting a “first strike” in reference to the CFMH ordinance?

- No, this is not a “first strike notification” under the CFMH ordinance.
- Nuisance calls are reviewed by the police department. If the review determines that the property is a nuisance property, the police department may issue a formal “first letter of notification” that the CFMH Ordinance has been violated. The letter will be sent to the landlord/property manager. A third letter of notification of a nuisance property may result in a rental license being suspended or revoked.

What is the recommended process after receiving an e-mail notification?

- Contact your tenant and ask them about the police call to their residence
- Discuss the Crime Free/Drug Free Addendum they signed, and their failure to comply with it
- Discuss the City's Crime Free Multi-Housing Ordinance and their responsibilities as tenants
- Discuss the expectation that there be no further nuisance-type calls to their residence

How do I get a police report regarding an e-mail incident?

- Contact the Duluth Police Department Records Support Unit at 730-5590 (or)
- Stop at Duluth Police Headquarters at 411 W. 1<sup>st</sup> St. Go to the Record Support Unit window on the ground floor and make your request
- Because of the large number of rental units in the City, there is potential for a significant number of requests for information/reports to come into the Record Support Unit.
- Landlords and property managers are asked to limit the number of requests to those that are absolutely necessary
- Requests for information must be made in person or in writing to the Record Support Unit, and may take up to 10 business days for a response. Volume of requests will dictate the response time
- Copies of police reports are available for 25 cents per page. If research is required, the requester may be charged an additional hourly fee

What will the e-mail notification disclose regarding incidents at my property?

- All data that is considered "Public Record" to include date, time, type of incident and disposition code of the incident.

What will not be disclosed?

- Data that is considered "private data" under Minnesota State Statute

What do the 'Disposition Codes' mean on the e-mail notifications?

- This is a code used by the police department to indicate the end result of the call. (Common examples include AST=Assist; DTX=Detox; MOR=Matter of Record; RPT=Report; ADV=Advised; JAIL=Jail; REP=Reprimand; TAG=Citation Issued, among others)

What are some other resources available to me in the area of CFMH?

- Landlords/property managers that attend the various CFMH training sessions will be provided with many additional resources locations available to them.

What is expected of me as a landlord/property manager?

- Abide by the CFMH Ordinance
- Be a responsible, involved landlord/property manager
- Work with the police department to reduce nuisance incidents at your property
- Manage a safe, secure, sanitary, crime-free property (see mission statement above)