

**College Park Neighborhood Quality of Life Committee  
First Annual Report for Period Ending June 30, 2015**

April 30, 2016

The College Park Neighborhood Quality of Life Committee (NQLC) was established by the Mayor and Council to continue the work of the previous Neighborhood Stabilization and Quality of Life Work Group (NSQLWG) by developing and supporting the implementation of strategies for: 1) reducing issues that negatively impact quality of life for College Park residents; 2) increasing rates of homeownership; 3) building positive relations between different groups in the community, such as between students and long-term residents; and 4) expanding options for affordable housing.<sup>1</sup> This first annual report of the NQLC summarizes work of NQLC participants and stakeholders from July 2013 through June 2015, a two-year period that generally corresponds to the City's 2013-14 and 2014-15 fiscal years and the University's 2013-14 and 2014-15 academic years.

The committee thanks all of those organizations and individuals who have contributed to this important work, including University of Maryland leadership and staff; state and county officials; student organizations including the Student Government Association (SGA), Interfraternity Council (IFC), Panhellenic Association (PHA), Graduate Student Government (GSG), and Co-operative Housing University of Maryland (CHUM); public safety officials including the Prince George's County Police Department (PGPD), University of Maryland Police Department (UMPD), City Multi-Agency Services Team (C-MAST), and State's Attorney's Office; Prince George's Property Owners Association (PGPOA); City of College Park Mayor and Council; City staff including Public Services, Public Works, and communications staff; neighborhood civic associations; and other city residents including both students and long-term residents.

**Committee Membership and Structure**

The City Council appointed a total of 32 members to the NQLC, including city councilmembers, long-term residents, students, landlords, University officials, police, and City staff (see Attachment A for list of committee members). The NQLC held its first meeting on April 7, 2014, and subsequently decided to create seven subcommittees to work on the following issues:

- A. Code Enforcement and Public Safety
- B. Community Building and Culture Change
- C. Best Practices for Rental Property Owners
- D. Home Ownership
- E. Diversity of Student Housing Options
- F. Metrics
- G. Public Outreach

These subcommittees in turn involved additional individuals who were interested in contributing to their work. Attachment B provides a listing of the members of each of the seven subcommittees. Both the full committee and the subcommittees held a series of meetings over the past year in which they sought to work towards implementing quality of life strategies. In addition, the Public Outreach subcommittee held a public forum in November 2014 to provide an opportunity for participants to discuss issues and strategies.

The remainder of this report discusses accomplishments during 2013-14 and 2014-15, subcommittee reports and action plans for the first five subcommittees, potential metrics for measuring success, and public outreach activities of the committee.

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<sup>1</sup> The Mayor and Council passed a resolution establishing the NQLC in September 2013 and the group held its first meeting on April 7, 2014. The predecessor group, the NSQLWG, was formed in July 2012 and submitted its final report in August 2013.

**Strategies Accomplished Between July 2013 and June 2015**

The table below discusses NQLC strategies that were implemented between July 2013 and June 2015. Many other organizations and committees are involved in efforts to pursue many of these strategies; this table summarizes overall progress on these strategies and not just on the specific work done by the NQLC.

Strategy	Accomplishments
<b>CODE ENFORCEMENT &amp; PUBLIC SAFETY</b>	
Extend UMD Code of Student Conduct to apply off campus, to require students to adhere to the same standards off campus as they do on campus.	The UMD Office of Student Conduct began implementing the expanded Code of Student Conduct in the 2013-14 academic year. During 2013-14 and 2014-15, off-campus cases accounted for 42% of all OSC referrals (348 out of 822 referrals). The Old Town neighborhood accounted for over half of off-campus referrals and almost a quarter of all OSC referrals.
Increase collaboration and communication between various police agencies (UMPD, PGPD, City contract police), City code enforcement, and Noise Board).	The C-MAST group meets once a month to facilitate regular communication between City staff, UMPD, PGPD, State’s Attorney’s office, UMD leaders, landlords, and others regarding current issues and strategies. C-MAST also regularly compiles and analyzes “call for service” data from code enforcement, PGPD, and UMPD.
Hire dedicated, part-time, contract noise enforcement staff to work during evenings and weekends	Beginning in fiscal 2014, City hired two half-time noise enforcement officers who are scheduled on night and weekend shifts, to supplement full-time code enforcement officers who currently work overtime to meet demands during peak noise-related/party evenings and weekends.
Use C-MAST data to identify appropriate times to staff noise enforcement.	City has historically used call-for-service data to schedule noise enforcement staff, and now is also using C-MAST data to provide additional information and context.
Alter procedures for issuing noise citations to: 1) issue fines in the name of the landlord if enforcement agent is not easily able to determine tenant names, and 2) notify landlords via email to ensure prompt receipt.	It is now current practice for City code enforcement officers to issue a citation to the landlord if tenant names cannot be determined. Occupants and landlords are notified of noise violations through multiple methods, including posting on the door, USPS mail, and (for those landlords who have agreed to electronic notification) via email as well.
Permit Code Enforcement Officers to take noise readings from the safety of their vehicle without the presence of a police officer (unless they feel they are in danger).	Code officers are permitted to take decibel readings from their car prior to the arrival of a police officer, if they feel it is safe to do so.
Utilize nuisance abatement strategies similar to those adopted by the Baltimore City Council in 2011.	In November 2014, the Prince George’s County Council passed a bill sponsored by Councilmember Eric Olson to amend the county’s nuisance ordinance and allow PGPD, UMPD, and City Code Enforcement (among others) to bring enforcement actions to a Nuisance Abatement Board (NAB) regarding disorderly houses with multiple disturbances within a one-year period. The NAB would then hold a public hearing and if it finds that a nuisance does exist, sanctions could include suspension or revocation of the rental license for up to one year. The C-MAST team has identified 12 houses with the largest numbers of violations and complaints, and meetings at the State’s Attorney’s office were held with these property owners to ensure they understand the new NAB provisions and the potential consequences if these problems continue.

Strategy	Accomplishments
Refer noise violations to the UMCP Office of Student Conduct, Community Oriented Policing officers, and others.	City code officers and contract police have referred noise violations and problem houses to the OSC and to COPS officers for follow-up. These houses were also included in “Knock & Talk” visits in Fall 2014 and 2015.
Implement additional speed reduction strategies in high pedestrian areas, such as planters to change the width of the road, raised sidewalks, and reduced speed limits.	Multiple pedestrian safety measures were implemented along Route 1 in downtown College Park, including reducing the speed limit to 25 mph, adding a traffic light at the Hartwick Road intersection, installing improved crosswalk markings and a fence barrier in the median between Knox and Hartwick roads, and education/enforcement of jaywalking.
<b>BEST PRACTICES FOR RENTAL PROPERTY OWNERS</b>	
Create an accreditation program for rental house property owners/managers.	The PGPOA launched a PGPOA Certification Program to help landlords and their property managers/agents better understand the code and laws governing rental housing in College Park and improve their practices. To be certified, participants must successfully complete a detailed knowledge assessment and pledge to be part of the solution for quality of life issues, particularly noise and trash. Updates on any relevant code or law changes will be provided at <a href="http://CollegeParkHousing.org">CollegeParkHousing.org</a> . The program is biennial and open to all property owners who own and rent in College Park.
<b>COMMUNITY BUILDING &amp; CULTURE CHANGE</b>	
Explore tailgating on campus.	After a pilot program with 3 campus tailgates in Fall 2013, the program was expanded to include 5 home football games in Fall 2014 and 5 in Fall 2015. UMD police monitored the campus tailgates and there were no significant problems. The volume of neighborhood parties and noise was greatly diminished on days with campus tailgates.
Expand “Knock & Talk” program, a multi-agency task force that visits student rental households to discuss expectations of the community, police, and code enforcement.	Since being initiated in Fall 2012 in the Old Town/Calvert Hills area, Knock & Talks have been conducted during each back-to-school period, with some additional follow-ups in the winter and spring, as needed. Knock & Talks have been expanded to include other neighborhoods and to include homeowner households as well as rental houses, while retaining a focus on anticipated problem properties.
Implement Neighborhood Grant Program to promote community activities and block parties.	The Neighborhood Grant Program was launched in 2014-15 and was funded at \$5,000 to provide at least 10 grants with a maximum amount of \$500 each. In the first year (through June 2015), 5 grants were awarded for a total of \$1,550.
Study best practices at other peer institutions for addressing student/community-related issues.	The UMD Office of Community Relations completed the study and issued a report in 2015.
<b>HOMEOWNERSHIP</b>	
Develop and disseminate marketing materials that highlight the amenities and benefits of living in College Park and encourage potential residents to move here.	Through a partnership with the UMD Conference and Visitors Bureau, UMD is providing space in the Visitor’s Center to market the city including an interactive touch-screen display and accommodations for print material. The city has also developed a Smart Place to Live brochure and is in the process of creating a LiveCollegePark website. In June 2015, CPCUP began publishing a weekly email newsletter to highlight City and University activities and events.

Strategy	Accomplishments
Create forgivable home purchasing loan program for University of Maryland faculty and staff who purchase homes and live in College Park. Could also encourage other employers located in College Park to offer such a program.	CPCUP developed this new program, which was announced in July 2015. Initial funding of \$150,000 (\$100,000 from a State grant and \$50,000 from UMD) will support an initial round of 10 forgivable loans of \$15,000 each.
Develop an ongoing group of faculty, staff and grad students who are city residents to discuss issues of concern and work on attracting colleagues to the city.	UMD and CPCUP developed a concept for a monthly “Thirsty Thursdays” happy hour to bring together a group of faculty, staff, students, and city residents, to highlight the benefits of living in College Park. The first of these was held on April 16, 2015, and additional events were planned to start in the fall.
Create an Aging-in-Place program that would provide support to older homeowners who face challenges with accessibility, mobility, home maintenance, and need for medical and social services.	The City Council created an Aging-in-Place task force in April 2014 to develop recommendations to help older residents stay in their homes. The task force held its first meeting in January 2015. The task force developed and conducted a needs assessment survey for College Park residents.

**Subcommittee Reports and Action Plans**

For the subcommittees that are focused on developing and implementing strategies, the following sections describes the strategies that the subcommittee intends to work on during 2015-16, including the subcommittee’s assessment of their priority, action steps that could be taken to move towards adopting and/or implementing the strategy, target dates, individuals who will lead the subcommittee’s work on the strategy, and potential partners to aid in development and implementation of the strategy.

Priorities are indicated by the following codes:

- A – Completed or well underway
- B – “Low-hanging fruit” – Strategies to focus on implementing during the next 3-6 months
- C – Longer-term strategies – Ideas to explore for possible implementation over a longer period
- D – Needs further consideration – Strategies that may be controversial or lacking in support

## A. Code Enforcement and Public Safety

This subcommittee aims to enhance the quality of code enforcement and develop communication techniques and other tools to improve the outcomes of code enforcement and public safety.

### Strategies and Action Steps for 2015-16

Strategy (and Priority)		Action Steps	Strategy Leader	Potential Partners
1. Install additional security cameras in key areas and work with C-MAST on targeted problem areas.	A/B	<ul style="list-style-type: none"> <li>• Use C-MAST data to identify locations where additional cameras may be needed in neighborhoods, on Route 1</li> <li>• Secure funding for additional security cameras (City)</li> <li>• Acquire four portable cameras that can be moved to different locations as needed (UMPD)</li> <li>• Discuss procedure for moving portable cameras to new locations</li> </ul>	Bob Ryan	City Council, UMPD, C-MAST, Contract Police
2. Revise noise warning letters and violation letters to include more information about the details of the noise complaint or violation.	B	<ul style="list-style-type: none"> <li>• Develop suggested format and content for revised notice (see Attachment C)</li> <li>• Determine whether revised notice could be implemented prior to software changes</li> <li>• Refine new format in consultation with City staff, legal counsel, &amp; City Council</li> <li>• Discuss/finalize at City Council work session</li> </ul>	Chris Nagle, Lisa Miller, Stephanie Stulich	City Code Enforcement, City Manager
3. Assess implementation and effectiveness of student conduct process for off-campus quality of life referrals	B	<ul style="list-style-type: none"> <li>• Meet with City staff to discuss consistency of referral process</li> <li>• Meeting between Office of Student Conduct and stakeholders to evaluate data and possible changes to intervention process</li> <li>• Suggest additional data analyses and break-outs for OSC annual report</li> </ul>	Stephanie Stulich	City Code Enforcement, City Council Members, Contract Police
4. Enable code enforcement officers and police to take photographs and video (including sound) to document party problems.	B	<ul style="list-style-type: none"> <li>• UMD has ordered body cameras for all UMPD officers.</li> <li>• Meet with city staff and UMPD about issues and process</li> </ul>	Patrick Wojahn	City Code Enforcement, UMPD, PGPD, Contract Police
5. Utilize nuisance abatement process adopted by the Prince George's County Council in 2014.	B	<ul style="list-style-type: none"> <li>• Select appropriate cases to bring to the NAB (using C-MAST data on repeat problem houses)</li> </ul>	Bob Ryan	State's Attorney Office, Code Enforcement, Contract Police, PGPD, UMPD
6. Develop and implement new IFC/PHA mechanism for peer-to-peer education and intervention to reduce noise and other code problems.	B/C	<ul style="list-style-type: none"> <li>• Meet with OFSL, IFC, PHA, City staff, and residents to brainstorm ideas for implementing this strategy</li> </ul>	TBD	IFC, PHA

Strategy (and Priority)		Action Steps	Strategy Leader	Potential Partners
7. Educate community members when and how to report problems.	B/C	<ul style="list-style-type: none"> <li>• Develop an easy-to-use matrix detailing typical infractions and nuisances and corresponding contact information detailing how to report problems.</li> <li>• Consider creating City webpage to organize and disseminate this information.</li> <li>• Brainstorm other ways to disseminate this info.</li> </ul>	Aaron Springer	City Code Enforcement, Civic Associations, Neighborhood Watch, neighborhood listservs

## B. Community Building and Culture Change

No subcommittee report submitted.

## C. Expectations and Best Practices for Rental Property Owners

This subcommittee is working to make rental property owners aware of quality of life issues that exist in College Park and to obtain their cooperation and involvement in preventing and solving issues as they arise. The subcommittee feels strongly that education about these expectations should come first, but this should be followed by concrete actions and consequences.

### Strategies and Action Steps for 2015-16

Strategy (and Priority)		Action Steps	Strategy Leader	Potential Partners
1. Disseminate list of accredited property owners and their properties.	B	<ul style="list-style-type: none"> <li>• Disseminate list via the PGPOA website.</li> <li>• Explore whether City could also post this list on the City website.</li> </ul>	Lisa Miller	PGPOA, City
2. Add more depth to rental property owner accreditation program, including educational materials, model lease language, and commitment to specific actions to prevent and address quality of life issues.	B	<ul style="list-style-type: none"> <li>• Create a "Living in College Park" video that would be required viewing by prospective tenants, together with a test demonstrating knowledge acquired, before lease is signed.</li> <li>• Use code enforcement data to provide landlords with info about issues and consequences at least once a year.</li> <li>• Develop specific lease language designed to provide clear communication of expectations for tenant behavior.</li> <li>• Provide info about other resources available to help deal with problem tenants: OSC, OFSL, COPS Officers, etc.</li> </ul>	Lisa Miller	City, PGPOA, C-MAST, IFC/PHA, Police

Strategy (and Priority)		Action Steps	Strategy Leader	Potential Partners
3. Develop and disseminate letter regarding best practice expectations for rental property owners, including what they can do to prevent problems and address them as they occur.	B	<ul style="list-style-type: none"> <li>• Draft letter (see Attachment D).</li> <li>• PGPOA to send to PGPOA members participating in accreditation program. City could also send to all rental property owners with noise complaints during the past year.</li> <li>• Develop an Expectations List for Landlords, including “If this happens, you should do this.”</li> </ul>	Paul Carlson	PGPOA, City
4. Examine existing online rating systems that students can use to rate landlords and off-campus housing, explore ways to promote use of such a system, and if appropriate, explore development of an online rating system specific to U-MD students.	B	<ul style="list-style-type: none"> <li>• Participate in a joint meeting with the Diversity of Student Housing Options subcommittee to discuss collaborating on this strategy.</li> </ul>	TBD	SGA, IFC/PHA, University, City
5. Develop content for annual property owner orientation program and offer on three different dates each year, with the first session to occur during the back-to-school period.	C	<ul style="list-style-type: none"> <li>• Develop agenda for initial trial orientation session</li> <li>• Invite speakers (e.g., OSC, UMPD, PGPD, long-term resident?)</li> <li>• Arrange location</li> <li>• Publicize to PGPOA membership</li> <li>• Reach out to owners of houses with multiple noise complaints to encourage them to attend</li> </ul>	TBD	City
6. Streamline the rental licensing process, including by 1) automating the rental license renewal process and allowing on-line submissions, and 2) providing one rental registration deadline for all rental properties (inspections would continue to occur throughout the year).	B	<ul style="list-style-type: none"> <li>• Get results of City’s software company’s results of evaluation of their system capabilities with the goal of an online process or, at minimum, a one-page/one-mailing process.</li> <li>• Explore how Baltimore City accomplished this.</li> <li>• Discussion of next steps with City staff and landlord representatives.</li> </ul>	Lisa Miller	City, PGPOA
7. Revise notification process for code citations and warnings to encourage more prompt and positive responses, including by redesigning the content and format of notices sent to property owners and tenants, requiring landlords to provide email contact info, and sending notices via email instead of relying solely on paper mailings.	B/C	<ul style="list-style-type: none"> <li>• Discussion of next steps with City staff and landlord representatives.</li> <li>• Refine the notice revisions suggested by the subcommittee (Attachment C), in collaboration between city staff and landlords</li> </ul>	TBD	City, PGPOA, C-MAST

## D. Home Ownership

This subcommittee is pursuing strategies to reverse the trend of conversions of owner-occupied properties to rental properties and to attract more University faculty and staff and other owner-occupants to purchase homes in College Park. These strategies are organized around the following five goals:

- Provide financial incentives to attract new homeowners
- Retain existing homeowners
- Use marketing strategies to attract new homeowners to College Park
- Improve K-12 education and activity options for College Park children and youth
- Improve amenities for College Park residents

The ultimate goal is to increase the investment of residents in their neighborhood and maintain stability among residents.

### Strategies and Action Steps for 2015-16

Strategy (and Priority)		Action Steps	Strategy Leader	Potential Partners
1. Develop and disseminate marketing materials that highlight the amenities and benefits of living in College Park and encourage potential residents to move here	A/B	<ul style="list-style-type: none"> <li>• Establish a City marketing committee.</li> <li>• Develop materials demonstrating benefits of living in College Park, including: housing stability and affordability; homeowner grant programs; cultural, educational, and recreational opportunities, transportation hub, diversity.</li> <li>• Disseminate marketing materials to faculty, staff, grad students.</li> <li>• Develop partnership with UM Conference and Visitor Services Bureau to disseminate marketing materials.</li> <li>• Get info out to UMD search committee.</li> <li>• Promote a more robust website to market the city and include a web picture gallery with homes, parks, and other attractive amenities, (e.g., <a href="http://www.livecollegepark.org">www.livecollegepark.org</a>)</li> </ul>	Patrick Wojahn, PJ Brennan	City Council and staff Marketing committee CPCUP UMD (e.g., Faculty Affairs, Conference & Visitor Services Bureau) Employers (e.g., NASA Goddard) CP residents, UMD alums
2. Develop an ongoing group of faculty, staff and grad students who are city residents to discuss issues of concern and work on attracting colleagues to the city	A/B	<ul style="list-style-type: none"> <li>• Plan for holding additional Thirsty Thursday events in Fall 2015</li> <li>• Develop other ongoing events (e.g., Final Fridays)</li> <li>• Collect and disseminate work/live stories</li> </ul>	PJ Brennan	UMD, City Small business owners, area employers

Strategy (and Priority)		Action Steps	Strategy Leader	Potential Partners
3.	Expand University and City involvement in College Park schools	A/B	<ul style="list-style-type: none"> <li>Discuss strengths and needs for Fall 2015 with School Board representative Lupi Grady</li> <li>Develop list of magnet and charter school programs and due dates</li> </ul>	Andrew Fellows  UMD, City Education Advisory Committee
4.	Expand the availability of grants to incentivize new homeowners to purchase homes in College Park, either by expanding the current City and University programs and/or encouraging other employers to offer similar programs.	A/C	<ul style="list-style-type: none"> <li>Review existing incentive programs and explore gaps.</li> <li>Review University of Maryland grant program process and whether this grant can be continued.</li> <li>Discuss with realtors what the city can better do to incentivize people to move to the city.</li> <li>Investigate potential State incentives such as interest-free loans.</li> </ul>	Patrick Wojahn  CPCUP Real estate brokers State and County representatives
5.	Create an Aging-in-Place program that would provide support to older homeowners who face challenges with accessibility, mobility, home maintenance, transportation, and need for medical and social services.	A/C	<ul style="list-style-type: none"> <li>Develop a “needs assessment” plan.</li> <li>Assess services currently available to College Park residents.</li> <li>Prepare a report with recommendations on steps College Park could take to better fill those gaps and address the needs of seniors wishing to age in place.</li> <li>Look at Greenbelt programs, such as assessments of homes, developing accessible market-rate housing for seniors, the Village Concept.</li> <li>Support/participate in community grassroots meetings on Aging.</li> <li>Plan and conduct “Seniors in the Community Art Exhibit and Reception.”</li> </ul>	Patrick Wojahn  City Council and staff College Park Arts Exchange “Explorations on Aging” grass roots group Residents
6.	Highlight achievements and success stories within local schools, particularly from parent perspectives	B	<ul style="list-style-type: none"> <li>Reach out to local principals, ask to highlight student of the month</li> <li>Post stories on city website (with parent permission)</li> </ul>	Peggy Higgins  PGCPS, private schools
7.	Offer educational materials and other assistance to help home sellers to market their homes to prospective owner-occupants	B	<ul style="list-style-type: none"> <li>Meet with realtors once a year (to continue dialogue from May 2015 meeting)</li> <li>Develop ideas for content to include in series of quarterly email blasts to realtors</li> <li>Develop and disseminate the first quarterly email blast</li> </ul>	PJ Brennan  Karyn Keating-Volke  City Area realtors

Strategy (and Priority)		Action Steps	Strategy Leader	Potential Partners
8. Publicize information about the College Park Academy and other schools in order to attract University faculty and staff to live in College Park.	B/C	<ul style="list-style-type: none"> <li>Develop materials about CPA to provide to U-MD faculty and staff, realtors, and targeted employers (e.g. FDA, NASA, other federal agencies in the area)</li> <li>Publicize “innovation”, UMD’s integration in our schools</li> <li>Market our 4 top high schools</li> </ul>	Denise Mitchell	College Park Academy
9. Create a Housing Resource Center to help incoming UM faculty and staff find housing that matches their needs	C	<ul style="list-style-type: none"> <li>Discuss with university officials</li> </ul>	TBD	UMD
10. Provide resident discount for on-campus cultural and athletic events and improved access to University amenities (such as lifelong learning programs for College Park residents, use of the library, and recreational facilities).	C	<ul style="list-style-type: none"> <li>Work with Clarice Smith Center on ways to promote events</li> <li>Work with University to compile a list of amenities available for residents</li> <li>Promote UMD bus use to and in campus area</li> </ul>	TBD	UMD Public Relations Clarice Smith Director

### E. Diversity of Student Housing Options

This subcommittee aims to expand affordable and quality housing options for student housing. This issue directly impacts the other issues that the NQLC is working to address, including stabilization of residential neighborhoods. Students currently have limited options for affordable housing in College Park, and the options that are available are often low-quality, poorly maintained, or lack appropriate security. Building new affordable housing developments is very challenging because of the high cost of new construction, and would require the involvement of additional stakeholders that are outside of the scope of the NQLC. However, ways that we could address the issue of affordable housing for students include the following:

- Ensure that students are aware of the affordable housing options that do exist.
- Establish enforceable standards for existing affordable student housing, and increase awareness among students that code enforcement can help them address housing quality problems.
- Expand availability of co-operative housing options for students and increasing sustainability of the existing CHUM organization.

#### Strategies and Action Steps for 2015-16

Strategy (and Priority)		Action Steps	Strategy Leader	Potential Partners
1. Publicize co-op housing to get more students interested in this housing option.	B	<ul style="list-style-type: none"> <li>Advertise co-operative housing through the University off-campus housing office.</li> </ul>	CHUM rep on NQLC	CHUM, SGA, GSG, University

Strategy (and Priority)		Action Steps	Strategy Leader	Potential Partners
2. Expand awareness of CHUM and co-operative housing among UMD students, UMD officials, and the surrounding community.	B	<ul style="list-style-type: none"> <li>• Invite University, City, and County officials to attend CHUM dinners</li> <li>• Designate a neighborhood liaison in each CHUM house to help CHUM connect with the community</li> </ul>	CHUM rep on NQLC	CHUM, SGA, GSG
3. Help CHUM strengthen its sustainability and expand to serve more students.	B	<ul style="list-style-type: none"> <li>• Review best practices from other campuses that have co-op housing</li> <li>• Strengthen the structure of CHUM such as connecting them to McDonough School of Business</li> <li>• Explore providing specialized theme housing through CHUM</li> <li>• Consider creating a CHUM advisory board composed of CHUM alums, parents, and community members to provide continuity and support</li> </ul>	CHUM rep on NQLC (with support from Patrick Wojahn as Council point of contact)	CHUM, SGA, City, University
4. Educate students regarding role of code enforcement so they know who and when to contact when they need assistance.	B/C	<ul style="list-style-type: none"> <li>• Compose an email message regarding “Help for students in off-campus housing in College Park”</li> <li>• Work with SGA and GSG to disseminate this to the student body</li> <li>• Approach apartment owners about holding informational session each fall</li> </ul>	SGA student liaison	SGA, City
5. Create a guide to inform international students about their rights and make it available online.	C	<ul style="list-style-type: none"> <li>• Identify what resources are currently available to help international students with housing issues</li> <li>• Identify information gaps (e.g., info that international students need that is not currently available)</li> <li>• Consider including information about PGPOA “Medallion” accreditation program to market houses with responsible landlords to international students.</li> <li>• Work with University foreign students program to provide this information to international students before they arrive.</li> </ul>	GSG rep on NQLC	GSG, SGA, University, City
6. Hold a forum on affordable housing, aimed at students and including University administration, off-campus housing reps, County officials and developers?	B	<ul style="list-style-type: none"> <li>• Reach out to potential partners to discuss forum purpose and goals</li> <li>• Develop draft agenda, list of potential speakers</li> <li>• Identify and reserve venue, set date</li> <li>• Invite speakers</li> </ul>	SGA	SGA, GSG, University, CPCUP
7. Explore ways to relieve Prince George’s County occupancy restrictions on co-op housing projects and establish other regulations to help facilitate co-op housing.	C	<ul style="list-style-type: none"> <li>• Co-op housing committee to look into legal issues; discuss (with attorney?) ways to facilitate expansion of co-op housing through county code</li> </ul>	CHUM rep on NQLC	CHUM, SGA, County, City

## **F. Potential Metrics for Measuring Success**

As the City, University, and other stakeholders move forward to implement various strategies, it will be important to periodically assess whether progress is being made. The table below shows potential performance metrics that could be used to assess progress.

<b>Subcommittee</b>	<b>Potential Metrics</b>	<b>Data Source</b>
Code Enforcement & Public Safety	• # of noise complaints <sup>N</sup>	City code enforcement data
	• # of noise citations <sup>N</sup>	
	• # of houses with more than 3 noise complaints <sup>N</sup>	
	• # of property appearance-related code violations for tall grass/weeds, trash/debris, litter, parking on grass, exterior maintenance, and trash/recycling toters (report separate totals for rental houses and owner-occupied houses) <sup>N</sup>	
	• # of vandalism incidents reported <sup>N</sup>	PGPD
	• # of police calls for service <sup>N</sup>	
• Crime statistics (e.g., # of violent crimes, property crimes, and total crimes) <sup>N</sup>		
Community Building & Culture Change	• # of on-campus tailgates	IFC or UMPD?
	• Estimated # of attendees at campus tailgates	
	• % of respondents who report a satisfactory relationship between students and long-term residents	City Resident Survey? (would require new items to be added to survey)
	• # of students and long-term residents who participated in community events that included both students and long-term residents	
• % of residents who perceive UMD as a positive partner for the City and the community		
Home Ownership	• % of UMD faculty and staff who live in College Park	UMD
	• % of single family houses that are owner-occupied <sup>N</sup>	SDAT and City rental license data
	• # of single-family houses that are registered with the City as rentals <sup>N</sup>	
	• # of owner-occupied single-family houses that were sold to investors <sup>N</sup>	
	• # of investor-owned single-family houses that were sold to owner occupants <sup>N</sup>	TBD
	• Average # of days that single-family houses were on market before being sold <sup>N</sup>	TBD
	• Number of vacant properties in vacant property registry <sup>N</sup>	City Planning Dept; CPCUP
Expectations & Best Practices for Property Owners	• # of property owners who receive accreditation under PGPOA “medallion” program <sup>N</sup>	PGPOA
	• # of properties owned by accredited property owners <sup>N</sup>	
	• #/% of accredited properties with more than 3 noise complaints <sup>N</sup>	Code enforcement
Diversity of Student Housing Options	• Average monthly housing cost per bed in off-campus apartment buildings	TBD
	• # of units of subsidized graduate student housing in College Park	UMD ?
	• Total # of beds in student apartment buildings that were constructed after 6/30/12	City Planning Department
	• % of student survey respondents who report that they are satisfied with the housing options that are available in College Park	No current data source
Overall	• # of potential strategies that were adopted and implemented	NQLC
	• % of respondents who give College Park an overall rating of Excellent or Good on City Resident Survey	City Resident Survey
	• % of residents that would recommend living in College Park to a friend	

<sup>N</sup> indicates a metric that should be measured by neighborhood as well as for the City as a whole

The goal is to report annual data on each metric based on the City's fiscal year (July 1 – June 30), which also roughly corresponds to the University academic year. In addition to aggregate measures for the City as a whole, the committee will also track metrics by neighborhood where possible. In addition, it would also be useful to compare College Park to other neighboring municipalities on measures for which there is comparable data.

It is important to note that using these indicators to assess progress may not always be clear-cut and straightforward. For example, strategies that encourage residents to call police and the Noise Hotline more consistently to report problems could lead to an increase in the number of reported complaints, even if the actual incidence of problems has declined. In addition, metrics based on surveys may not yield reliable results if the surveys have low response rates, because those who respond may not be representative of all residents or students.

Nevertheless, it is important for the City and other stakeholders to regularly examine the data to seek to understand how the implementation of various strategies is affecting the underlying issues and goals for this effort. The above metrics are suggested as a starting point for consideration, and the City Council and other stakeholders should explore the feasibility of these measures as well as seeking to identify other potential metrics that may provide more meaningful and reliable information about progress.<sup>2</sup>

### **Public Outreach**

The primary goal of the Public Outreach Subcommittee is to hold one public forum per year to solicit broader community input. During 2014-15, the subcommittee went above and beyond that goal – in addition to planning and executing a fall forum open to all community members, it also held a spring event on-campus to educate and inform students about NQoL strategies and developed a mock website to be further developed and posted on the city's webpage as a resource.

### **Fall Forum**

On Thursday, November 6, 2014, the public outreach subcommittee hosted a public meeting titled "Working, Living & Learning Together" at St. Andrew's Episcopal Church on College Avenue that drew approximately 80 participants. After opening remarks, each subcommittee reported out on their strategies and goals for the year. Following the subcommittee reports, participants broke out into small groups to discuss and envision what neighborhood quality of life meant for them, in relation to four main topics: best practices for rental property owners; code enforcement; home ownership, and diversity of student housing options. There were three consecutive break-out sessions, and participants could choose to participate in three different topic discussions or to remain with the same topic for all three sessions. During each break-out session, participants were asked to respond to three questions:

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<sup>2</sup> Additional metrics that have been suggested include:

- % of faculty/staff who report that they regularly stay in CP after their regular work day for a cultural or social event (several times a month, about once a month, several times a year, rarely?)
- % of faculty/staff who report that they regularly interact with CP residents who are not UMD faculty, staff, or students (several times a week, about once a week, several times a year, rarely?)
- % of CP residents who are not faculty/staff/students who report that they regularly interact with UMD faculty, staff, graduate students, undergraduate students (several times a week, about once a week, several times a year, rarely?)

1. What are the most important/urgent issues?
2. What current initiatives could be built upon?
3. What is one creative idea about things which could be done to improve quality of life?

Notes on participant responses to those questions are provided in Attachment E.

### **Spring Event: Table at UMD “Good Morning Commuters” Event**

On Wednesday, May 6, 2015, three subcommittee members (PJ Brennan, Bonnie McClellan, and Cole Holocker) hosted a table at UMD’s “Good Morning Commuters” event to talk to students, faculty, and staff about NQoL strategies.

### **Webpage**

Currently in a mock format, the website was proposed to engage the public on NQoL strategies and link them with existing NQoL resources. This is a work in progress.

**Attachment A**  
**College Park Neighborhood Quality of Life Committee**  
**Committee Membership**

<i>Co-Chairs: Stephanie Stullich &amp; Patrick Wojahn</i>	
Andrew Fellows	Mayor
Fazlul Kabir	City Council – District 1
Patrick Wojahn	City Council – District 1
PJ Brennan	City Council – District 2
Monroe Dennis	City Council – District 2
Robert Day	City Council – District 3
Stephanie Stullich	City Council – District 3
Alan Hew	City Council – District 4
Denise Mitchell	City Council – District 4
Chief David Mitchell	UMD Department of Public Safety (UMPD)
Andrea Goodwin	UMD Administration – Office of Student Conduct (OSC)
Matthew Supple	UMD Administration – Office of Fraternity and Sorority Life (OFSL)
Gloria Aparicio-Blackwell	UMD Administration – Office of Community Engagement (OCE)
Marsha Guenzler-Stevens	UMD Administration – Stamp Student Union
Cole Holocker	UMD Student – Student Liaison to the College Park City Council
Catherine McGrath	UMD Student – Student Government Association (SGA)
Preeti Lakhole	UMD Student – Graduate Student Government (GSG)
Chris Frye	UMD Student – Inter-Fraternity Council (IFC)
Tricia McLaughlin	UMD Student – Pan-Hellenic Association (PHA)
Vacant	UMD Student – National Pan-Hellenic Council (NPHC)
Todd Waters	UMD Student – Cooperative Housing-University of Maryland (CHUM)
Jackie Pearce Garrett	City Resident – District 1
Karyn Keating-Volke	City Resident – District 1
Christine Nagle	City Resident – District 1
Richard Morrison	City Resident – District 2
Doug Shontz	City Resident – District 3
Aaron Springer	City Resident – District 3
Bonnie McClellan	City Resident – District 4
Richard Biffel	Rental Property Owner
Paul Carlson	Rental Property Owner – Prince George’s Property Owners Association
Lisa Miller	Rental Property Owner – Prince George’s Property Owners Association
Maj. Dan Weishaar	Prince George’s County Police Department (PGPD)
Bob Ryan	City of College Park, Director of Public Services
Jeannie Ripley	City of College Park, Manager of Code Enforcement

Note: This roster includes all individuals who were members of the NQLC for all or part of the two-year period from July 2013 through June 2015.

**Attachment B**  
**College Park Neighborhood Quality of Life Committee**  
**Subcommittee Membership**

<b>Code Enforcement &amp; Public Safety</b>	<b>Community Building &amp; Culture Change</b>
<i>Chair: Denise Mitchell</i> <i>Co-Chairs: Lisa Miller &amp; Christine Nagle</i>	<i>Chair: Robert Day</i>
Fazlul Kabir            City Council – D1 Denise Mitchell        City Council – D4 Stephanie Stullich     City Council – D3 Chief David Mitchell   University – UMPD Andrea Goodwin        University – OSC Cole Holocker           Student Liaison to City Council Catherine McGrath     Student – SGA Richard Biffel           Rental Property Owner Paul Carlson             Rental Property Owner – PGPOA Lisa Miller               Rental Property Owner – PGPOA Christine Nagel         Resident – D1 Doug Shontz             Resident – D3 Aaron Springer         Resident – D3 Maj. Dan Weishaar     PG Police Dept Bob Ryan                 City Staff – Public Services Jean Ripley               City Staff – Code Enforcement	Robert Day              City Council – D3 Alan Hew                 City Council – D4 Stephanie Stullich     City Council – D3 Gloria Aparicio Blackwell   University – OCE Marsha Guenzler-Stevens   University – Stamp Student Union Matt Supple             University – OFSL Cole Holocker           Student Liaison to City Council Chris Frye                Student – IFC Preeti Lakhole          Student – GSG Bonnie McClellan      Resident – D4 Doug Shontz             Resident – D3 Aaron Springer         Resident – D3 Lisa Miller               Rental Property Owner – PGPOA
<b>Expectations &amp; Best Practices for Property Owners</b>	
<i>Chair: Paul Carlson</i>	
Patrick Wojahn         City Council – D1 Alan Hew                 City Council – D4 Catherine McGrath     Student – SGA Christine Nagel         Resident – D1 Richard Biffel           Rental Property Owner Paul Carlson             Rental Property Owner – PGPOA Lisa Miller               Rental Property Owner – PGPOA Bob Ryan                 City Staff – Public Services	
<b>Home Ownership</b>	<b>Diversity of Student Housing Options</b>
<i>Chair: Jackie Pearce Garrett, Bonnie McClellan</i>	<i>Chair: Cole Holocker</i>
Andy Fellows            Mayor PJ Brennan              City Council – D2 Denise Mitchell        City Council – D4 Patrick Wojahn         City Council – D1 Jackie Pearce Garrett   Resident – D1 Bonnie McClellan      Resident – D4 Anne Martens           University Karyn Keating-Volke   PGC Realtors Association Peggy Higgins          City – Family & Youth Services	Patrick Wojahn         City Council – D1 PJ Brennan              City Council – D3 Cole Holocker           City Council Student Liaison Preeti Lakhole          Student – GSG Ori Gutin                 Student – CHUM Todd Waters             Student – CHUM Tiffany Gaines          UMD Office of Off-Campus Housing Ariel Bourne             Resident Hall Association Ashley Feng              Resident Hall Association
<b>Public Outreach</b>	<b>Metrics</b>
<i>Chair: PJ Brennan</i>	<i>Chair: Stephanie Stullich</i>
PJ Brennan              City Council – D2 Patrick Wojahn         City Council – D1 Gloria Aparicio Blackwell   University – OCE Marcia Guenzler-Stevens   University – Stamp Student Union Chris Frye                Student – IFC Catherine McGrath     Student – SGA Preeti Lakhole          Student – GSG Richard Morrison       Resident – D1 Aaron Springer         Resident – D3	Stephanie Stullich     City Council – D3 Bill Gardiner           City Staff – Assistant City Manager Richard Biffel          Rental Property Owner Gloria Aparicio Blackwell   University – OCE

**Attachment C**  
**Suggested New Format and Content for City Code Violation Notices**

**Date of Notice:**

**Case #:**

**Property owner/agent:**

**Mailing address:**

**Address of subject property:**

**Day and date of incident:**

**Time of complaint:**

**Time of investigation:**

**Type of issue/complaint:** Noise, Litter, etc.

**Number of times this type of issue/complaint has occurred in the previous 3 months:**

**Description of complaint, if applicable:**

**Description of events or circumstances witnessed by officer:**

**Agency(s) involved:**

**Supplemental Evidence:** *Indicate any supplemental evidence that is attached (e.g., photos, video, police report #, etc.*

**Possible actions if problem continues – may include, but are not limited to:** Referral to UMD Office of Student Conduct, county Nuisance Abatement Board, and/or City Noise Control Board; City fines; mediation, loss of rental license; eviction; etc.

**Notice issued by:** Name, badge number, and contact info

**Division manager:** Name and contact info

*Provide legalese description at the bottom in a smaller font (e.g., citing the section of the City code, etc.)*

## **Attachment D**

### **Draft letter to send to all rental property owners outlining best practice expectations**

Dear Rental Property Owner,

You need to be aware of the recently enacted and planned enforcement of the Prince George's County Nuisance Abatement regulation. Rental property owners have been working with the City of College Park to develop a number of best practices for managing your property in College Park. These suggestions are meant to proactively prevent problem tenants but equally important could serve to protect you should a group of tenants cause you to fall under the Nuisance Abatement law. Failure to adopt these suggestions may put you at risk of losing your occupancy permit. These practices maybe a big departure from how you are currently managing your student rental property but necessary to protect your asset.

We attempt to answer the following key questions:

- **What should a rental property owner do before signing a lease with a new tenant?**
- **What would ideal lease provisions include?**
- **What should a rental property owner do once a potential public nuisance-oriented problem has been identified by a neighbor, code enforcement or other stakeholder?**

The answers are more far reaching than what code enforcement rules require and/or can enforce. They are meant to address more nuanced conflicts that exist when groups of college-age students live next to longer-term residents.

#### **What should a rental property owner do before signing a lease with a new tenant?**

Prior to signing a lease, rental property owners should be required to commit to highlighting the "Quality of Life" provisions which primarily focus on noise and trash related issues. Tenants must understand and be sensitized to the problems that noise and trash create for other members of the College Park Community. PGPOA has developed a "Living in College Park 101" video that will soon be available on Youtube.com. This video should be required viewing by any tenant prior to lease signing.

#### **What would ideal lease provisions include?**

To highlight the most significant quality of life issues, landlords should incorporate the following items into their lease. Tenant should be asked to initial each of these provisions:

- No outside gatherings of more than 15 people.
- No audible noise and based induced vibrations from the property at any time.
- No amplified music outside of the property.
- No screaming, yelling or cursing that can be heard from outside the property.
- No visible banners, towels, advertisements on the exterior or windows other than those provided by the property owner.
- No blue tarps curtains or other materials can be strung up as a make-shift barrier at any time.
- No outdoor bonfires.
- Tenants must provide written contact information with all neighbors whose yard adjoins their property within 7-days of moving into a property.

- Tenant must bring trash out Sunday evening or by 7 am and return to their designated spots on the evening of trash day (Monday for Calvert Hills, Old Town neighborhood, Knox Box area, College Park Estates, Yarrow, Berwyn, Lakeland).
- Lawns and garbage areas must be clear of all trash, newspapers, debris and furniture and contained in plastic totters (not in plastic trash bags).
- No cars are to be parked or driven on the lawn of the property.

Finally, landlords should outline a noise deposit to accompany their security deposit. This deposit should not exceed the legal limit of two months' rent. The noise deposit should have financial penalties for problems identified by City of College Park or law enforcement authorities.

**What should a rental property owner do once a potential public nuisance-oriented problem has been identified by a neighbor, code enforcement officers or other stakeholder?**

Rental property owners or their agents must generally be available 24/7 and be responsive to issues arising on their property. Should property owners receive a complaint with their tenant's in real time, they are expected to work with their tenants to resolve the matter immediately. Mobile phone numbers and other means of communication must be up to date and accurate with the City's Code Enforcement Division. It is the responsibility of the property owner to ensure this information is accurate.

If notification is received after the fact but the problem persists, rental property owners are expected to investigate the complaint. If the complaint is found to be valid and the tenant is responsible, the property owner is expected to take **and document** the following actions to resolve the situation:

Step 1. Send a strongly worded email, text or make a phone call with a request of a response from the tenants. If a noise-related issue, inform tenants that any further incidences will result in a loss of noise deposit. If problem persists, then...

Step 2. Organize and lead tenant house meeting to discuss the issue and outline a strategy for addressing the problem. Contents of this meeting should be followed up **and documented** with all tenant email identifying the problem and outlining action steps to abate the situation. If problem persists, then...

Step 3. Contact tenant parents, COPS Officers and University of Maryland Office of Student Conduct to address any ongoing behavior problems. If problem persists, then...

Step 4. Property owner should commence eviction process.

As you can see these expectations are more rigorous than one might ordinarily expect from managing a rental property. However, our new regulatory environment is forcing a different approach.

**Attachment E**  
**Notes from Fall Forum**

Best Practices for Property Owners

1. Most urgent/important issues:

- Incentive for accreditation? (why would anyone bother?)
- Who is accreditation group? Could there be homeowners – not just landlords?
- Are folks living up to accreditation? Could they take pledge but not live up to pledge? How would Association know who is not living up? What does it mean in the real world?
- Could advertise that they are “accredited locations” (for potential renters)
- Is there a carrot or stick to incentivize “best practices”?
- Property Association group has identified some “best practices” – not easy.
- Use accreditation (“living up to standard”) for marketing rental houses to students/parents/community.
- Suggested “stick”/penalty – if property owner is not accredited, then could apply rent stabilization to that property.
- Problem is worst landlords do not return calls.
- Association does not know which property owners are bad.
- Need to know who lives in house – when code enforcement comes do not really know who lives there.
- If Association knew of code violators, they could coach violators how to respond.

2. Current initiatives that could be built upon:

- City has data system about complaints – but it is not a robust platform – (can’t search by number of code citations).
- Neighbors should reach out to student renters.
- Connecting with parents of renters has proved helpful.
- Need to put info out about how to reach out to noise board.
- Association facilitate more formal introduction of renters to residents.
- Have cumulative record of code violations for house posted.
- Be more strict with the code.
- Be more aggressive, push for landlords to get residents to introduce self to full-time residents.
- Work on foundation of Association/accreditation.
- Should code enforcers wear video cameras during code violation investigation.

3. Creative ideas:

- Website for off-campus housing – can we get info on owner’s accreditation on this site – both in the City of College Park and in the University listing?
- Could students create a “yelp” type review of housing (would reviews just be by students who lived there, or also include neighbors, parents?)
- Can you use code enforcement to keep landlords honest.
- Is there a way students could have a “rights of tenant” brochure or access to Student Legal Aid.
- Create directory of residents such as College Park Woods has (if neighbors knew neighbors, they would protect each other).
- Have students register where they are renting with the university.
- Working on “film” by Association for: 1) students; 2) parents; 3) landlords, “how to be”
- Intro to neighborhood watch captain endears students to those “keeping them safe”

## Code Enforcement

### 1. Most urgent/important issues:

- Noise-Noise-Noise – including the noise caused by groups walking around.
- Noise on the streets at night in Old Town – can police issue citations for this kind of disturbance?
- Noise during weekends and daytime, especially amplified music. Can a lower daytime decibel limit be adopted? Can UMPD get more involved off-campus to address student house parties? Example discussed was the 6:00 a.m. parties on the first B1G football home game Saturday.
- Concerns about personal safety – discussion included area around UMD Leonardtown Apartments adjacent to Old Town, as well as Calvert Hills, and need to improve perception of safety in view of reported crimes such as B&E and vandalism.

### 2. Current initiatives that could be built upon:

- Install more security cameras.
- Provide more police patrols in Calvert Hills.
- Many residents wanted to see code enforcement focus more on neglected maintenance issues and yard care.
- Increase noise code violation fines. Discussants noted that fines have become just a “cost of doing business” for fraternity satellite house parties, so increased fines may not be the total solution. (Note that Maryland law limits municipal infraction fines to \$1,000 maximum.) Discussion about fines to property owners: When a noise violation is documented, the property owner is also fined, after notice of a first violation or complaint has been sent to the property owner. Property owners are notified of complaints and violations by email and USPS mail, and posted on the property. Discussants noted that some property owners include a lease clause that they will deduct any noise fines they receive from the security deposit.
- Include right to evict in leases.
- Possibility of requiring landlords to not lease single-family houses to fraternities. It was noted that typically landlords rent to individual tenants, but some fraternities have members rent as individuals and then use the house as a satellite party house. In the past this practice has created a legal shield for the fraternity chapter and corporation, but the expansion of the UMD Code of Student Conduct has opened new opportunities to charge chapter officers with violations resulting from de facto chapter activities which occur at a satellite house, regardless of leaseholders.
- Increase enforcement of the Code of Student Conduct. Discussion included asking UMD to continue to enforce and expand enforcement of CSC violations in order to change the off-campus student culture to one accepting personal responsibility. The Knock & Talk initiative was discussed and consensus was that it should be sustained as a means of educating students living off campus about neighborhood quality of life expectations.
- Sponsor more on-campus tailgate parties. Discussion included: apparent success of the IFC tailgate parties for UMD home football games, to provide some relief to Old Town residents from large pre-game house parties; the need for more lenience from UMD to allow more on-campus events such as the IFC tailgates, including events on the Fraternity Row field and in chapter houses; and the need for events open to students who are not IFC members. There was consensus that moving off-campus house parties to Fraternity Row would provide a better quality of life.

### 3. Creative ideas:

- Look into a “wailing ban” as used in Virginia.
- Take photos and include them in the code violation notices.
- City should require property owners to attend annual orientation to review expectations and update them about requirements (as a license requirement).
- Give the million dollars for the contract cops to the UM Police to administer.

- Campus tailgates needed for non-fraternity students.
- Rewrite the rules on the sanctioned party in the fraternity houses to make them more conducive for more of them without all the hoops to jump through and fear of social probation.
- New students and long-term residents need to introduce themselves to each other to open up communication.
- Have code and police use unmarked cars and dress in regular clothes to be able to come close to parties to get readings.
- Have city code enforcement use unmarked vehicles, foot, or bike to respond to noise complaints to avoid house party lookouts.
- Need to reach out to all residents, including those who have become apathetic and feel like nothing is being done.
- Prevent rental of off-campus houses to more than 3 members of the same fraternity. (Discussion of this idea was limited by time. This may not be legal and would have to be discussed with the City Attorney before further consideration.)
- Require a permit for gatherings of more than 30 people.
- Develop peer pressure for student culture change, to reduce street noise.
- Provide more community education regarding neighborhood expectations, using neighbor to neighbor outreach efforts.
- Require Code Enforcement Officers to initiate noise enforcement action upon observation of possible violations, without receiving community complaint.
- Use portable security cameras to document activity at problem properties.
- Designate off-campus student housing areas.
- Have IFC include “good neighbor” expectations in their code of conduct.
- Bring a “Good Neighbor Day” project to Old Town

## Homeownership

### 1. Most urgent/important issues:

- There is a messaging problem with University staff and faculty that College Park is either not on their radar at all (i.e. completely unknown) or not desirable.
- People are obviously leaving because of schools and crime in the county. People are concerned with safety and schools.
- We have to understand the reasons why homeowners want to leave, and not just stories we hear from people we know.
- The University is key to achieving a better rate of homeownership.
- Route 1 amenities should be improved to attract more people. We should be more than a commuter community.
- Houses on the market now are being bought and converted to rentals.
- Fraternity “outposts” continue to be a problem, and some participants wanted the Greek community to take more responsibility for those houses, even if they aren’t “official” – many code issues were discussed that are being addressed by other subcommittees – the group acknowledged that the Homeownership subcommittee’s work is long-term and that the degree of success is inextricably tied to the success of the other subcommittees
- “80/20 rule” for problem houses and landlords – 80% of the problems are caused by 20% of the properties. City needs to focus more on habitual offenders and ensure that we are doing everything we possibly can.
- Graduate students would make a great focus for potential renters AND homeowners.
- University understands that slowing/stopping the trend of houses converting to rentals is important
- We are now at the maximal density of rental properties, no more!

- Code issues discussed, such as trash (i.e., what businesses are nearby, and how are their products/services contributing to the trash?)

## 2. Current initiatives that could be built upon:

- Many people were not aware of the incentives and feel they should be publicized more.
- University of Maryland has a dialogue program that brings together residents and students for dialogue discussions. This is a potential source or place to begin addressing changing attitudes.

## 3. Creative ideas:

- Communities should have a way to identify specific houses or blocks that they want to target for conversion from rental to homeownership, with the idea that converting a key “linchpin” house or block may help get momentum going.
- Partnership with the schools to counteract the negative stories about PG county schools.
- Resources needed to promote the city with Faculty Affairs staff; “woo” or “win over” key conduits of information.
- City event with faculty and staff to showcase the city? Or tie into existing events for new faculty/staff?
- Can current residents act as ambassadors and reach out to new faculty to emphasize the good aspects of our community?
- “Aging-in-place” initiative needed – to help prevent older residents from being compelled to sell, whether because of the code issues around them or accessibility issues with the home itself.
- Reduce the number of liquor stores.
- Can we have an inventory of affordability of housing for new professionals?
- Need to have a diversity of options on what you can buy (townhomes, condos, single family, etc.)
- Can the landlords be compelled to take a class? Educate them somehow?

## Diversity of Student Housing

### 1. Most urgent/important issues:

- Differentiated rates for student housing – will make it more affordable for some but may relegate poorer students to lower-quality housing.
- New student housing is luxury housing, not affordable housing – discussion ensued about what is affordable (thought around \$600-800 is as affordable as you can get, while on-campus housing, including food, is \$9,000 per academic year).
- Affordable housing not close to campus, not safe.
- No good on-campus housing options.
- Students need to understand expectations about how to keep a house and live in a community.
- Expanding affordable student housing options.
- Overcrowding – packing too many students in cheap rental properties.
- Inadequate housing supply close to campus, and the University forcing seniors to live off-campus.
- Students not being able to live in affordable housing close to campus.
- Growing student population, increasing demand for housing.
- Need for safe, affordable housing.

### 2. Current initiatives that could be built upon:

- Need to expand co-op housing, to deal with turnover at CHUM, create a more stable co-op organization and get the SGA involved.
- CHUM/Co-op housing – could learn from other schools (National Association of Student Co-op Housing, or NASCH) about how to create co-op housing, expand it.
- Co-op housing – create incentives for landlords to sell homes to student housing co-op, take away the profit motive for renting so that landlords are willing to sell.

- Renovation of existing student housing to provide a minimal standard.

### 3. Creative ideas:

- Pressure UMD to provide as much housing as the students demand.
- Differential pricing for student housing.
- Intergenerational group housing, like the Maitri House (<http://maitrihouse.org/>) in Takoma Park.
- Making a student high-rise that is affordable (is it possible to offset lower rents with higher retail rent on the ground floor?)
- Public-private partnership to build affordable student housing.
- Develop modestly priced housing and incentivize developers not to go for biggest bang for the buck.
- Non-profit community housing program (e.g., Habitat for Humanity).

**Attachment F**  
**NQLC List of Potential Strategies and Status as of June 30, 2015**

Prioritization Scheme

A – Completed or well underway

B – “Low-hanging fruit” – Strategies to focus on implementing during the next 3-6 months

C – Longer-term strategies – Ideas to explore for possible implementation over a longer period

D – Needs further consideration – Strategies that may be controversial or lacking in support

#		Strategy
<b>OVERALL</b>		
1	A	Create an ongoing Neighborhood Quality of Life committee to meet four times per year to support implementation of strategies, continue to develop new strategies, and evaluate progress.
<b>CODE ENFORCEMENT &amp; PUBLIC SAFETY</b>		
2	A	Extend UMD Code of Student Conduct to apply off campus, i.e., to require students to adhere to the same standards off campus as they do on campus.
3	A	Increase collaboration and communication between various police agencies (UMPD, PGPD, City contract police), City code enforcement, and Noise Board).
4	A	Hire dedicated, part-time, contract noise enforcement staff to work during evenings and weekends
5	A	Use C-MAST data to identify appropriate times to staff noise enforcement.
6	A	Alter procedures for issuing noise citations to: 1) issue fines in the name of the landlord if enforcement agent is not easily able to determine tenant names, and 2) notify landlords via email to ensure prompt receipt.
7	A	Permit Code Enforcement Officers to take noise readings from the safety of their vehicle without the presence of a police officer (unless they feel they are in danger).
8	A/B	Refer noise violations to the UMCP Office of Student Conduct, Community Oriented Policing (COPS) officers, and/or new student peer enforcement mechanisms created by IFC/PHA or SGA to provide education and additional sanctions.
9	A/C	Install additional security cameras in key areas & work with C-MAST on targeted problem areas.
10	A/C	Implement speed reduction strategies in high pedestrian areas.
11	B	Assess implementation and effectiveness of student conduct process for off-campus quality of life referrals.
12	B	Revise noise warning letters and violation letters to include more information about the details of the noise complaint or violation.
13	B	Educate community members when and how to report problems.
14	B	Utilize nuisance abatement process adopted by the Prince George’s County Council in 2014.
15	B/C	Enable code enforcement officers and police to take photographs and video (including sound) to document party problems.
16	C	Develop and implement new IFC/PHA mechanism for peer-to-peer education and intervention to reduce noise and other code problems.
17	D	Limit the maximum fine reduction that the Noise Control Board may grant to no more than ½ of the fine (with fine reductions given for first-time offenses only).
18	D	Lower decibel limits for noise violation thresholds.
<b>COMMUNITY BUILDING &amp; CULTURE CHANGE</b>		
19	A	Explore tailgating on campus.
20	A	Expand “Knock & Talk” program, a multi-agency task force that visits student rental households to discuss expectations of the community, police, and code enforcement.
21	A	Implement Neighborhood Grant Program to promote community activities and block parties.
22	A/B	Expand on-campus tailgating to include all football home games and possibly other sports events.
23	A/B	Study best practices at other peer institutions for addressing student/community-related issues.

#		Strategy
24	B	Encourage and coordinate student volunteer service projects in the City through a College Park Service Corps.
25	B	Facilitate neighbor block parties or “Meet & Greet” events such as those currently hosted by the CHUM student co-op housing group, to encourage students and long-term residents to get to know each other.
26	B	Create system of “Greek Team Captains” who would lead student efforts to educate other students about how to be good neighbors and provide a conduit role to help address any neighborhood problems.
27	B	Explore University sponsorship of entertainment for students on campus, fraternity row, and other areas outside of neighborhoods, especially during the back-to-school period.
28	B/C	In addition to the Greek-organized on-campus tailgates, allow for tailgating by other groups at designated locations such as the City Hall parking lot (to accommodate increased game attendance resulting from joining the Big 10)
29	B/C	Reconsider policies relating to parties and alcohol consumption on campus and in fraternities/sororities.
30	B/C	Develop videos about living off-campus in College Park and have students watch them as part of UMD student orientation.
31	B/C	Install additional “Creative Trash Cans” and recycling bins with decorative UMD-themed designs (such as painted turtles).
32	B/C	Expand the scope of and participation in Good Neighbor Day.
33	C	Work with Neighborhood Watch Steering Committee to analyze the efficacy of current Neighborhood Watch programs in the City and consider implementing new approaches such as the “Nation of Neighbors” website.
34	D	Implement a party registration program based on best practices from other peer institutions.
35	D	Relax noise enforcement on selected University home game days (to focus parties on certain dates)
<b>EXPECTATIONS &amp; BEST PRACTICES FOR RENTAL PROPERTY OWNERS</b>		
36	A	Create a PGPOA accreditation program for rental house property owners/managers that initially includes an open-book exam, a pledge to keep informed and act ethically, and a commitment to participate in an annual seminar focused on new and revised laws and ordinances.
37	B	Disseminate list of accredited property owners and their properties.
38	B	Add more depth to rental property owner accreditation program, including educational materials, model lease language, and commitment to specific actions to prevent and address quality of life issues.
39	B	Develop and disseminate letter regarding best practice expectations for rental property owners, including what they can do to prevent problems and address them as they occur.
40	B	Examine existing online rating systems that students can use to rate landlords and off-campus housing, explore ways to promote use of such a system, and if appropriate, explore development of an online rating system specific to U-MD students. [Shared strategy with Housing Diversity subcommittee]
41	B	Develop content for annual property owner orientation program and offer on three different dates each year, with the first session to occur during the back-to-school period. Invite participation of wide range of stakeholders including University, Police, Fire, Resident, IFC, SGA, PGPOA, etc.
42	C	Require property owners (or their agents) to participate in annual orientation, in order to receive rental license/permit.
43	B/C	Revise notification process for code citations and warnings to encourage more prompt and positive responses, including by redesigning the content and format of notices sent to property owners and tenants, requiring landlords to provide email contact info, and sending notices via email instead of relying solely on paper mailings.
44	B/C	Streamline the rental licensing process, including by 1) automating the rental license renewal process and allowing on-line submissions, and 2) providing one rental registration deadline for all rental properties (inspections would continue to occur throughout the year).
45	D	Require property owners or agent/manager to be within 75-mile radius of College Park.

#		Strategy
<b>HOME OWNERSHIP</b>		
46	A/B	Develop and disseminate marketing materials that highlight the amenities and benefits of living in College Park and encourage potential residents to move here.
47	A/B	Develop an ongoing group of faculty, staff, and graduate students who are city residents to discuss issues of concern and work on attracting colleagues to live in College Park.
48	A/B	Create forgivable home purchasing loan program for University of Maryland faculty and staff who purchase homes and live in College Park.
49	A/B	Expand University and City involvement in College Park schools.
50	A/C	Expand the availability of grants to incentivize new homeowners to purchase homes in College Park, either by expanding the current City program and/or creating a new University-funded and administered program for UM faculty and staff.
51	A/C	Create an Aging-in-Place program that would provide support to older homeowners who face challenges with accessibility, mobility, home maintenance, and need for medical and social services.
52	B	Highlight achievements and success stories within local schools, particularly from parent perspectives.
53	B	Offer educational materials and other assistance to help home sellers to market their homes to prospective owner-occupants.
54	B	Develop an ongoing group of faculty, staff, and graduate students who are city residents to discuss issues of concern and work on attracting colleagues to live in College Park.
55	B/C	Publicize information about the College Park Academy and other schools in order to attract University faculty and staff to live in College Park.
56	C	Encourage other employers located in College Park to offer a forgivable home purchasing loan program.
57	C	Offer mortgage insurance program for University of Maryland faculty and staff in which the University backs the mortgages of staff and/or faculty that choose to live in College Park.
58	C	Use a ground lease development program to develop new owner-occupied housing with relatively low purchase prices.
59	C	Offer forgivable home improvement loans to retain existing homeowners who want upgraded homes as well as to improve "curb appeal" in neighborhoods and make good first impressions on prospective new homeowners.
60	C	Create a Housing Resource Center to help incoming UM faculty and staff find housing that matches their needs.
61	C	Provide resident discount for on-campus cultural and athletic events and improved access to University amenities (such as lifelong learning programs for College Park residents, use of the library, and recreational facilities).
62	C	Reduce or eliminate school facilities surcharge exemption for student housing.
<b>DIVERSITY OF STUDENT HOUSING OPTIONS</b>		
63	B	Publicize co-op housing to get more students interested in this housing option.
64	B	Expand awareness of CHUM and co-operative housing among UMD students, UMD officials, and the surrounding community.
65	B	Help CHUM strengthen its sustainability and expand to serve more students.
66	B	Examine existing online rating systems that students can use to rate landlords and off-campus housing, explore ways to promote use of such a system, and if appropriate, explore development of an online rating system specific to U-MD students.
67	B/C	Educate students regarding role of code enforcement so they know who and when to contact when they need assistance.
68	C	Create a guide to inform international students about their rights vis-à-vis property owners and about housing opportunities and make it available online.
69	C	Explore ways to relieve Prince George's County occupancy restrictions on co-op housing projects and/or establish other regulations to help facilitate co-op housing.
70	D	Create more affordable housing for graduate and undergraduate students.