

Be Part of the Solution

WORKING TOGETHER TO ENHANCE
OUR NEIGHBOURHOODS

Studies have shown that a well maintained neighbourhood can help lower the incidence of nuisance or criminal behaviours.

If we all work together, become engaged in our community, recognize when to report and fix problems when they are small, we will be successful in keeping our community safe and vibrant.

The following will give you the tools and knowledge to help reduce nuisance problems and vandalism in your neighbourhood and become more engaged in your community.



Neighbourhood Enhancement

DO YOUR PART TO HELP KEEP
YOUR COMMUNITY BEAUTIFUL



HOW TO REPORT GRAFFITI

REPORTING

- CITY SERVICES | www.surrey.ca
- EMAIL | graffiti@surrey.ca
- ANTI-GRAFFITI HOTLINE | 604.591.4291

HOW TO REPORT ILLEGAL DUMPING & ABANDONED WASTE

REPORTING

- CITY SERVICES | www.surrey.ca
- SERVICE REQUEST LINE | 604.591.4152

HOW TO REPORT ABANDONED BUILDINGS, UNSIGHTLY PROPERTY, AND NOISE COMPLAINTS

REPORTING

- CITY SERVICES | surrey.ca/city-services
- EMAIL | bylawcomplaint@surrey.ca
- ANTI-GRAFFITI HOTLINE | 604.591.4370

MOBILE CITIZEN SERVICE REQUEST APP

Submit your service request or report a problem with Surrey's new Mobile Citizen Service Request App from SeeClickFix, available on Blackberry, iPhone, and Android devices. Go to www.surrey.ca, then to the *Report a Problem* tab along the top of page.

IN SUPPORT OF THE
City of Surrey
Crime Reduction Strategy

13293



COMMUNITY BEAUTIFICATION GRANTS

Surrey residents, community groups or associations, small businesses or groups of businesses are able to apply for a city beautification grant to create a community enhancement project. Street or landscaping beautification projects may also be considered. To qualify for these grants, you must match your grant money with contributions of volunteer labour and services, donated materials and/or cash. Apply for a City Beautification Grant at any time. For more information, contact the Beautification Planner at beautification@surrey.ca.

VOLUNTEERING

Work together to improve the health and vitality of our natural areas and community. For information on volunteer opportunities with the City call 604-598-5863 or email volunteer@surrey.ca.

GRAFFITI: REPORTING & REMOVAL

GRAFFITI IN YOUR PARK

Remove graffiti from your local park and neighbourhood with Partners in Parks volunteers. Contact Partners in Parks at 604-501-5136.

GRAFFITI ON YOUR PROPERTY

Graffiti cleanup on private property is the property owner's responsibility, and action should be taken as soon as possible.

ANTI-GRAFFITI PROGRAM

Contact the Surrey Crime Prevention Society at 604-502-8555 or www.preventcrime.ca for help removing graffiti. The Society coordinates neighbourhood paint-outs and volunteers to remove graffiti.

PAINT VOUCHER PROGRAM

Use a paint voucher to get a reduced price on paint and supplies from select retailers, to remove graffiti from your private property. For on-line requests and paint vouchers visit www.surrey.ca/graffiti, send an email to graffiti@surrey.ca, or phone 604-591-4291.

ILLEGAL DUMPING & ABANDONED WASTE

It is important to keep our community clean and free of garbage and waste. Not doing so can have a huge effect on the environment, residents and businesses. Do your part and help keep Surrey clean and beautiful.

ALTERNATIVE DISPOSAL SITES AND PROGRAMS

There are a number of alternative disposal sites and programs that residents of Surrey are able to tap into, these are:

- Large Item Pickup*
- Product Care Paint Depots
- Mattress Collection and Recycling
- Surrey Reuses
- Surrey Transfer Station.
- Take-Back Programs

* **DID YOU KNOW?** If you live in a single family home in Surrey, you can place up to 4 large items out for waste collection—no charge—per year. Please call 604-590-7289 ext 3 or visit www.surrey.ca/city-services and look under Waste Collection Services for more info.

SIGNAGE

Surrey strives to enhance City streetscapes by improving the coordination and appearance of signs. By limiting the maximum number of signs, as well as reducing proliferation and visual clutter, our streetscapes and neighbourhoods will benefit. For more information about the City of Surrey's sign By Laws please go to www.surrey.ca

ABANDONED BUILDINGS & PROPERTY

An abandoned building is a residential or commercial building that is unoccupied by an owner or tenant and has been left neglected and unsecured for a continuous period. These buildings pose a greater risk of fire, can have broken windows, unkempt lawns and gardens, litter and graffiti.

UNSIGHTLY PROPERTIES

Properties within the City of Surrey are legally required to be maintained at an acceptable level. Accumulation of junk, discarded materials and garbage, dead landscaping, uncontrolled growth of landscaping, and deterioration of fences, buildings or other structures are examples of items contained within the definition of unsightly in the by-law.

See reverse panel for ways to report a problem.

FOR MORE INFORMATION ABOUT THESE AND OTHER PROGRAMS GO TO WWW.SURREY.CA.