



REGULAR COUNCIL MEETING AGENDA

Monday, November 6, 2017
7:00 P.M.
Council Chambers, Langley City Hall
20399 Douglas Crescent

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b. Metro Vancouver - Councillor Storteboom	
c. Engineering Update Rick Bomhof, Director of Engineering, Parks & Environment	

- d. Recreation Update
Kim Hilton, Director of Recreation, Culture & Community Services
- e. Langley City Fire Rescue Service Quarterly Update
Rory Thompson, Fire Chief
- f. Crime Prevention Task Group - Crime Prevention Through
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Councillor Pachal

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- a. Motions/Notices of Motion
- b. Correspondence
- c. New Business

7. ADJOURNMENT



MINUTES OF A REGULAR COUNCIL MEETING

Monday, October 23, 2017

7:00 p.m.

**Council Chambers, Langley City Hall
20399 Douglas Crescent**

Present: Mayor Schaffer
Councillor Arnold
Councillor Albrecht
Councillor Martin
Councillor Pachal
Councillor Storteboom
Councillor van den Broek

Staff Present: F. Cheung, Chief Administrative Officer
R. Bomhof, Director of Engineering, Parks and Environment
G. Flack, Deputy Director of Corporate Services
K. Hilton, Director of Recreation, Culture and Community Services
G. Minchuk, Director of Development Services and Economic Development
K. Kenney, Corporate Officer

1. ADOPTION OF AGENDA

Motion #17/169

MOVED BY Councillor Storteboom

SECONDED BY Councillor Martin

- a. Adoption of the October 23, 2017 Regular Agenda

THAT the October 23, 2017 agenda be adopted as circulated

CARRIED

2. COMMITTEE OF THE WHOLE

Motion #17/170

MOVED BY Councillor Martin

SECONDED BY Councillor van den Broek

THAT Council commence Committee of the Whole.

CARRIED

a. Bylaw 3031 - Financial Plan Amendment

Graham Flack, Deputy Director of Corporate Services advised that the Bylaw amendment represents \$700,000 of incoming grants from other government bodies as well as the use of \$290,000 of community amenity funds contributed by developers. The two main projects to be funded from community amenity funds include a washroom and storage building at Penzer Action Park and laneway development site servicing for City-owned properties off 200th Street.

Motion #17/171

MOVED BY Councillor Albrecht

SECONDED BY Councillor Arnold

THAT Committee of the Whole rise and report.

CARRIED

3. ADOPTION OF THE MINUTES

a. Regular Meeting Minutes from October 2, 2017

Motion #17/172

MOVED BY Councillor Pachal

SECONDED BY Councillor Albrecht

THAT the minutes of the regular meeting held on October 2, 2017 be adopted as circulated.

CARRIED

- b. Public Hearing Minutes from October 2, 2017

Motion #17/173

MOVED BY Councillor Storteboom

SECONDED BY Councillor Albrecht

THAT the minutes of the Public Hearing held on October 2, 2017 be adopted as circulated.

CARRIED

4. BUSINESS ARISING FROM PUBLIC HEARING

- a. Bylaw 3027 - Zoning Amendment

Third reading of a bylaw to amend the Zoning Bylaw, 1996, No. 2100 to rezone the property located at 19753 55A Avenue from RS1 –Single Family Residential Zone to CD-49 Comprehensive Development Zone to accommodate a 14-unit townhouse development.

Motion #17/174

MOVED BY Councillor Arnold

SECONDED BY Councillor Albrecht

THAT the bylaw cited as “Zoning Bylaw 1996, No 2100 Amendment No. 139, 2017, 3027” be read a third time.

BEFORE THE QUESTION WAS CALLED

Councillor Storteboom requested clarification as to whether there were provisions in the provincial legislation with respect to requiring relocation and compensation for evicted tenants to which staff advised that the legislation governing termination is the Manufactured Home Park Tenancy Act which states that the owner must have all the necessary permits and approvals in place before issuing termination notice; issues such as relocation and compensation are not addressed in the legislation and would be up to the landlord and tenant to negotiate.

Councillor Albrecht advised that the Advisory Planning Commission unanimously approved this proposal.

THE QUESTION WAS CALLED and same was

CARRIED

5. BUSINESS ARISING FROM COMMITTEE OF THE WHOLE

a. Bylaw 3031 - Financial Plan Amendment

Final reading of a bylaw to amend the 2017-2021 Financial Plan.

Motion #17/175

MOVED BY Councillor Albrecht

SECONDED BY Councillor Storteboom

THAT the bylaw cited as "Financial Plan 2017 - 2021 Bylaw, 2017, No. 3011, Amendment No. 1 Bylaw, 3031" be read a final time.

CARRIED

6. COMMUNITY SPOTLIGHTS

a. Intensive Case Management Team

Sanjeev Nand, Executive Director, Laura Kendell, Manager of Substance Use Services, Langley Community Services Society and Fraser Holland, Manager of Program Services, Stepping Stone Community Services were in attendance.

Mr. Nand provided an overview of the Intensive Case Management Team (ICM) which is a team-based model of care, funded by the Fraser Health Authority, serving individuals 19 years or older with moderate to severe substance use problems with or without mental illness, concurrent disorders or with co-existing functional impairment.

The representatives responded to questions from Council regarding:

- The difference between ACT and ICM teams;
- The status of BC Housing's conversion of the Quality Inn into housing for the homeless;
- How the team intends to deal with referrals;
- Whether Langley Memorial Hospital will have a role in provision of services;
- Whether ICM is up and running at the present time;
- Whether ICM has a role in addressing overdoses in residential homes.

7. MAYOR'S REPORT

a. Upcoming Meetings

Regular Council Meeting – November 6, 2017

Regular Council Meeting – November 20, 2017

b. Metro Vancouver - Councillor Storteboom

Councillor Storteboom expressed thanks to Mayor Schaffer and all of Langley City Council for attending Saturday's Council of Councils Meeting with Metro Vancouver in North Vancouver. He advised that Metro Vancouver regularly hosts these information meetings to provide representatives and elected officials from local governments throughout the Metro Vancouver region with regular and up-to-date information on current issues impacting our region, and to encourage a frank exchange of conversation about these issues.

He further advised that, as directed, City staff prepared and distributed a letter of concern from our Mayor and City Council about proposed, significant increases in development cost charges. The new development charges are intended to provide for the expense of ongoing growth in our region, particularly in the South of Fraser area. DCC rates haven't been updated in 20 years.

The next Metro Vancouver Board of Directors Meeting is scheduled for Friday, October 27th and the next Climate Action Committee Meeting will be Wednesday, November 1st.

c. Library Happenings - Councillor Martin

Councillor Martin advised that Kimberley Constable has now returned to work as the Library Manager. Library staff deeply appreciated all of Jo-Ann Sleiman's hard work as the Acting Library Manager. They are now helping Kimberley get up to speed on everything new and exciting at the Langley City Library.

Upcoming Programming Highlights:

Warren Sommer, Thursday, November 2, 3:00 pm – 4:00pm

Join author and historian Warren Sommer at a presentation from his newest book, "Canucks in Khaki: Langley, the Lower Mainland and the Great War of 1914 to 1918." The book features fresh insights into BC's social, community, and military history while detailing the regional effects of the First World War.

Natural Health Presentations - Thursdays, November 2-16, 6:30 pm – 7:30 pm

Join the Naturopathic Physician, Dr. Drew Jamieson, for a series of Natural Health presentations on how to achieve your best health both in and out of the workplace. His topics include how to improve your focus and concentration, to achieve deep, restful sleep, to boost your energy levels, to eliminate your day to day aches and pains and to optimize digestion.

Virtual Reality Launch, Saturday, November 4, 10:00 am – 4:00 pm

Discover virtual reality at FVRL! Explore the world, play a game, experience the impossible. FVRL is proud to support STEAM learning – for everyone. Register your spot online starting October 28. Limited drop in spots will be available.

TAG (Teen Advisory Group) - Tuesday, November 7, 6:30 pm – 8:00 pm

TAG is a group of committed teens who volunteer their time and energy in support of their library. TAG members meet to organize library programs for teens, volunteer as reading buddies and help with library events. Meetings are fun and always include snacks! TAG membership looks great on resumes and college applications, and all activities earn volunteer hours. Apply at the library. New members welcome!

d. Homelessness Action Table - Councillor Martin

Councillor Martin advised of the six priorities of the Homelessness Action Table and status to date:

- Form Homeless Integration Team – intended partnership with ICM team and Homeless Integration Team;
- Create partnership agreement between the City and Township – A Councillor from the Township of Langley will sit on the Homelessness Action Table;
- Support feasibility study for permanent affordable housing – Quality Inn in Township of Langley is up for re-zoning to provide housing for the homeless;
- Increase the number of rent supplements in the Langleys – ICM team will have ability to give rent supplements;
- Support the feasibility of developing a use safe house – facility will be open early next year;
- Support integrated intervention approaches to health and housing – intended partnership with ICM team and Homeless Integration Team.

e. International "Making Cities Livable" Award - Councillor Martin

Councillor Martin advised that the City received the award of excellence for McBurney Plaza at the 2017 International "Making City's Livable" Conference, further advising that the next conference will be held in Canada for the first time.

f. The Mayor commented on the following:

- Thanked staff for their work on Financial Plan Budget amendments;
- Advised that three open houses were recently held in the community to give the public the opportunity to talk directly to Council and staff;
- Construction on 56 Avenue will be completed before Christmas;
- City of Langley hosted luncheon for the Urban Development Institute.

8. BYLAWS

a. Bylaw 3025 - Discharge Land Use Contract

Final reading of a bylaw to Discharge Land Use Contract No. 06A-74 from the property located at 5040 205A Street to allow for a secondary suite.

Motion #17/176

MOVED BY Councillor Pachal

SECONDED BY Councillor Martin

THAT the bylaw cited as "Discharge of Land Use Contract No. 06A-74 Bylaw, 2017, No. 3025" be read a final time.

CARRIED

b. Bylaw 3030 - Discharge Land Use Contract

Final reading of a bylaw to Discharge Land Use Contract No. 23-73 from the property located at 20215 44A Avenue to allow for a secondary suite.

Motion #17/177

MOVED BY Councillor Arnold

SECONDED BY Councillor Storteboom

THAT the bylaw cited as "Discharge of Land Use Contract no. 23-73 Bylaw, 2017, No. 3030" be read a final time.

CARRIED

c. Bylaw 3032 - Permissive Tax Exemptions

Final reading of a bylaw to exempt certain lands and improvements from municipal taxation for the year 2018.

Motion #17/178

MOVED BY Councillor Albrecht

SECONDED BY Councillor Storteboom

THAT the bylaw cited as "Permissive Tax Exemption bylaw, 2017, No. 3032" be read a final time.

CARRIED

9. ADMINISTRATIVE REPORTS

a. Appointment of Chief Election Officer and Deputy Chief Election Officer

Motion #17/179

MOVED BY Councillor Martin

SECONDED BY Councillor van den Broek

1. THAT pursuant to Section 58(1) of the Local Government Act, Kelly Kenney be appointed Chief Election Officer for the 2018 General Local Election; and
2. THAT Paula Kusack be appointed Deputy Chief Election Officer for the 2018 General Local Election.

CARRIED

10. NEW AND UNFINISHED BUSINESS

a. Motions/Notices of Motion

b. Correspondence

1. Upper Fraser Community Council
Community Living Month - October 2017

c. New Business

11. ADJOURNMENT

MOVED BY Councillor Arnold

SECONDED BY Councillor Storteboom

That the meeting be adjourned at 8:10 p.m.

CARRIED

MAYOR

CORPORATE OFFICER



MINUTES OF A PUBLIC HEARING MEETING

Monday, October 23, 2017

7:00 p.m.

**Council Chambers, Langley City Hall
20399 Douglas Crescent**

Present:

- Mayor Schaffer
- Councillor Arnold
- Councillor Albrecht
- Councillor Martin
- Councillor Pachal
- Councillor Storteboom
- Councillor van den Broek

Staff Present:

- F. Cheung, Chief Administrative Officer
- R. Bomhof, Director of Engineering, Parks and Environment
- G. Flack, Deputy Director of Corporate Services
- K. Hilton, Director of Recreation, Culture and Community Services
- G. Minchuk, Director of Development Services and Economic Development
- K. Kenney, Corporate Officer

1. CALL TO ORDER

Mayor Schaffer called the Public Hearing to order.

Mayor Schaffer read a statement regarding the procedure to be followed for the Public Hearing.

The Corporate Officer advised that notification of the Public Hearing had been publicized in the following manner:

Notice was placed on the City Hall notice board on Tuesday, October 3rd. Notices were mailed and hand delivered to properties within 100 metres of the subject properties and a newspaper advertisement was placed in the October 12th and 19th issues of the Langley Advance. One piece of correspondence had been received and had been circulated to Council on-table.

2. BUSINESS

a. Bylaw 3027 - Zoning Amendment

To amend the Zoning Bylaw, 1996, No. 2100 to rezone the property located at 19753 55A Avenue from RS1 – Single Family Residential Zone to CD-49 Comprehensive Development Zone to accommodate a 14-unit townhouse development.

The Mayor invited Fred Adab, F. Adab Architects to speak to the proposed bylaw and development permit.

Mr. Adab provided information on the proposed development as follows:

- context photos of site with surrounding developments;
- site plan;
- project statistics, in particular that this phase has two car garages, 4 bedroom units;
- streetscape renderings;
- form and character of the building;
- exterior finishes;
- sustainability and green measures;
- crime prevention through environmental design.

Ruchir Dahl, Principal at Bent Picture Creative Ventures Landscape Architects advised that the principles of design are almost exactly the same as Phase 1 of the project;

Darren Sahota, property owner, read out a letter from his lawyer requesting that the City allow the property owner to submit their development permit application for approval pending eviction of the tenants currently occupying the property.

The Mayor invited those in attendance who deem their interest in property affected by the proposed bylaw and development permit to present their comments.

Janette Giffin, 21, 19741 55A Ave., referred to her correspondence submitted to Council advising that:

- she had purchased her trailer back in 1998 as it had a large yard for her dogs;
- she understands that the City is trying to increase the number of homes in the area; however, the trailer park homes were affordable housing;
- she doesn't see how she will be able to find a comparable replacement as her current home has such a large yard for a trailer pad;
- in reference to the policies included in her submission from the City of Surrey and Township of Langley as to their policies for redevelopment

of mobile home parks, that the City consider implementing similar policies for the remaining two homes at the site;

- she doesn't know how she will be able to afford to go anywhere else as her trailer is too old to be moved and, if she had to move farther out into the Fraser Valley to find affordable housing, she would also need to find another job;
- Council consider what her housing options would be to allow her to remain within the vicinity of her current home.

The Mayor called for further representations from those in attendance on the proposed bylaw and development permit. There were no further speakers.

Council provided the following comments and questions:

- Sections of the policies of the other municipalities submitted in Ms. Giffin's correspondence state that if there is to be redevelopment of a manufactured home park the developer has to offer some compensatory payment to the owners being evicted. Has Ms. Giffin been offered such compensation, to which Ms. Giffin advised that she was offered \$5,000 to leave early;
- If this development proposal is approved tonight Ms. Giffin has a year to find other accommodation;
- Whether Ms. Giffin has tried to negotiate better compensation from the developer, to which Ms. Giffin advised that she has not.
- Whether staff is aware how these voluntary compensation programs work in other municipalities, to which staff replied they are wide ranging in scope and nature;
- Whether this area is designated for higher density under the OCP, to which staff replied that yes, it is designated medium density residential.

3. MOTION TO CLOSE PUBLIC HEARING

MOVED BY Councillor Storteboom

SECONDED BY Councillor Arnold

THAT the Public Hearing close at 7:27 p.m.

CARRIED

MAYOR

CORPORATE OFFICER

**REQUEST TO APPEAR AS A DELEGATION /
COMMUNITY SPOTLIGHT**

To appear before Council as a Delegation or Community Spotlight at a Council Meeting, please submit a written request to the Corporate Officer by 12:00 p.m. noon on the Wednesday prior to the scheduled Council Meeting. You may complete this form or provide a letter however please ensure the letter contains the information requested on this form. You can submit your request by email to pkusack@langleycity.ca, in person or by mail at City Hall (20399 Douglas Crescent, Langley BC V3A 4B3), or by fax at 604-514-2838. A staff member will contact you to confirm the meeting date at which you are scheduled to appear before Council.

Council meetings take place at 7:00 p.m. in the Council Chambers on the second floor of Langley City Hall. Delegations are defined as an individual, group or organization making a request of Council. A Community Spotlight is an individual, group or organization providing information or updates on an event or activity. Delegations are limited to a five (5) minute presentation and Community Spotlights are limited to a ten (10) minute presentation. You may speak on more than one (1) topic but you must keep your presentation within the prescribed time limit.

Please attach any material that you wish Council to review in advance of the meeting to this form.

DATE: Oct 2/17 REQUESTED MEETING DATE: NOV 6, 2017
NAME: Karina Chow
ORGANIZATION NAME: Canuck Place Children's Hospice
(if applicable)
ADDRESS: 32772 Marshall Road, Abbotsford BC
CONTACT NUMBER: 778-880-4851
EMAIL ADDRESS: Karina.Chow@canuckplace.org
TOPIC: Update from Canuck Place on
Fraser Valley Services
AUDIO/VISUAL NEEDS (if ☒ yes, specify) Powerpoint slides
ACTION YOU WISH COUNCIL TO TAKE: Awareness of scope
of services provided to Langley Families/
Opportunities for volunteerism and support
for the Gift of Love Gala 2018.



We are here in your community.

For over two decades, Canuck Place Children's Hospice has provided exceptional, innovative and world-recognized pediatric palliative care.

Dave Lede House (DLH) is Canuck Place's second provincial location, providing pediatric palliative care in the Fraser Valley where 44% of Canuck Place children and families reside.

This year alone, 715 children with life-threatening illnesses and their families are supported by Canuck Place through inpatient and outpatient care in the hospices and their home communities.

There are more children and families who need complex pediatric palliative care and we need to reach them. We can't do it without you.

**From our little and big hearts,
thanks for being HERE with us.**

Community and Outpatient Services at Canuck Place - Dave Lede House (DLH)

- Canuck Place advanced practice nurses and specialized physicians provide outpatient clinical care through mobile clinical consultations with families in-home, in-hospital and community.
- Our recreation therapy program operates from DLH for children, their siblings and parents.
- Our counsellors provide counselling, play and art therapy and have recurring sibling, parent groups and a pilot grandparent bereavement group, to support families through life-altering loss.
- Through programs offered by Canuck Place music therapists, children and teens are able to express emotions, connect with others, communicate nonverbally and manage distressing symptoms. Individual, group and family sessions take place in DLH.

Building Capacity - Inpatient Beds at Canuck Place - Dave Lede House Opening May 2018

We have more children and more families on our program each year. And we are building capacity so that we can accommodate our patients and families.

In May 2018 Canuck Place will open inpatient beds at Dave Lede House in the Fraser Valley community where 44% of the children and families on program live.

The phase-in operation of 24-hour care beds at DLH requires careful planning, training, program development and processes and systems integration. Hiring and training for clinical staff will occur January 2018 to April 2018.

We need your support to make this a reality.

44%

44% of Canuck Place children and families reside in the Fraser Valley (2016-17)



45 recreation therapy activities offered for children and families at Dave Lede House and the Fraser Valley in 2016-17



More children and families need our help. You can help change their lives.

Canuck Place Children's Hospice inpatient care is highly cost effective - about 30% less when compared to a pediatric BC hospital ward or ICU bed.

By 2020, 50% of the children in BC will live in the Fraser Valley and we want to ensure we meet the growing demand for care.

Canuck Place raises 60% of the funds needed to operate annually. Our team relies on a caring community of donors to maintain services, and the need continues to grow.

Canuck Place eases the burden on families.

When a child is diagnosed with a life-threatening illness, parents are impacted by the 24-hour care they provide for their child. The very real stresses incurred by these families include financial pressures, relationship challenges, fatigue, distress and increasing acute-care needs which impact mental and physical health and the overall quality of life for BC families.

Building capacity to meet the needs of children and families

In 2016-17 Canuck Place provided care for 715 children and families - a 6% increase over the previous year.

- 8 - average number of family members receiving inpatient medical respite support - per 24 hours in 2016-17
- 6 - average number of children inpatient care - per 24 hours in 2016-17
- 396 - admissions for inpatient care in 2016-17
- 632 - calls to the nurse helpline from families across BC in 2016-17

The Growing Need 2016-17

2,950



2,950 overnight stays by Canuck Place families and family members

1,450



1,450 outpatient consults in-person, in-home, in-hospital and via phone and video

369



369 inpatient admissions to Canuck Place

15%



15% of children on the CPCH program were under the age of 1 (total of 55 children)



Families like the Cunninghams in Surrey find comfort and care at Canuck Place.

Lumina was born with severe Hydrocephalus, a genetic disorder that affects the development of muscles, brain, and eyes. She requires 24-hour care, a feeding tube, and has frequent seizures. Not only does Lumina receive medical respite and symptom management but her family is supported with care and counselling so they can focus on savouring their time together.

"Canuck Place is so wonderful," said Dwayne, Lumina's father. "They provide expert care, love and support for families, and children like our Lumina, who desperately need such assistance."



CITY OF LANGLEY

*"The Place to Be!"*REQUEST TO APPEAR AS A DELEGATION /
COMMUNITY SPOTLIGHT

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Please attach any material that you wish Council to review in advance of the meeting to this form.

DATE: Sept. 29/17 REQUESTED MEETING DATE: Nov. 6/17

NAME: Teri James

ORGANIZATION NAME: DLBA
(if applicable)

ADDRESS: 201. 20559 Fraser Hwy

CONTACT NUMBER: 604. 539. 0133

EMAIL ADDRESS: info@downtownlangley.com

TOPIC: Would like to be the "Community Spotlight"
if possible so I have a bit more time

AUDIO/VISUAL NEEDS (if yes, specify) powerpoint

ACTION YOU WISH COUNCIL TO TAKE: Introduce the new
Tourism manager, Melissa Phillips and if
allowed would like to make a brief PPT presentation
to recap the McBurney Plaza events in 2017.

☺



Learn how to make your space safer and less attractive to criminal behaviour. Get a **FREE** *Crime Prevention Through Environmental Design (CPTED) Business Assessment*. Contact the Langley City RCMP Community Policing Office.

FOR A FREE CPTED BUSINESS ASSESSMENT, CONTACT:



**Langley City RCMP
Community Policing Office**

604.514.2870

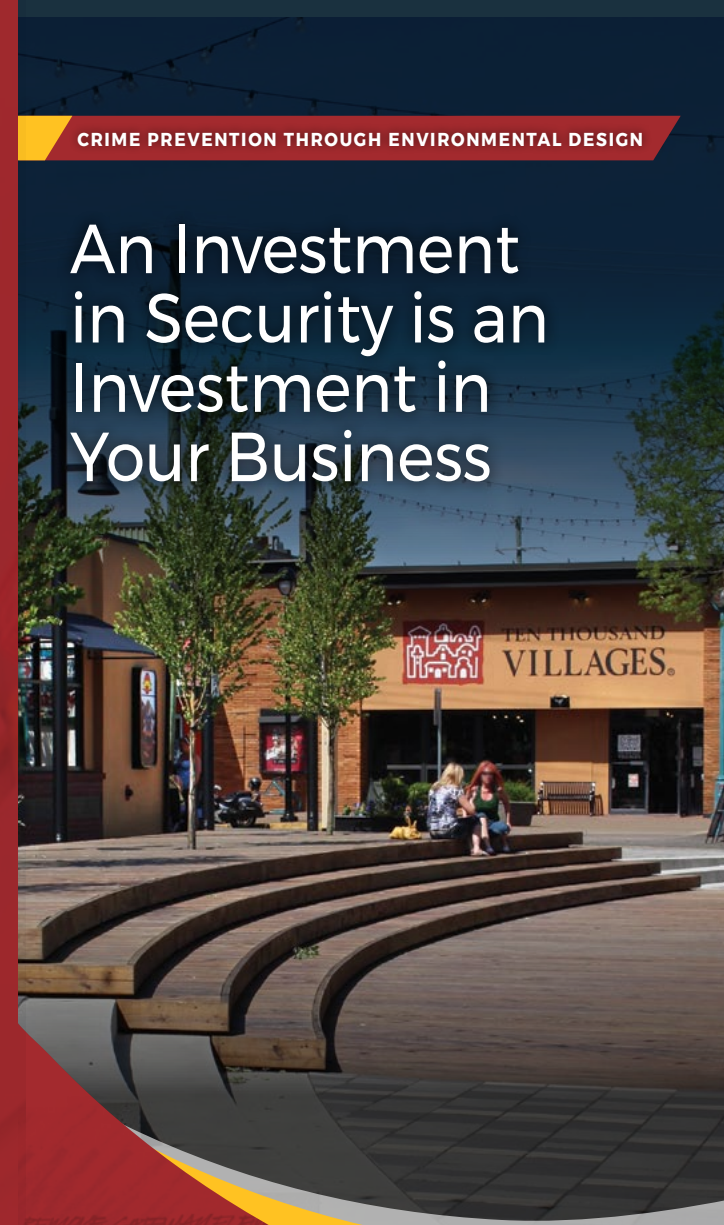
INFORMATION IS PROVIDED BY:



Langley City Hall
20399 DOUGLAS CRESCENT
LANGLEY, BC., V3A 4B3
T: 604.514.2800
W: LANGLEYCITY.CA

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN

An Investment in Security is an Investment in Your Business

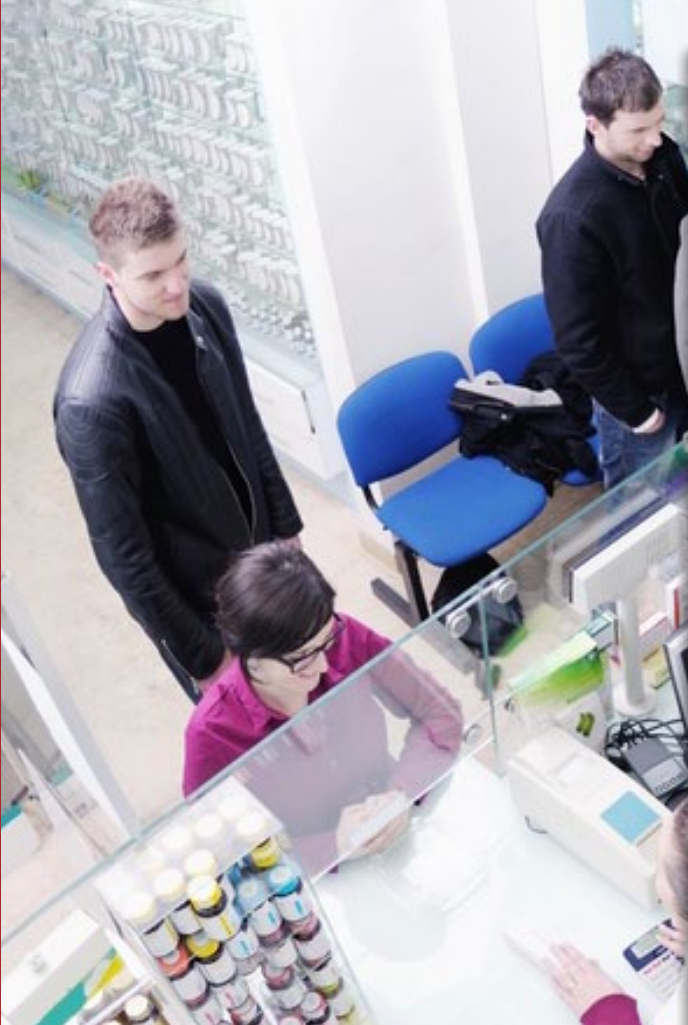


Get a **FREE** *Crime Prevention Through Environmental Design (CPTED) Business Assessment*. Contact the Langley City RCMP Community Policing Office.



CPTED SUCCESS

- 7-Eleven reduced losses by 50% and robbery by 65%.
- US and Canadian retailers have reduced crime incidents by 24%.



CRIME PREVENTION STRATEGIES

Reduce crime, prevent losses, and create safer environments with these *Crime Prevention Through Environmental Design (CPTED)* strategies. It's good for the community and it's good for business.



NATURAL ACCESS CONTROL

Guide people through your space and limit opportunities for undesired access.

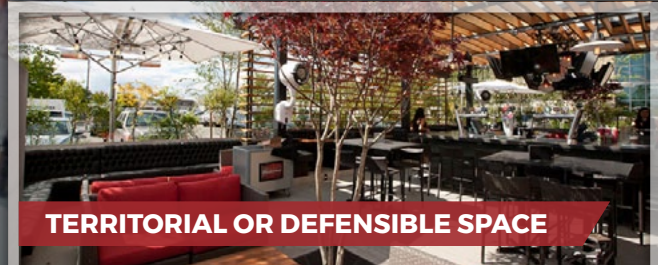
- Make clear and definitive entrances and exits.
- Employ fences, landscaping, and other physical barriers to guide exterior movement.
- Consider employing interior obstacles, like maze entrances, to cut off straight-line access to potential targets, such as the cashier.
- Use curbing and bollards to direct automobile and foot traffic into a controlled visible area.
- Use lights, security devices and tamper-resistant materials to make your property less of a target.



NATURAL SURVEILLANCE

Maximize the ability to spot suspicious people and activities from inside and outside a business.

- Place the Point of Sale location where it is visible throughout the store and from the public realm outside the store.
- Ensure that window displays, signage, and other obstacles do not obscure sight lines.
- Trim landscaping below ground level windows and keep trees pruned above eye level.
- Add lighting to enhance visibility, but avoid directing the lighting so that it glares into the eyes of the cashier or passersby.



TERRITORIAL OR DEFENSIBLE SPACE

Put a clear line of distinction between your private property and public property. This gives legitimate occupants a sense of ownership and a willingness to defend their property while putting intruders on the defensive.

- Employ unique facades, projected awnings, different coloured entrances, patios, and flower boxes to delineate your space.
- Install short walls or plant gardens to discourage trespassing.
- Make security signage clearly visible at all entrances.
- Consider escorting visitors or provide badges.



MAINTENANCE AND MANAGEMENT

A well maintained area communicates that people care and are monitoring the area, deterring vandalism and other crimes.

- Ensure that the building and area is clean and free of clutter, such as outdoor storage items, which may give an impression of abandoned property.
- Remove graffiti promptly. Consider getting mural artwork to deter future graffiti.
- Paint and repair exteriors. The "Broken Window Theory" conveys that one broken window will entice vandals to break another, thereby inviting higher levels of crime.