HELLO NEIGHBOUR: A GUIDE TO SAFER HOMES AND COMMUNITY

COMMUNITY SAFETY & WELL-BEING

BRAMPTON

Introduction

Hello Neighbour: A Guide to Safer Homes and Community offers practical tips to help you protect your home and property while creating a safer and more connected Brampton. The ideas in this guide are inspired by the first- and second-generation principles of Crime Prevention Through Environmental Design (CPTED), which emphasize how well-designed and well-maintained spaces, along with an engaged and connected community, can help prevent crime and support a sense of safety and well-being.

Safety starts with simple everyday actions, like improving your home's security, maintaining shared spaces and checking in with the people around you. When residents feel a sense of pride and belonging in their neighbourhoods, it helps create a more welcoming and connected environment for everyone.

This guide is part of the City of Brampton's Community Safety Action Plan. It supports a social development and prevention-first approach that aligns with Ontario's Community Safety and Well-Being Framework, equipping residents with tools to address property-related crime and build more connected, resilient communities.

Purpose

Community safety is shaped by both our physical surroundings and the relationships we build. This guide offers practical tips and ideas to help you:

- Strengthen the safety of your home and property.
- Build relationships with your neighbours.
- Encourage regular and positive use of public spaces.
- Contribute to a shared sense of responsibility and community pride.
- Support a safer and more vibrant neighbourhood through care, connection and everyday actions.

Whether you are a homeowner, tenant, property manager or community leader, this guide provides practical ways to help strengthen safety and connections in your neighbourhood.

Peel Regional Police is proud to support the City of Brampton's new crime prevention resource, Hello Neighbour: A Guide to Safer Homes and Community. This guide offers practical strategies and information to help residents protect their homes and strengthen community safety.

We commend the City of Brampton for its proactive approach and for equipping residents with clear, actionable steps to protect their homes, properties, and neighbourhoods. Crime prevention is most effective when it involves collaboration between communities, law enforcement, and municipal partners, and this initiative is an example of those partnerships in action.

We encourage all residents to explore the guide, put its strategies into practice, and join us in building safer, more resilient communities.

Peel Regional Police

How Your Home and Community Work Together to Support Neighbourhood Safety

There are many ways to make your home and neighbourhood safer. Some strategies focus on small physical changes to your property, while others highlight the value of building relationships, caring for shared spaces and fostering a sense of connection and belonging.

This guide is organized around these two approaches: making practical improvements to your home and surroundings and strengthening connections with the people around you. Together, these ideas can help reduce opportunities for crime, encourage pride and care in your neighbourhood and create a more welcoming environment for everyone.

Below is a summary of the key themes you will see throughout the guide, along with examples of how they can be applied in daily life:

What It's About	What It Means	How to Put It Into Practice
See and Be Seen	Keep all sightlines clear, use appropriate lighting and avoid overgrown plants that create hiding spots.	You can improve visibility by trimming overgrown trees and shrubs and adding lighting around doors and walkways.
Clear Paths and Boundaries	Limit how and where people can enter your home or yard without permission.	Mark the edges of your property with fences, hedges or pathways. Keep entrances visible and well-lit and use natural barriers like bushes to discourage potential intruders.
Show You Care	A clean, well cared for property sends a message that people are paying attention, which can discourage unwanted activity.	Tidy outdoor areas, keep tools and valuables stored securely and fix issues promptly.
Stronger Together	When people come together in shared spaces, it builds a sense of welcome and community.	Organize events like clean-ups, potlucks, or street parties to bring neighbours together and build a connected community.
Keeping the Balance	Spaces where people gather and feel welcome help build a sense of belonging and safety.	Use parks, walkways and gathering places often and suggest improvements when needed.
Stay Connected	Neighbours who know each other are more likely to look out for one another.	Get to know your neighbours, exchange contact information or join a local group or network.
Celebrate Community	A strong sense of belonging within a neighbourhood encourages people to take an active role in its care and safety.	Celebrate your community's identity through art, storytelling, events or local history.

Part 1: Protecting Your Home and Property

This section offers simple, practical tips to help you keep your home and property secure.

Whether you live in a house, townhouse, apartment or condominium, small everyday actions can make a huge difference in creating a safer environment for you and your neighbours.

While these tips are intended to enhance safety, the implementation of these suggestions does not guarantee the complete prevention of crime or property damage. Individuals are responsible for taking additional measures as needed based on their circumstances.

See and Be Seen

Good lighting and clear sightlines make it easier to see what is happening around your property. Keeping your property well-lit makes it harder for someone to approach unnoticed.

How you can apply it:

- Trim bushes and trees near entry points.
- Add motion-sensor or timer lights around your home.
- Ensure your address is visible from the street.
- Report broken streetlights or common-area lighting.

Self-check:	Yes	No
Are bushes and trees trimmed to avoid hiding spots?	☐	☐
Are entry points and walkways well-lit at night?	☐	☐
Is your house or unit number clearly visible from the street?	☐	☐
Are shared or outdoor lights in working condition?	☐	☐

Clear Paths and Boundaries

Controlling how people can enter your home is key to reducing opportunities for break-ins. Secure doors, windows and other entry points so that only those invited can get in.

How you can apply it:

- Install and regularly check locks on all doors and windows.
- Secure garages, sheds and other secondary entry points.
- Keep spare keys in a safe place (not under a mat or planter).
- Keep your valuables away from all entry points.
- Only share your passcode for keyless entry locks with those you trust.

Self-check:	Yes	No
Are all doors and windows secured with working locks?	☐	☐
Are garage doors and gates kept locked when not in use?	☐	☐
Are spare keys stored securely (not under mats, planters or ledges)?	☐	☐
Is your vehicle locked and are valuables out of sight?	☐	☐

Show You Care

A home that looks cared for shows people are present and engaged. This can discourage crime by sending a clear message that the property is watched and valued.

How you can apply it:

- Keep your property tidy and well-maintained.
- Add signage like “Cameras in Use” or other deterrents.
- Maintain fences, gates or patios.
- Get involved in neighbourhood cleanups.

Self-check:	Yes	No
Does your home or unit look occupied and cared for?	☐	☐
Is your property clean and free of clutter?	☐	☐
Are security signs or visible deterrents in place?	☐	☐
Are fences, gates or pathways in good condition?	☐	☐
Do you participate in keeping shared spaces clean?	☐	☐

While securing your home and property is a critical step in crime prevention, safety extends beyond individual households. A safe neighbourhood is one where residents look out for one another, work together on local concerns and have a strong sense of community.

Strengthening neighbourhood ties and enhancing social connections can deter crime, create safer shared spaces and foster a culture of care and responsibility.

Part 2: Strengthening Neighbourhood Safety

Community involvement plays a pivotal role in fostering strong, resilient and vibrant neighbourhoods. A holistic approach to safety includes not only crime prevention but also strengthening relationships, building a sense of shared identity, staying connected and taking care of one another.

Stronger Together

When neighbours gather and share experiences, it builds a sense of connection and trust. Community activities help people feel welcome and create shared ownership of public spaces.

How you can apply it:

- Organize a street party, barbeque or cultural celebration.
- Plan a community clean-up or beautification project.
- Host an outdoor movie night or skill-sharing workshop.

Self-check:	Yes	No
Have you participated in or organized a community activity within your neighbourhood recently?	☐	☐
Are there shared spaces in your area that could be used for gatherings?	☐	☐
Have you ever invited neighbours to a community event or gathering?	☐	☐
Do you have a neighbourhood social media group or page to share neighbourhood updates?	☐	☐

Keeping the Balance

Public spaces that feel safe, active and welcoming help people feel comfortable spending time in them. This builds a stronger sense of safety and belonging in your neighbourhood.

How you can apply it:

- Use parks, trails and gathering places often.
- Share ideas with your city or local group to improve underused areas.
- Encourage positive use of community spaces to keep them active and inviting.
- Report any issues such as broken streetlights to 311.

Self-check:	Yes	No
Are there shared spaces near you that feel welcoming and safe?	☐	☐
Is your neighbourhood designed in a way that encourages people to gather?	☐	☐
Do you have suggestions to help make local spaces feel more welcoming?	☐	☐

Stay Connected

Sharing information and watching out for one another creates a connected and stronger community. This helps keep everyone safe and increases sense of belonging. Strong communication helps prevent crime and builds confidence in your community.

How you can apply it:

- Introduce yourself to your neighbours, start with a simple hello.
- Start a neighbourhood WhatsApp or any other social media group.
- Join or start a neighbourhood association.
- Share updates about safety concerns or suspicious activity with your neighbours or local authorities.
- Connect with local organizations like the City of Brampton's Community Safety and Well-Being Office.

Self-check:	Yes	No
Do you stay updated on local safety information?	☐	☐
Are you connected to any community groups or networks within your neighbourhood?	☐	☐
Do you know how to report suspicious activity or get help from local services?	☐	☐
Do you know the names and addresses of your nearby neighbours?	☐	☐
Do you have a way to contact your neighbours quickly if needed?	☐	☐

Celebrate Community

A neighbourhood that feels unique and meaningful encourages people to take care of it. Shared stories, art and culture bring people together and create pride in where they live.

How you can apply it:

- Celebrate your neighbourhood's identity with public art or cultural events.
- Share stories or history that connect people to the place.
- Support projects that highlight your community's strengths.

Self-check:	Yes	No
Do you feel a sense of pride in your neighbourhood?	☐	☐
Are there ways your community celebrates its culture or history?	☐	☐
Would you like to help build or strengthen this sense of identity?	☐	☐

Being part of a safe and connected neighbourhood also means staying alert to what is happening around you. Knowing how to recognize and report suspicious activity is another way you can help protect your community.

Apartment and Condo Safety Tips

Responsibilities:

- In rental buildings, security is typically handled by the building manager.
- In condos, you're responsible for your unit, while the condo corporation manages common areas.

What you can do:

- Learn your building's security features.
- Get to know your neighbours! It helps build a safer community.
- Always lock your doors and balcony when you're out.
- Only let people you know into the building. Remind guests to close doors behind them.

Keep your building secure by:

- Reporting any security issues to your manager or landlord.
- Flagging broken locks, windows or lights.
- Letting neighbours or management know if you'll be away or having work done.

Elevator safety:

- Check who's inside before entering.
- If someone makes you uncomfortable, wait for the next elevator.
- If someone suspicious enters after you, exit before the doors close.

What to Watch For: Reporting Suspicious Activity

Everyone can play a role in keeping the community safe. If you notice something that doesn't feel right, trust your instincts and report it.

Examples of suspicious activity:

- Unfamiliar vehicles parked for an extended period of time or continuously driving around your neighbourhood.
- Unknown individuals attempting to go into yours or neighbouring properties, especially near doors or windows.
- Door-to-door solicitors without identification.
- Unfamiliar persons removing property from a neighbour's home.
- Loud banging or glass breaking.
- Screams or calls for help.
- Tampering with car parts, gas tanks or licence plates.

What to do:

- If it is safe, write down licence plate numbers or descriptions.
- Do not confront anyone directly.
- Call Peel Regional Police's non-emergency line at 905.453.3311 to report suspicious activity.
- Create a neighbourhood social media group or page to share information. If creating or joining neighbourhood social media groups, be mindful of privacy and avoid sharing personal or sensitive information without consent.

No one knows your neighbourhood better than you. Your call might have the information needed to assist in preventing or solving a crime. If in doubt, call the police.

If you are unsure about how to respond to a concern or want to be more involved in local safety efforts, there are various supports available. The next section outlines some of the resources available in Brampton to support residents with crime prevention, safety education and community involvement.

Community Resources

Crime Prevention Academy

The Crime Prevention Academy is a five-week course offered by Peel Regional Police that allows residents to learn the basics of crime prevention, vehicle safety, home security, personal safety and fraud prevention. Visit www.peelpolice.ca for additional information.

Residential Security Audits

Residential security audits are available through Peel Regional Police. To schedule an audit, contact your local Community Liaison Officer. To find more information on this, visit www.peelpolice.ca.

TRACE Program

The TRACE Program is endorsed by the Ontario Association of Chiefs of Police (OACP). Individuals can purchase a TRACE pen at a local retailer or online to mark their property.

Neighbourhood Tools

Neighbourhood Associations: Neighbourhood associations are resident-led groups that bring people together to improve their community. By becoming an Affiliated Neighbourhood Association, your group can access support from the City of Brampton.

Neighbourhood Safety Audits: Neighbourhood audits are a way for residents to explore and assess different aspects of their community and the overall look and feel of the area. Safety audits can help identify local challenges and opportunities and spark ideas for community-driven solutions. Participating in an audit helps bring voices together and strengthen the sense of ownership in your neighbourhood.

Asset Mapping (GeoHub Neighbourhood Profiles): Launched in 2023, Brampton's GeoHub Neighbourhood Profiles are an online tool that lets residents explore the unique features and strengths of their neighbourhood. You can find local parks, schools, community spaces and more, all in one place. Asset mapping helps people learn about the resources available around them and discover ways to get involved in improving safety and well-being.

For more information about these initiatives, visit brampton.ca/communitysafety

Reporting

Peel Regional Police non-emergency line (905.453.3311): Use this number to report non-urgent issues that may still require police follow-up.

Call or contact 311: Call 311 to report non-police issues that may affect neighbourhood safety or upkeep, including broken streetlights or traffic signals, damaged or missing signage, litter or illegal dumping and unsafe sidewalks, parks or public spaces.

Emergency Situations

If there is a crime in progress or an immediate threat to the safety of persons or property, call 911. If you arrive at your home or property and suspect there has been a break-in, do not enter your home as the perpetrator may still be inside. Stay outside and call 911 immediately.

Break-ins are more likely when residents are away. Respond to all door knocks by speaking through a locked door unless you recognize the person. If using a door camera, do not say you are not home.

Crime Stoppers

Crime Stoppers is a partnership between the public, police and media which provides the community with a proactive program to anonymously assist in solving crime. Crime Stoppers is an effective tool for citizens to share information safely. Call 1.800.222.TIPS (8477), any time day or night, or submit a tip online at www.peelcrimestoppers.ca. While tips are accepted anonymously, please note that in certain legal situations anonymity may not be guaranteed under the law.

Taking action is easier when you have the right tools on hand. To support your efforts at home and in your neighbourhood, the following appendices include printable checklists and resources you can use throughout the year.

These tools are designed to help you stay organized, monitor safety around your property and build stronger connections with those around you.

The City of Brampton does not endorse or assume liability for any specific community programs or services listed in this guide. Please evaluate all programs independently and ensure they meet your needs.

Daily, Weekly and Seasonal Home Safety Reminders

Use this checklist to keep your home safety routines on track. Print and post it somewhere visible in your home.

Daily Reminders:

- Lock all doors and windows, even when you're at home.
- Turn on exterior lights at dusk or use automatic timers.
- Keep entryways and pathways clear.
- Store packages, tools and valuables out of sight.
- Promptly remove any deliveries or packages.
- Check for anything unusual around your property.

General Reminders:

- Test door and window locks.
- Check outdoor lights and replace bulbs if needed.
- Trim overgrown bushes or low-hanging branches.
- Review your emergency contact list.
- Walk around your home and note any safety issues.

Seasonal Reminders:

Adjust your safety practices throughout the year with these seasonal reminders:

Spring

- Clear leftover debris and check fences or gates for damage.
- Refresh lighting fixtures and trim new growth from trees and bushes.
- Review your home security measures after winter weather.

Summer

- Keep windows secure even when open for ventilation.
- Maintain landscaping regularly for clear sightlines.
- Be vigilant during vacation periods, consider using timers or asking a neighbour to watch over your home.

Fall

- Rake leaves to avoid blocked walkways or hiding spots.
- Check lighting as daylight hours decrease.
- Inspect locks, gutters and cameras in preparation for winter.

Winter

- Keep walkways, entrances and house numbers clear of snow.
- Ensure lighting is not obstructed by snow or ice.
- Keep emergency supplies and contact numbers up to date.
- If you will be away over the holiday, ask your neighbours to collect your mail.

CPTED Home Audit Checklist

Property crimes are often crimes of opportunity. Crime Prevention Through Environmental Design (CPTED) is a proven approach that helps reduce crime and fear of crime by making changes to the physical environment and strengthening community ties.

This self-audit checklist helps you assess the safety and security of your property by highlighting key areas to review. By identifying potential risks and making small improvements, you can enhance the security of your home and contribute to a safer, more resilient neighbourhood.

See and Be Seen	Yes	No	Not Applicable
Trees and shrubs are trimmed so there are no hiding spots near windows or entry points.			
Outdoor areas (yard, driveway, entrances) are well-lit at night.			
All exterior doors have working lights above or nearby.			
Outdoor lights are on in the evening, even when no one is home.			
Lights are set to turn on at dusk or use timers/motion sensors.			
House or unit number is clearly visible from the street.			

Clear Paths and Boundaries	Yes	No	Not Applicable
There are clear views of all doors and windows from the street or neighbouring homes.			
Entryways are secured with working locks.			
Gates and sheds are kept locked when not in use.			
Sliding doors are secure and have working locks or additional bars.			

Show You Care	Yes	No	Not Applicable
My property looks lived-in and well-cared-for.			
Outdoor areas are tidy and free of debris or clutter.			
Fences, gates, and pathways are in good repair.			
Signs of security (e.g., “CCTV in Use”) are visible.			

Secure Your Property	Yes	No	Not Applicable
My property has an alarm system.			
Vehicles are locked and free of valuables (even when parked in a garage).			
Valuables are kept out of sight from doors and windows.			

Stay Connected	Yes	No	Not Applicable
I know and regularly speak with my neighbours.			
I am part of a neighbourhood association, network, or contact list.			

Notes:

We want to hear from you!
For support in applying this checklist or to discuss results or next steps, we encourage you to contact your Community Safety Coordinator at CSWO@brampton.ca or book a virtual meeting at brampton.ca/communitysafety.

For connection to local police or for non-emergency police attendance call 905.453.3311 or in an emergency call 911.

Disclaimer: The suggestions provided in this guide are for informational purposes only and do not constitute legal advice. The Corporation of the City of Brampton and its partners do not assume any liability for damages or losses that may result from the use of the suggestions provided in this guide.

Use this phone tree to stay connected with your neighbours.

Having contact details on hand makes it easier to reach out when needed, whether for a safety concern or just to check in. Fill out the names, addresses and phone numbers of the neighbours directly around you so you can check in, share important updates or offer support when needed. Post it somewhere visible in your home and keep it updated.

Neighbour: Address: Phone number:	Neighbour: Address: Phone number:	Neighbour: Address: Phone number:
Neighbour: Address: Phone number:	**I LIVE HERE.**	Neighbour: Address: Phone number:
Neighbour: Address: Phone number:	Neighbour: Address: Phone number:	Neighbour: Address: Phone number:

Emergency Contacts

Use this page to fill in information about your emergency contacts.

About Me

Name: _____

Address: _____

Phone Number: _____

Allergies: _____

Emergency Contacts:

Name: _____

Relationship: _____

Phone Number: _____

Address: _____

Name: _____

Relationship: _____

Phone Number: _____

Address: _____

Name: _____

Relationship: _____

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Relationship: _____

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Name: _____

Relationship: _____

Phone Number: _____

Address: _____

Name: _____

Relationship: _____

Phone Number: _____

Address: _____

Important Phone Numbers

For immediate danger, crime in progress, or emergency, dial 9-1-1.

City of Brampton:	3-1-1 905.874.2000 (outside city limits)
Brampton Civic Hospital:	905.494.2120
Brampton Fire (non-emergency):	905-874-2700
Health Connect Ontario	Dial 8-1-1 for 24/7 support
Ontario Poison Centre:	1.844.764.7669 (1-844-POISON-X)
Peel Crime Stoppers:	1.800.222.TIPS (8477)
Peel Memorial Centre for Integrated Health and Wellness:	905.494.2120
Peel Outreach Street Helpline:	1.877.848.8481
Peel Regional Police (non-emergency):	905.453.3311
Region of Peel:	905.791.7800
Suicide Crisis Helpline:	Dial 9-8-8 for 24/7 support
Victim Services of Peel:	905.568.1068
211 Central:	Dial 2-1-1 for local community, social, health, and government services in Ontario.

Government Responsibilities

The City of Brampton is one of four levels of government providing services for residents. To learn about the services provided by each level of government, see the list below.

Local Municipal Government

(City of Brampton)
City of Brampton's responsibilities

- Arts, culture and tourism
- By-law enforcement
- Economic development
- Fire and emergency services
- Local roads
- Parks and recreation
- Provincial offences administration
- Planning new community developments and enhancing existing neighbourhoods
- Public transit
- Snow removal
- Tax collection

Local Regional Government

(Region of Peel)
Region of Peel's responsibilities

- Ambulance services
- Housing services
- Police services
- Public health
- Regional roads
- Social services
- Waste collection and recycling
- Water and wastewater

Provincial Government

(Province of Ontario)
Province of Ontario's responsibilities

- Administration of justice
- Culture and tourism
- Education, including post-secondary institutions
- Highways
- Hospitals
- Natural resources and environment
- Prisons
- Property and civil rights in Ontario
- Social services

Federal Government

(Government of Canada)
Government of Canada's responsibilities

- Census
- Citizenship
- Copyright
- Criminal law
- Employment insurance
- Foreign policy
- Money and banking
- National defense
- Post office
- Regulation of trade and commerce

Contact Us

To learn more about the City of Brampton's Community Safety and Well-Being Office, visit **brampton.ca/communitysafety**

Word Search

J	U	T	S	X	X	J	M	X	S	N	L	W	S	T	G	X	L	T	D
A	W	P	I	Y	K	N	T	V	E	E	Z	K	A	D	K	Y	N	H	Y
C	E	J	K	M	N	Z	V	I	V	X	T	T	F	Y	E	R	O	N	A
W	R	N	K	H	G	P	G	E	Q	F	R	C	E	Q	L	S	V	Q	Q
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Community
Connection
Visibility
Lighting
Neighbour

Gathering
Cleanup
Property
Safety
Trust

Boundaries
Welcome
Resilient
Shared
Events

Surveillance
Awareness
Together

Colouring Page

Submit your colouring page at CSWO@brampton.ca for a chance to be featured on the CSWO website.

Community Safety & Well-Being Office

2 Wellington Street West
Brampton, ON L6Y 4R2

CSWO@brampton.ca
www.brampton.ca/communitysafety

Alternate formats available upon request.
To request, email accessibility@brampton.ca

COMMUNITY SAFETY & WELL-BEING

BRAMPTON

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