



GRAFFITI REMOVAL PROGRAM

THE FACTS

There are five primary motivating factors for graffiti vandalism:

- Fame;
- Rebellion;
- Self-Expression;
- Power; and
- Marking territory.

Graffiti is costly: it is estimated that \$1-\$3 per taxpayer per year is spent by communities, public transit departments, residents, and businesses to remove graffiti or repair the damage it causes.

Graffiti prevention efforts work: the most effective way to prevent graffiti is to remove it promptly. Studies show that removal within 24-48 hours results in a nearly zero rate of reoccurrence.

Graffiti is not a “victimless” crime: community members, business owners, and taxpayers are hurt by it. When left untouched, graffiti sends the wrong message – that we cannot keep order in our community. This negatively affects property values by as much as 15% and often leads to more serious crimes.

Graffiti is frequently gang-related: while all graffiti may not be caused by gang members, gangs often use graffiti as a form of communication or to threaten other gangs by “marking their territory”.

NEGATIVE IMPACTS

- Increased vandalism or damage to property;
- Lower property values;
- Heightened fear of crime
- Public perception that community does not care; *and*
- Loss of business growth and tourism.

HOW YOU CAN HELP

Focus on the 3R's:

- **Recognize:** pay attention to your property and community. Document the address and the specific location where vandalism has occurred.
- **Report:** contact the Bylaw Services Department at 250-746-6126 to report graffiti. Your information will not be shared with the public and we only require two pieces of information when you phone in: the address and details of the graffiti.
- **Remove:** whether on public or private property, this program works with property owners to clean up graffiti in a fast and effective manner. The key to removal is being prompt - the faster it is removed, the less likely a vandal is to return.



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DEFINITION

Graffiti can be defined as any writing, drawing, or symbol applied to any surface without the consent of the property owner or their agent.

THE PROGRAM

The City of Duncan Bylaw Services Department has taken a proactive approach to graffiti within our community and has established a program to aid property and business owners that have been affected by graffiti.

The program works as follows:

1. Property and businesses owners that have identified graffiti on their property may come into City Hall with:
 - a. A picture of the graffiti, and
 - b. Identification to show that you are the property and/or business owner
2. Reception will provide the program information and a voucher that permits:
 - A maximum of up to \$60.00 CAD in graffiti removal products (example: paint and brush);
 - A list of participating vendors;
 - Instructions on how to use the voucher and a deadline for completing the work
3. If the property owner chooses to participate, the Bylaw Officer will conduct an onsite inspection after seven (7) days of issuing the voucher to verify the work has been completed.

Overall, the objective of this program is to take a three-prong approach:

1. **The City** is responsible for ensuring a clean and safe community,
2. **The Property Owner** is responsible for ensuring their property is maintained; *and*
3. **The RCMP** is responsible for locating and prosecuting vandals.

The program only works if all parties participate and work together to create a safe, clean community. Your active participation is greatly appreciated, and we look forward to working with you to enhance the safety of our community.



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INSTRUCTIONS TO PROPERTY OWNERS

Welcome to the Graffiti Removal Program (GRP)! The City of Duncan is pleased to have you participate in the GRP to ensure a clean and safe community for everyone.

Some key points to remember:

A voucher will be provided to you by Reception at City Hall:

- Limit of one voucher per property lot;
- Expires 7 days after issuance;
- Available for graffiti removal product (ex: paint and brush);
- A spending limit of up to a maximum of \$60.00 (CAD) for graffiti removal product; and
- Any costs above \$60 are of the applicant.

PARTICIPATING LOCATIONS

The following City of Duncan stores are proud participants in the Graffiti Removal Program, and you may attend any of these locations to redeem your voucher:

- Cloverdale Paint, 561 Canada Avenue
- Dobson's Paint & Decorating, 264 TransCanada Highway

HOW TO REDEEM YOUR VOUCHER

Simply choose a store from the list above and provide the following:

1. The voucher issued to you by the City, within the time limitation identified; and
2. A 1" x 1" chip of the original paint colour to be matched to your building.

FINAL INSTRUCTIONS

At the store till, you will be requested to write your name and sign the voucher, which will be collected and returned to the City. You will have seven (7) days in total to complete the work.

If weather or special circumstances arise, please contact the Bylaw Services Department to speak with a Bylaw Officer, who will work with you to achieve compliance in a realistic and timely manner.

Staff from Bylaw Services will attend after the seven (7) days' time to ensure the work has been completed.