

SURREY SERVICES

WHO TO CALL

BYLAW AND CITY SERVICES

Abandoned buildings, noise complaints, unsightly properties, and secondary suites	604-591-4370 OR bylawcomplaints@surrey.ca
Animal Control (leash, licencing, noise)	604-591-4370
Surrey Animal Resource Centre (lost, stray or adoptable)	604-574-6622
SPCA (animal in distress)	1-855-622-7722
Illegal Dumping (city property)	604-591-4152
Illegal Dumping (private property)	604-591-4370
Engineering emergency (safety/hazard) issues	604-591-4152
Transportation/Traffic Management non-emergency	604-591-4853*
Anti-Graffiti Hotline	604-591-4370 (bylaw) OR graffiti@surrey.ca
Parking Enforcement	604-591-4352 OR parking.enforcement@surrey.ca
Waste Collection	604-590-7289
Flooding, Water, Sewer	604-591-4152

*Please visit us at surrey.ca/report to Report A Problem (non-emergency) or submit a service request (eg. potholes, street issues, park issues, streetlight/sidewalk repairs, new signal/crosswalk requests etc.)

REPORT A PROBLEM

Visit surrey.ca/report where you can use our Report a Problem service 24/7 to get help resolving a non-emergency issue or addressing a problem.

It's easy to submit, connects to your MySurrey account and tracks the status on your request!



EMERGENCY 911 (Police/Ambulance/Fire)

Call 911 when there is crime in progress or an immediate threat to people or property.

Text with 9-1-1 (for pre-registered deaf, deaf-blind, hard of hearing and speech impaired callers).

POLICE NON-EMERGENCY ► 604-599-0502

Surrey RCMP Non-Emergency Calls

Report missing persons and crimes that have already been committed with no suspects present such as a vehicle or home break-in, vandalism, or fraud.

SURREY RCMP PARENT HELPLINE ► 604-599-7800 (MON-FRI)

Assistance for parents who are concerned about their children becoming/being involved in illegal activities.

FIRE SERVICE NON-EMERGENCY ► 604-543-6700

Surrey Fire Service Non-Emergency Calls

Burning regulations, suspected grow-ops, or general fire service inquiries.

TRANSIT POLICE ► Text 87-77-77

Text to 87-77-77 to report issues on SkyTrain, platforms, or at bus stops and stations.

METAL THEFT

If witnessed and in progress, call 911. If suspected after theft has occurred, call non-emergency RCMP at 604-599-0502 to report.

BE A GOOD WITNESS

Be prepared to answer questions from the call taker when making your call and ask for a file number. Important observations:

- Vehicle description
- Direction of travel
- License plate
- Suspect description (clothing, gender, etc.)
- Time and day

OUTREACH SUPPORT

If you notice a person who appears homeless or in need of outreach support, the following agencies offer services in Surrey as outlined below.

Lookout Housing and Health Society ► 604-589-4746

OPTIONS Community Services ► 604-765-6751

PCRS Youth Outreach Services ► 604-587-8100

After Hours ► 604-999-8180

Surrey Substance Use Services ► 604-580-4950

bc211 Hotline ► Call 211 or go to bc211.ca

SAFE PROGRAM

The SAFE Program is designed to prevent and address youth gang violence.

Call ► 1 (236) 598-3016

Email ► communitysafety@surrey.ca

Website ► surrey.ca/safe

ICBC

Insurance Corporation of British Columbia

Fraud and Witness Reporting Line ► 604-661-6844

Confidential fraud tips and witness reports

24/7 Claims Reporting Line ► 604-520-8222

CRIME STOPPERS

You remain anonymous, criminals don't.

24/7 Phone ► 1-800-222-8477 (TIPS)

Report a Crime Now ► solvecrime.ca

Text ► Text "BCTIP" and your tip to 274637 (CRIMES)

 **facebook.com/MetroVancouverCrimeStoppers**

RESIDENTIAL TENANCY BRANCH

Information, education and dispute resolution services for landlords and tenants.

Phone ► 604-660-1020