



## RESIDENTS

As a resident, you are responsible for code violations on your property. There are resources that can assist you with property maintenance and other issues related to homelessness.

### Report an Issue

To report a concern about homelessness such as abandoned property on City right-of-way, download the free MySantaAna application with an iPhone or Android and report service requests under Illegal Dumping/Report Encampment. You may also request outreach under Homeless Outreach. You may also contact Public Works Dispatch, the Police Department, or Code Enforcement (contact numbers are on the back of this pamphlet).

### When to call Police

- When a crime is occurring
- When there is drug activity or the presence of drugs or paraphernalia
- Loitering outside of establishments
- Trespassing
- Impeding access to businesses
- Aggressive panhandling

*SAPD is responsible for enforcement of anti-camping and related laws on public property*

### When to call Code Enforcement

- Encampments on private property

*Code Enforcement is primarily responsible for general enforcement of property maintenance, zoning, building codes, and other Municipal Codes within the City*



## CONNECT WITH US

### DOWNLOAD THE MYSANTA ANA APP

Residents or business owners may report concerns about homelessness via the free mySantaAna application with an iPhone or Android.



### VISIT OUR WEBSITE

Find resources, data, and other helpful information at [santa-ana.org/homeless](http://santa-ana.org/homeless)

### HELPFUL PHONE NUMBERS

Santa Ana Multi-Disciplinary Homeless  
Response (SMART) Team  
**714-242-3706**

Santa Ana Police (non-emergency)  
**714-834-4211**

Santa Ana Public Works  
(to report abandoned trash)  
**714-647-3380**

Union Pacific Railroad  
(to report concerns on the railroad tracks)  
**888-877-7267**

OC Sanitation District  
(to report concerns in storm drains)  
**714-593-7025**

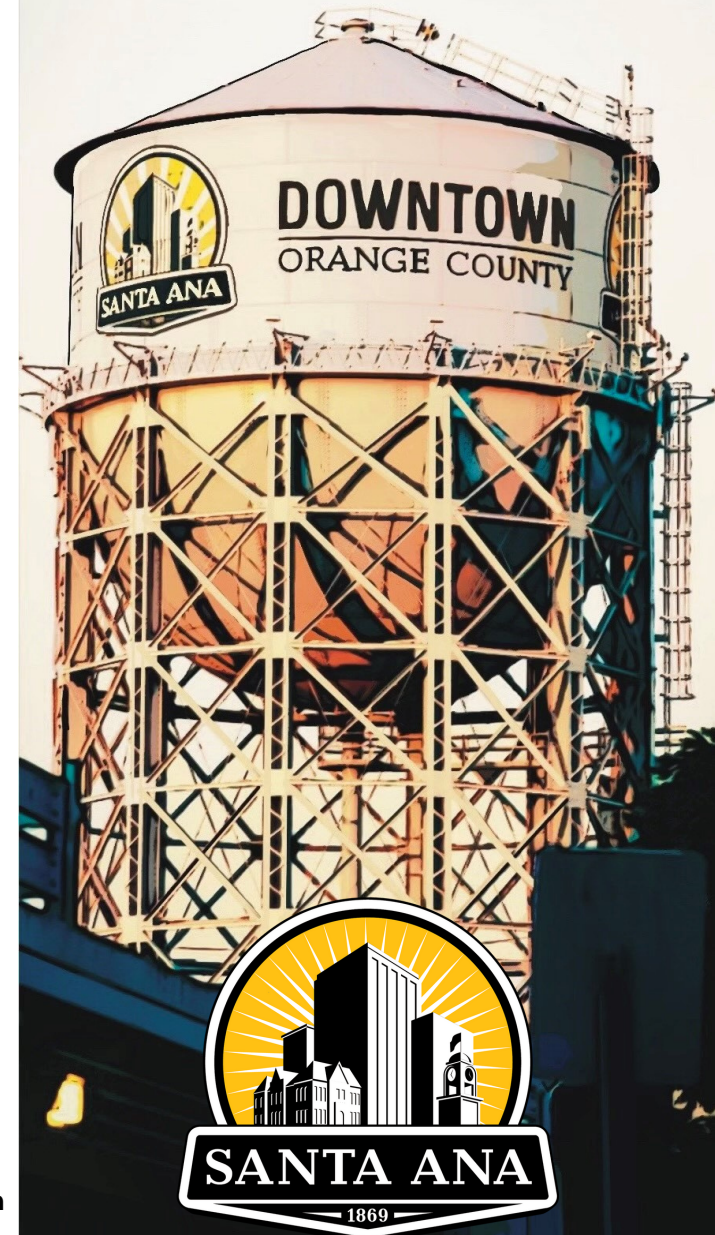
**FOR LIFE THREATENING  
EMERGENCIES**

**DIAL 9-1-1**

**For questions pertaining to homelessness in  
Santa Ana, contact our Homeless Hotline**

**714-647-5341**

[Endinghomelessness@santa-ana.org](mailto:Endinghomelessness@santa-ana.org)



**HOMELESS RESOURCE KIT**  
*for Residents and Businesses*



## BUSINESSES

### Protecting your Property: Taking the Proactive Approach

If you are an owner or operator of a business or commercial property and have concerns regarding issues of unwanted persons or criminal activity on your property, there are resources available to help you in addressing your issues successfully. In addition, many nuisance or criminal activities can be prevented by owners taking a proactive approach to protecting private properties.

### Tips to Help

#### Protect your Property

- Post "No Trespassing" signs on your property
- Secure trash and outside storage sheds or containers
- Trim bushes and landscaping that may be used as hiding places
- Ensure adequate lighting, especially in/around potential hiding places
- Increase presence or implement private security measures
- Do not feed or give money to non-patrons
- Do not leave empty cardboard boxes where they are publicly accessible
- Do not permit anyone to camp or loiter on your property
- Do not allow anyone to store shopping carts, bedding, or other personal belongings on your property
- Restrict access to sidewalk overhangs, alcoves, or other areas protected from inclement weather
- Lock or remove handles from water spigots
- Lock or turn off exterior power outlets
- Lock gates after hours
- Install motion-activated exterior lighting



## SHELTER

### *Santa Ana Navigation Center*

The Santa Ana Navigation Center is a 24-hour shelter that serves Santa Ana men, women, and families with minor-aged children experiencing homelessness. The shelter's primary focus is to assist program participants with creating a housing plan, making connections to housing resources and ending their homelessness as quickly as possible. The Navigation Center is operated by the Illumination Foundation.

**For a referral please call**

City Net: 714-242-3706

or

Homeless Hotline: 714-647-5341



## ENCAMPMENTS

Business owners and residents are encouraged to utilize MySantaAna app to report a concern. Each report will be assessed for appropriate action which may include offering shelter and diversion resources, or law enforcement actions if other options have been refused or exhausted. The City's anti-camping ordinance is restricted to public property.

### What is QOLT?

Santa Ana's Quality of Life Team (QOLT) is a multi-disciplinary team created to address concerns related to municipal code violations, property storage and improper use of public/private property. The formation of this team brings all stakeholders together in the field to efficiently address issues.