



Helping Support

PROPERTY SAFETY AND COMMUNITY WELL-BEING

As a property owner or business operator, maintaining a clean, safe, and welcoming environment is essential for customers, employees, and the community. Individuals experiencing hardship may frequent shopping centers or nearby areas in search of shelter or resources. While homelessness itself is not a crime, some associated behaviors can pose health, safety, and property management challenges.



The following guidelines are designed to help you navigate these situations thoughtfully by prioritizing safety, compassionate engagement, and compliance with City of Chino Hills regulations.



- **Ensure All Trash Enclosures Remain Secure:** Keep all dumpster and trash compactor lids closed and locked to prevent unauthorized access and reduce potential spillage. Contact Waste Management (WM) to request lockable bins, if needed, by calling (909) 423-9986.
- **Maintain Clean and Safe Trash Enclosure Areas:** Promptly report trash spillage, debris, human waste, or any unsanitary conditions around trash enclosures to your manager or shopping center property manager for clean-up and maintenance.
- **Prevent Illegal Storage and Dumping:** Report any accumulation of junk, discarded items, or unauthorized storage within or around the property, especially in trash enclosures, to your manager or shopping center property manager.
- **Address Food Waste Responsibly:** If your business produces excess edible food, consider donating it to a local food recovery organization. Some businesses may be required to participate in the Edible Food Recovery Program. Visit www.chinohills.org/FoodRecovery to determine if this applies to you or to locate an approved recovery organization.
- **Understand Legal Boundaries:** Individuals seeking shelter in public or private areas may not be violating laws simply by being present. However, actions such as unauthorized access, removal of materials from businesses, or use of property for unpermitted structures or encampments may constitute trespassing or theft. Report such issues to the shopping center property manager or appropriate authorities.



GUIDELINES CONTINUED:

- **Monitor Property for Health and Safety Compliance:** Report any signs of unauthorized habitation, human waste, hypodermic needles, and contaminated or flammable materials on the property to ensure compliance with health and safety codes to the manager or shopping center property manager.
- **Recognize the Support Services Available:** The City of Chino Hills collaborates with outreach partners like Social Work Action Group (SWAG) and the San Bernardino County Sheriff's Department (SBCSD) HOPE Team to connect individuals in need with supportive services. These efforts prioritize compassion while maintaining public safety and property integrity. You can contact SWAG at (833) 792-4674, ext. 5 or the SBCSD at (909) 465-6837.
- **Document and Report Public Safety Concerns:** If you observe behavior that presents an immediate threat to staff, customers, property, or the individual involved, such as suspected drug activity, public intoxication, aggressive behavior, or a disturbance, please call 9-1-1. Clearly describe the issue, the location, and any safety risks.
- **Report Lighting Issues:** If you notice any parking lot or shopping center lights that are not working, report them to your manager or shopping center property manager. right away. Well-lit areas help reduce unwanted activity by increasing visibility, making it harder for people to loiter unnoticed, discouraging overnight stays, improving the effectiveness of security cameras, and reducing the likelihood of criminal behavior.
- **Report Abandoned or Stored Vehicles:** Notify the property manager of any vehicles left on-site for extended periods that may be considered stored or abandoned.
- **Use Non-Emergency Services When Appropriate:** For non-urgent concerns such as trespassing or loitering, contact the SBCSD non-emergency line at (909) 465-6837. Provide detailed information to help officers respond appropriately.
- **Stay Aligned with City Guidelines:** The City's approach to addressing complex public space challenges is both legally compliant and service-oriented. Managers are encouraged to work within this framework to support a safe and welcoming environment for all patrons and tenants.

