## **CONTENTS**

Foreword	vii
Preface	xi
1. The Windows Are Cracking	15
2. What's Happened to the Neighborhood?	25
3. Here Comes the Landlord	37
4. Spiders in the Glass	49
5. Triple-Paned Insulation	63
6. Is Someone Watching the Neighborhood?	77
7. Fixing Broken Windows	89
8. Arming the Alarm System	99
Two Case Studies	117
Endnotes	127