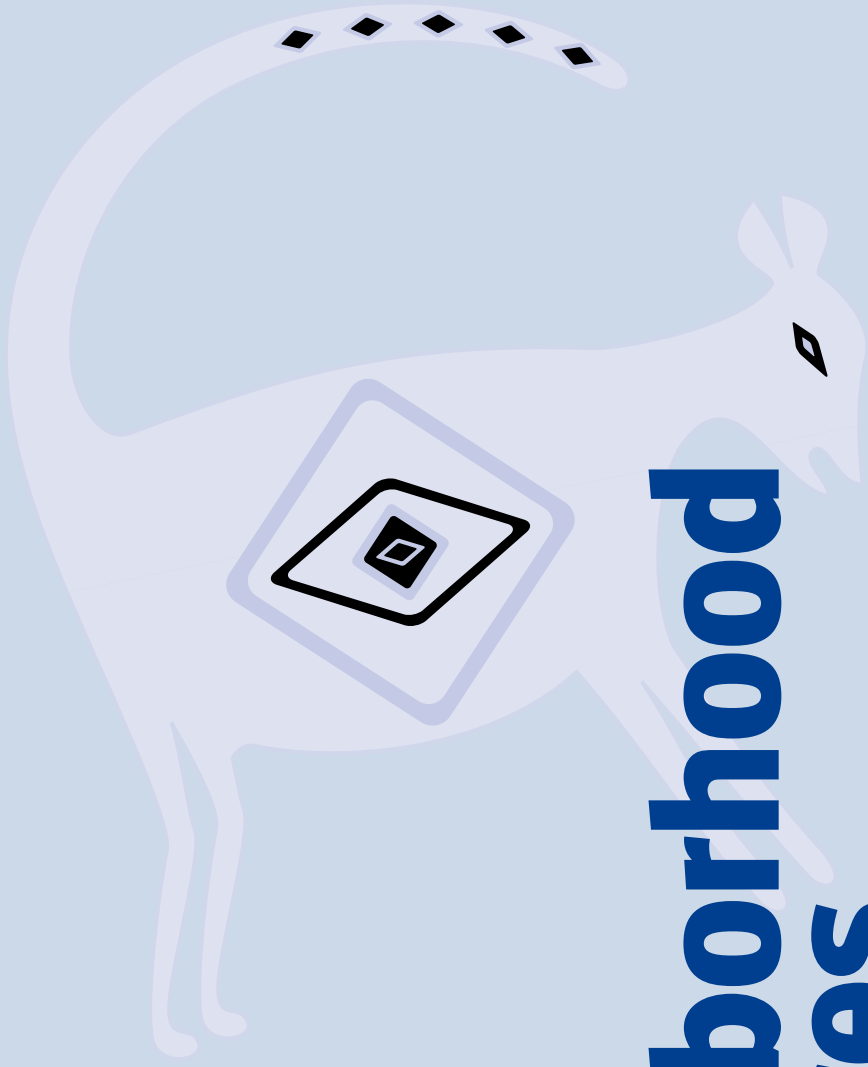




Neighborhood Services



Neighborhood Services

Barking Dogs

Try to talk peacefully with the owner of a chronic barking dog. If the problem persists and you want information, call 602-262-6466. Leave your name and address and information will be mailed to you.

Funding, Grants and Loans - For Neighborhoods

How to Obtain Grants

The city provides grants to community organizations in a variety of areas. For a list of grant programs administered by the city, call 602-262-1833 or go to www.phoenix.gov/GRANTS/grantpgm.html on the Internet.

301 Block Watch Grant Program/Neighborhood Block Watch Grant Program

The purpose of the 301 Block Watch Grant Program, also called the Phoenix Block Watch Grant Program, is to detect, deter or prevent crime. This is done by educating individuals on working together to solve problems, encouraging citizens to develop a sense of ownership for their neighborhoods, developing and addressing common neighborhood goals, coordinating pertinent neighborhood/community meetings, and teaching crime prevention and safety techniques.

For information, call 602-262-6543 or go to www.phoenix.gov/BUSINESS/grantidx.html on the Internet.

501(c)(3)

What is a 501(c)(3) exemption ruling and why should an organization want to obtain one?

A 501(c)(3) ruling is a formal written recognition by the I.R.S. that the organization in question is exempt from the obligation to pay federal income taxes and those who donate money or other assets to the organization may receive a charitable tax deduction for their donation.

The Neighborhood Services Department facilitates two comprehensive training sessions a year. These training sessions are taught by an attorney from the state of Arizona versed on tax exempt status in Arizona. For information, call 602-534-8444.

Community Development Block Grant

The Community Development Block Grant (CDBG) program, funded through the U.S. Department of Housing and Urban Development (HUD) and administered by the Neighborhood Services Department, has been serving the community since 1975.

The CDBG program uses its funds for comprehensive revitalization of designated neighborhoods, housing rehabilitation, construction of facilities

such as senior and community centers, small business loan programs, social services and homeless assistance.

In 1994, HUD issued new regulations requiring cities to combine the planning and application process of four separate HUD-funded programs into the Consolidated Plan, including CDBG. The Consolidated Plan uses Request for Proposal and Open Application processes for the allocation of CDBG funds. For information, call 602-262-7344.

Fight Back Program

The Phoenix City Council designates eight new Fight Back neighborhoods each year to enhance and improve the community. The goal of the Fight Back program is to offer designated neighborhoods specialized support over a limited period of time to assist with resident-driven neighborhood improvement efforts. These efforts generally focus on revitalization, sustainability, crime and blight reduction, resident participation, neighborhood leadership, physical improvements and community building. For information, call 602-495-3738.

Neighborhood Initiative Areas

A Neighborhood Initiative Area (NIA) is a geographic area selected for concentrated revitalization of a neighborhood's physical, social and economic assets. Coordinated by the Neighborhood Services Department and involving other city departments and outside organizations, the NIA program currently is concentrated in Garfield, Isaac, New North Town/Village Center, Roosevelt and South Phoenix Village.

Many factors are considered when selecting an area to participate in the program, such as existing city commitments and staff assigned to the area, ability to leverage resources in the area, neighborhood organization capacity and activity level, level of owner-occupied housing, geographical distribution of targeted areas and potential for success. For information, call 602-262-7566.

Funding, Grants and Loans - For Home Owners/Individuals

Help in Buying a Home (*see Housing*)

Housing Rehabilitation Programs

The Neighborhood Services Department offers a variety of programs to assist owner-occupied households to improve their homes. The programs have two major goals – improve the quality and safety of each home, and enhance the quality and value of the neighborhood as a whole.

The Housing Rehabilitation Section of Neighborhood Services offers a range of loan programs to assist owner-occupied households, address blight and/or improve quality of life and promote ownership. Annual gross household income limits vary with programs.

For information on these programs, call the Neighborhood Services Housing Rehabilitation Section at 602-495-0700 between 8 a.m. and 5 p.m., Monday through Friday. A voice mail message may be left after regular business hours at 602-262-6840. Proof of ownership, verification of gross household income and owner occupancy are required.

Emergency Home Repair

This program allows for a grant up to \$3,500 to address life threatening, safety related conditions such as broken pipes, coolers, heaters, electrical short circuits and failed roofs. To be eligible, residents must meet a 60 percent median income limit. For information, call 602-495-0700.

Home Improvement Loan Program

This program offers below market interest rate loans through participating banks to qualified homeowners (up to 115 percent of Phoenix median income) for remedying exterior code violations and making other home improvements. For information in English, call 602-534-4457 or in Spanish, call 602-534-4464.

Home Maintenance Training

The Housing Rehabilitation Section is responsible for the Home Maintenance Training Program that is designed to teach basic home repair skills free of charge to Phoenix residents. Workshops are conducted on Tuesday and Thursday evenings from 6 to 8 p.m. in English and Spanish. For locations and registration, call 602-495-0700.

Major Home Repair

This program provides loan assistance of up to \$10,000 to address exterior code violations such as painting, roofing and deteriorated surfaces and emergency conditions. This no payment, no interest deferred loan forgives over 10 years as long as the owner continues to own, occupy and maintain the home up to code. Funding is limited for this program. For information, call 602-495-0700.

Operation Paintbrush, Roof and Landscape

This program offers reimbursement of up to \$500 for materials used in painting the exterior of the home, up to \$500 for materials used in landscaping the front yard, and up to \$1,000 for roofing materials used by a licensed contractor. The homeowner must obtain application approval before purchasing materials. All roof repairs must be performed by a licensed, insured contractor selected by the homeowner. To be eligible, residents must meet 80 percent median income limit. For information, call 602-495-0700.

Preservation Assistance Program

A variety of assistance is available to homeowners who have been cited including the Home Improvement Loan Program and the Operation Paint, Roof, and Landscape Program (see above). In addition, the Hardship Assistance Program offers up to \$5,000 to address exterior code violations as a no payment,

no interest deferred loan to homeowners unable to perform or finance the work themselves. To be eligible, residents must meet 80 percent median income limit.

Utility Repair, Replace and Deposit (URRD) Program

The URRD program repairs and replaces water heaters, furnaces, evaporative coolers, air conditioning units, refrigerators and stoves for eligible low-income homeowners. In addition, plumbing repairs and other utility-related services can be performed or referred to appropriate resources. To apply for the program or for more information, please contact a Family Services Center (see Human Services) or call 602-262-4614.

Weatherization

This grant program provides up to \$1,800 for home improvements that reduce utility costs. Examples of work may include caulking, weather stripping and duct sealing. Priority is given to elderly and/or handicapped individuals. Income criteria is more lenient for this program. For information, call 602-495-0700.

Graffiti

Graffiti Removal

The city's Graffiti Busters Program began in July 1990. Four crews are responsible for removing graffiti in Phoenix's right of way, covering 475-square miles. Phoenix also has a non-access ordinance, making it illegal to sell spray paint or broad-tipped indelible markers to anyone under 18 years of age.

The war on graffiti is too great for city resources and staff alone. The city needs residents to help remove graffiti within neighborhoods. Any neighborhood group or Block Watch listed with the city's Neighborhood Services Department can receive paint, supplies and cleanup tools to improve their neighborhood. Tools available to be loaned out include paint rollers, brushes, scrapers and ladders. Graffiti Busters also has paint sprayers available to be loaned out. Those interested in borrowing the equipment must first attend a free training session to become certified to use the equipment.

Call the Graffiti Busters hotline to have graffiti removed. You don't have to leave your name, just the location of the graffiti. Some cellular phone customers can report graffiti sightings in Phoenix with a free cellular call by dialing # G-O-N-E or #4-6-6-3. Complimentary static cling windshield stickers printed with the number are available from Graffiti Busters, ALLTEL and Danny's Family Carousel Car Wash.

- Graffiti Busters Removal Hotline – 602-495-7014.
- ALLTEL and Verizon Wireless customers can call for free by dialing #GONE (#4663).

- Graffiti Vandal Reward Program – 602-262-7327.

If you know who is vandalizing your neighborhood with graffiti, call the police graffiti hotline at 602-262-7327. You don't have to give your name, and there is a reward up to \$250.

- If you see graffiti in progress, call 911.

Non-Access Ordinance

It is against the law to sell spray paint or broad-tipped indelible markers to anyone under 18 years of age. Retailers also must keep these items in areas that require employee assistance to access.

Here are a few things that you can do to support Phoenix's Non-Access Ordinance.

1. Distribute signs and written materials detailing the ordinance to retailers in your neighborhood. Materials may be obtained from Graffiti Busters at 602-495-0323.
2. Notify store managers of violations to the "No Sale to Minors" law.
3. Notify the Police Department if a retailer is not complying with the city's Non-Access Ordinance only after attempts to resolve the issue with the owner/manager have been unsuccessful.

Illegal Signs

Posting signs could be costly. If you are planning to open a new business, introduce a new service or sell a litter of puppies, advertising in the public right of way could prove to be a costly method of trying to attract customers. The civil penalty for placing signs in the right of way is between \$250 and \$2,500.

Most illegally placed signs are professionally made and are found staked, standing or posted in the right of way, which varies widely, but generally extends about 2 feet, 5 inches beyond the sidewalk. A-frame signs, or sandwich boards, are not allowed on private or public property. The signs are not only an eyesore to passersby, but they could be dangerous if they were to fall into the street or block the view or path of motorists or pedestrians. Plus, signs nailed or stapled to utility poles could cause injury to utility workers or those illegally attaching the signs.

City officials hope people who have installed signs in the city right of way will remove them. To report possible violations or for information, call 602-534-7100.



Landlord/Tenant Counseling

(see Housing)

Lead-based Paint in Homes Built Before 1978

The Lead Hazard Control Program assists qualified homeowners, landlords and tenants in targeted areas in controlling hazards from lead in paint, soil and dust. Residents must be moderate- or low-income, and housing must be pre-1978. Childhood lead poisoning prevention information is available to all Phoenix residents. For information, call 602-534-2529 or 602-534-2485.

Legislative Process/Getting Involved in the Process

(see Appendix A – Other Forms of Government)

Liquor License Petition Process

(see Licensing/Permits – Businesses and Services)

Neighborhood Preservation

The Neighborhood Preservation Division addresses violations of and questions related to the Neighborhood Preservation Ordinance, Zoning Ordinance, Mobile Vending regulations and portions of other codes and ordinances. This is done through a combination of education, resource referral/coordination and enforcement. Staff is guided in their enforcement of these ordinances by a City Council adopted Code Enforcement Policy. By policy, the code enforcement process is primarily complaint based. Preservation staff also partner with residents in targeted areas to implement neighborhood-based code enforcement strategies tailored to the overall revitalization of the area. Financial and other resources may be available for property owners who cannot afford to correct violations.

Preservation Division Staff also provide training for residents, neighborhood associations and other interested individuals on the code enforcement process and policy and the ordinances enforced. Call 602-262-7844 for a schedule of upcoming classes or to arrange for a presentation to your group.

What is the Neighborhood Preservation Ordinance?

The Neighborhood Preservation Ordinance (NPO) is Chapter 39 of the Phoenix City Code. It was established to prevent and address deterioration,

blight and/or hazardous conditions that can negatively impact neighborhoods. It provides established minimum property maintenance standards for all structures and properties in the City.

For a copy of the NPO call 602-262-7844, e-mail your request to blight@phoenix.gov, or go to www.phoenix.gov/NBHDPGMS/neigpres.html on the internet. The NPO is available in English and Spanish.

What is the Zoning Ordinance?

The Zoning Ordinance is Chapter 41 of the Phoenix City Code. It establishes standards to govern the use of land and structures in the City, provides a process for review and approval of all proposed development of property in the City, and provides a development review process to assure consistency with the General Plan and other adopted goals, policies and standards of the City. Examples of standards included in the Zoning Ordinance include among others: how a property may be developed (i.e. residential, commercial, industrial, etc); how much of a property can be developed with structures; how much parking is required; if outdoor storage or uses are allowed; how high structures may be constructed; etc.

For a copy of the Zoning Ordinance call the Planning Department at 602-262-7131 or go to www.municode.com and select Arizona and the Phoenix Zoning Ordinance.

What are Mobile Vending Regulations?

Mobile Vending regulations provide operating, location, licensing and related standards that are required for operating a mobile vending (food or non-food) use on private property in the City of Phoenix. These regulations do not apply to street and sidewalk vending that are governed by a separate ordinance (Street and Sidewalk Vendors) and which is enforced by the Finance Department 602-262-4638.

A copy of Mobile Vending regulations call 602-262-7844, e-mail your request to blight@phoenix.gov, or go to www.phoenix.gov/NBHDPGMS/neigpres.html on the internet. The Mobile Vending regulations are available in English and Spanish.

How does the Code Enforcement Process Work?

The enforcement process is generally initiated by a call to the Neighborhood Preservation Customer Service line 602-262-7844 from a concerned resident about a possible violation. A case will be opened and assigned to the inspector for the area. In cases involving occupied properties without prior enforcement activity, a pre-notification letter is sent out informing the property owner and/or occupant that a complaint has been received about a possible violation(s) at

that property and that an inspector will be out within the next 10 days to see if the violation does exist. The letter also indicates that if a violation is found, further notification will be provided about the violation, necessary corrective action and a time line for complying. A contact number is provided in case recipients have questions, prior to the inspection.

By policy, at the time of the initial inspection, the inspector will check the property for the reported violation(s) as well as any of the eight common blight violations (see below) on the reported property and at properties in the immediate area. If violations are found, the property owner/responsible party will be provided detailed information about the violations, then necessary corrective actions and the time line for addressing the violations. Financial and other resources may be available for property owners who cannot afford to correct violations. Information about these resources is made available to property owners at the time they are notified of the violations.

The majority of code enforcement cases are resolved by the property owner/responsible party following formal notification of the violations. When voluntary compliance is not obtained however, civil citations, criminal charges or contractual abatement will be pursued until the violations have been resolved.

The code enforcement process is established by the Code Enforcement Policy adopted by the City Council. It applies to all ordinances enforced by NSD and includes provisions for addressing standard cases as well as cases involving recidivist (repeat violators).

For a copy of the Code Enforcement Policy call 602-262-7844, e-mail your request to blight@phoenix.gov, or go to www.phoenix.gov/NBHDPGMS/neigpres.html on the internet. The Code Enforcement Policy is available in English and Spanish.

How Do I Report a Possible Violation or Check on the Status of a Case?

To report a possible violation of the NPO, Zoning Ordinance or the Mobile Vending regulations or check on the status of an existing enforcement case call 602-262-7844 or e-mail to blight@phoenix.gov.

What are the Eight Common Blight Violations?

By policy, when responding to an initial complaint at a property, the inspector will check that property and properties in the immediate area for the reported violation(s) and the following common eight blight violations:

- Over-height grass/weeds, dead or dried vegetation
- Inoperable vehicles
- Junk, litter, debris



- Open and vacant buildings/structures
- Outside storage
- Fences in disrepair
- Parking on non-dust proof surfaces, or parking on too much of a residential property
- Graffiti

For more detailed information on these violations go to www.phoenix.gov/NBHDPGMS/neigpres.html or call 602-262-7844.

How can I help keep my property and neighborhood well maintained?

☐ Dispose of Trash Properly

An accumulation of trash and debris detracts from the appearance of properties and neighborhoods. Using designated trash containers, recycle bins, quarterly trash pick-up and conducting neighborhood clean-ups are good ways to keep neighborhoods well-maintained.

☐ Park in Designated Areas

Parking vehicles in carports, garages or on dust-proofed driveways helps limit dust pollution and keeps properties and neighborhoods looking orderly.

☐ Remove Visible Outdoor Storage

Keep properties free of visible outdoor storage of household items, building or landscaping materials, appliances, parts or other items. Place all items that can be seen from off the property in an enclosed storage area, or consider donating items that are no longer needed or holding an annual neighborhood yard sale to clear out excess storage.

☐ Eliminate Graffiti

Keeping neighborhoods graffiti free is something we can all do. The City's Graffiti busters Program provides paint, graffiti removal supplies and training to assist neighborhood groups with keeping Phoenix graffiti free. The Graffiti Busters also are available to remove graffiti on properties with written permission. Call 602-495-7014.

☐ Maintain Fences

Check periodically to make sure that fences are structurally sound, free of deterioration and constructed of uniform materials. Well-maintained fences provide security and contribute to a positive neighborhood appearance.

☐ Remove Inoperable Vehicles

Inoperable vehicles visually detract from community appearance. Consider donating inoperable vehicles to charity organizations. Many of these

organizations provide a tax benefit for donated vehicles.

☐ Keep Vacant Building Secure

Make sure any vacant building or structure, including storage sheds and garages, is secure and in accessible. Vacant structures that are open or accessible are unsafe and may attract unwanted visitors and activity.

☐ Maintain Vegetation

Keeping properties and adjacent alleys, streets and sidewalks free of tall weeds/grass and dead or dried vegetation enhances the appearance of a neighborhood. It also prevents fire hazards. Having a regular property maintenance schedule helps keep properties clean. The City also has a Tool Lending Program available to neighborhood groups at no charge. Installing low-maintenance, low-water use groundcover can reduce maintenance time and save water.

Rental Property Issues

Rental Registration

Residential rental properties are required to be registered with the Maricopa County's Assessor's Office. To register a rental property go to www.maricopa.gov/assessor/residential_property_form.asp . For more information about the registration requirements or to check on rental registration compliance for a specific property(ies) contact 602-262-7844.

Organizing your Neighborhood

Block Watch

(see *Public Safety*)

Community Policing

(see *Public Safety*)

Cleanups

How to Organize a Cleanup

Tools and dumpsters are made available, free of charge, for neighborhood cleanups. More neighborhoods organize cleanups during the cooler months, so reserve your dumpster and tools well in advance.

For information on organizing a cleanup in your neighborhood, call 602-534-8444. Ask for the neighborhood specialist assigned to your area.

Forming Partnerships with Businesses, Churches and Schools

Neighborhood specialists are available to provide organization and leadership training to neighborhood associations and can explain city services. Call 602-495-3738 and ask for the neighborhood specialist assigned to your area.

G.A.I.N.

G.A.I.N. (Getting Arizona Involved in Neighborhoods) is an annual neighborhood crime prevention event. The annual date for this event is the third Saturday in October from noon to 6 p.m., unless otherwise noted.

Ideas for hosting a neighborhood G.A.I.N. party include organized marches to show neighborhood unity, cook-outs, organized games for families and music and entertainment. Invite business representatives, government staff and dignitaries, and service providers to join your event. Establish and maintain a link with local law enforcement and register your Block Watch or association with your local police agency and Neighborhood Services. For information, call 602-534-8444.

Good Neighbor Program

The Good Neighbor Program is coordinated by the Neighborhood Services Department and is currently only available in selected neighborhoods. The program is to reach out to and welcome Spanish-speaking families who live in the neighborhood, meet their information needs and encourage their active participation in efforts to improve the quality of life in the neighborhood. For information, call 602-495-0116.

How to Start a Neighborhood Association

A neighborhood association is an organized group of people who live in a specific area and have a vested interest in improving the quality of life in their community. These people come together to reach common objectives, ranging from neighborhood cleanups to creating an entire development plan. For information on how to start a neighborhood association, call 602-534-8444.

Internet Links to Neighborhood Information

For access to neighborhood-related Web sites, go to www.phoenix.gov/LIBRARY/nghbrhd.html

- Arizona Dept. of Liquor Licensing – www.azll.com/index.html
- Arizona Legislative information – www.azleg.state.az.us
- Arizona Neighbors – www.azneighbors.com/
- Maricopa County – www.maricopa.gov
- N.A.I.L.E.M. (Neighborhood Activists Inter-Linked Empowerment Movement) - www.nailem.org
- neighborhoodlink.com



Get Your Free Neighborhood Web Site

azcentral.com

Find out about Arizona nonprofit organizations and their events, and even add your own organization to the site for free. If you are a nonprofit organization wanting to join azneighbors, go to www.azneighbors.com/ on the Internet.

Neighborhood Notification

(see also Citizen Involvement – Early Citizen Involvement)

Neighborhood Notification for Preliminary Site Plans

If a request is made, the Site Planning Division of Development Services will notify any resident of an upcoming preliminary site plan meeting for proposed development of a particular parcel of land. The division also will notify any person who spoke in opposition of or made a request in the zoning process, which is noted in the Planning Department's zoning file.

To place a request to be notified of an upcoming Preliminary Site Plan meeting, call 602-256-4240. You'll need the parcel address of the proposed development.

Neighborhood Services Newsletter

"Neighborhood News" is distributed monthly to inform residents about programs, services and events for Phoenix neighborhoods. For a copy or to be added to the mailing list, call 602-534-8444 or go to www.phoenix.gov/NBHDPGMS/newsidx.html on the Internet.

Neighborhood Specialists (city staff)

The fundamental role of a neighborhood specialist is to be staff advisor and city liaison to neighborhood groups. As the primary city contact to the neighborhood, a neighborhood specialist assists in finding the answers to resident questions about city policies and procedures, and offers recommendations for program improvements.

Neighborhood specialists work with neighborhood representatives to coordinate Fight Back Programs and find solutions to neighborhood issues, facilitate the development of neighborhood action plans, compile results of resident neighborhood surveys, and administer Fight Back budgets, including requested purchases and contracts.

Two neighborhood specialists have the primary responsibility of educating and assisting Phoenix residents with planning and zoning processes. These specialists are able to provide presentations at neighborhood meetings and are available to provide individual residents with one-on-one assistance.

To contact your neighborhood specialist, call 602-495-3738.

Organizing Effective Meetings

Nobody likes to attend meetings that are an unproductive waste of time. As the neighborhood organizer, you have the opportunity and responsibility to make meetings productive and pleasant. For information on available training, call your Neighborhood Specialist at 602-495-3738.

Phoenix Neighborhood Patrol

(see Public Safety)

Property Ownership

To check property ownership records, call City Clerk Property Records at 602-262-6878.

Village Planning Committees

(see Citizen Involvement - Volunteer Opportunities)

Notes

Neighborhood Services

