City of Houston
Department of
NEIGHBORHOODS
"The People's Department"
working to uphold S.U.P.E.R. standards of
Service, Unity, Professionalism, Excellence and Responsiveness!

Mayor Sylvester Turner

Director TaKasha L. Francis
Mission

The Department of Neighborhoods (DON) is dedicated to improving the quality of life in Houston neighborhoods through the delivery of services, innovative programs and strong community partnerships. The department combines the operations of four divisions, serving as a centralized resource for the resolution of neighborhood concerns, citizen access to city services, information and referrals.
The Department’s Four Divisions

- Inspections and Public Service
- Mayor’s Citizens’ Assistance Office
- Mayor’s Anti–Gang Office
- Office of New Americans and International Communities
Inspections and Public Services Division
Process

1. RESIDENT CONTACT 311
2. 311 ISSUES A SERVICE NUMBER & SENDS TO DON
3. SCHEDULER ASSIGN TO INSPECTOR WITHIN 48 HRS
4. CHECKBACK INSPECTION (CITATION OR EXTENSION)
5. MAIL NOTICE PROCESSED & CHECKBACK SCHEDULED WITHIN 15-20 DAYS
6. INITIAL INSPECTION WITHIN 10 DAYS
7. IF APPLICABLE, SECOND CHECKBACK SCHEDULED 10-14 DAYS
8. 2ND CITATION ISSUED IF NO COMPLIANCE
9. CASE CLOSED FOR INSPECTIONS AND FORWARDED TO ABATEMENT
10. LEGAL PROCESS IN MUNICIPAL COURTS BEGINS
Inspections and Public Service

- Inspections & Public Service (IPS) cleans up neighborhoods enforcing residential building codes, sign codes, nuisance violations, and coordinating beautification projects.
- DON-IPS enforces Chapter 10 of the Code of Ordinances related to nuisances on private property, such as open/vacant buildings, junk motor vehicles, weeded lots, graffiti, and minimum standard violations in single family homes.
- DON-IPS enforces and impounds bandit signs- Chapter 28
- DON-IPS enforces heavy trash violations (Junk/tree waste)-Chapter 39
## DON-IPS does not enforce

<table>
<thead>
<tr>
<th>VIOLATION</th>
<th>DEPARTMENT</th>
<th>CONTACT</th>
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| Illegal dumping on public streets and right of ways | • HPD-Environmental Investigations Unit within the Major Offenders division. (Investigations)  
• Solid Waste Department (Pick up)                  | Report to 311 or call 713-525-2728                                                   |
| Animal control (Strays, Livestock, etc.)            | Administration and Regulatory Affairs (ARA)-BARC division | Report to 311 or call 713-837-0311.                                      |
| Dead animal pick up                                  | Solid Waste Dept.                                | Report to 311 or email: swdworks@houstontx.gov                           |
| Large trucks parking in neighborhoods               | Administration and Regulatory Affairs (ARA)-Parking Management | Report to 311 or call Phone: 832-393-8690                                 |
| Parking in the Yard                                  | HPD- (DRT officers)                              | Report to 311 or call the divisional DRT unit or storefront assigned to your area Locations and numbers found: https://www.houstontx.gov/police/contact/substations.htm |
## DON-IPS does not enforce

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<tbody>
<tr>
<td>Residential/building permitting and issues</td>
<td>Public Works and Engineering-Permitting Division</td>
<td>832-394-9000</td>
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<tr>
<td>HOA and Deed restrictions</td>
<td>COH Legal</td>
<td>Call 832-393-6333</td>
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<tr>
<td>Noise violations</td>
<td>HPD</td>
<td>Police Non-Emergency 713-884-3131</td>
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<tr>
<td>Loose dogs</td>
<td>ARA-BARC</td>
<td>Report to 311 or call 713-837-0311</td>
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<tr>
<td>Illegal car dealerships</td>
<td>HPD Auto Detail</td>
<td>Call 832-394-4800</td>
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<tr>
<td>Pool Safety violations</td>
<td>Health and Humans Services Dept.</td>
<td>Call 832-393-5740</td>
</tr>
<tr>
<td>Open storage of tires</td>
<td>Solid Waste Dept.</td>
<td>Call 832-393-0460</td>
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How to report neighborhood issues

- Dial 3-1-1
- Dial 713-837-0311.
- Email to: 311@houstontx.gov
- Download the 3-1-1 app (Android and iPhone)
- Agents are available 24/7 to answer your calls.

To learn more about 311, visit-
http://www.houstontx.gov/311/about.html
Mayor’s Citizens’ Assistance Office
Mayor’s Citizens’ Assistance Office

Partners with citizens, neighborhood groups, non-profit and social service organizations, schools and church groups to:

- Coordinate responses to community issues
- Handles requests for city services
- Coordinate neighborhood clean-ups, surveys, tours and site visits.
- Assists with creating civic organizations and super neighborhoods.
- City Hall tours
Community Liaisons

Carl Davis
Central

Kelli Bradford
North

Anita Ivery
Northwest

Jack Valinski
North Central

Angela Solis
South

Maria Bolanos
Southeast

Veronica Hernandez
Southwest

Anna Pena
Main Office

Melissa Mayorga
Northeast

Rhonda Sauter
Division Manager
Civic Club creation

How to create a civic club-
https://www.houstontx.gov/cao/civicclubs.html

Civic Club directory-
https://www/houstontx.gov/cao/civicclubs.pdf
Super Neighborhoods

What is a Super Neighborhood?
The Super Neighborhoods initiative is based on the Neighborhood Oriented Government approach that gives communities more input into City government.

A Super Neighborhood is a geographical area that shares a common identity among community stakeholders. The Super Neighborhood program involves citizen participation in the following two areas: Civic Associations, Civic Clubs, Tenant Associations, Non-Profits, Umbrella Organizations (schools, churches, businesses, hospitals), CDCs

- 88 super neighborhood areas
- Boundaries are major physical features (bayous, freeways, etc.)
- A Council may be formed in each area
Super Neighborhood Formation - Organizational Framework

- Identify active and participating stakeholders that have shown an interest.
- Each stakeholder nominate a delegate to represent their respective organization.
- Each interested stakeholder organization submits an authorization letter denoting their delegate as their representative on Council.
- Elect officers among represented stakeholders.
- Address fundamental issues on conducting business and making decisions.
- No Imposition of Memberships or Fees.
- Prohibition or Exclusion of Any Individual or Organization Based on Race, Creed, Color, Religion, Gender, Sexual Orientation or National Origin.
- Mayor will recognize the SN Councils after: Stakeholder Participation, Creation of Organizational Framework and By-Laws
Super Neighborhood Alliance

The Super Neighborhood Alliance is a grassroots organization comprised of the Presidents or Chairs of Super Neighborhood Councils and serve as a formal advisory board to the Mayor and city government on community matters.

Meetings are held the second Monday of every month in the City Hall Annex-Ground floor, Alternate Council Chambers from 6:30-8:30 p.m.
Mayor’s Anti-Gang Office Division
Mayor’s Anti-Gang Division

Develops and implements programs that provide:

• Case management
• Counseling
• Gang education and awareness training
• Job readiness training
• Truancy reduction
• Information and referrals
• Mayor’s Youth Council
Office of New Americans and Immigrant Communities

The Office of New Americans and Immigrant Communities brings together Houston’s international community by promoting their wellbeing and connectedness and facilitating their successful civic, economic, and cultural integration in Houston. Signature initiatives include:

- U.S. Citizenship Forum- Forums to provide one on one citizenship application assistance with immigration attorneys.
- Citizenship Month – a series of exciting community-driven events and programs designed to raise awareness of citizenship and the citizenry of Houston by celebrating the many faces of our City.
- iSPEAK Houston- provides translation services to convey information on city programs and services.
- The Mayor’s Advisory Council of New Americans- cohort of public and private sector stakeholders that provides the Mayor, City Council and the City of Houston with recommendations on issues and policy regarding Houston’s international community.
DON Signature Programs

Neighborhood Mow Down Program
Neighborhood Matching Grants
Volunteer Initiatives
Neighborhood Mow Down Program

- The Neighborhood Mow Down Program helps tackle the problem of overgrown, abandoned lots in Houston. In partnership with Keep Houston Beautiful 501(c)(3), the program supports civic groups and nonprofit organizations to maintain abandoned lots in their neighborhoods.

- Organizations are paid $50-$100 per lot depending on the lot size.

- Eligible lots in the Neighborhood Mow Down program must meet the following criteria:
  - Next to an elderly person’s home
  - Near a school, day care and/or school zone sign
  - Criminal activity on the property (requires police report)
  - Next to an occupied residence

For more information

E-mail us at mowdown.don@houstontx.gov or call 832-394-0678 for more information. You may also go to www.houstontx.gov/ips/mowdown to learn more or apply on behalf of your organization.
Matching Grant Program

- The Neighborhood Matching Grant Program helps neighborhoods fund various beautification and improvement projects by providing a dollar-for-dollar matching grant reimbursement ranging from $500.00 to $5,000.00 dollars. The City will reimburse up to 50% (not to exceed $5,000) of a project’s total budget.
- Application packages will be accepted by Council Member’s offices July 1st through first Friday in November annually.
- For more information visit www.houstontx.gov/neighborhoods/matching-grant-program.html.
Volunteer Initiatives Program

- Launched in 2004 to engage residents in volunteer public service activities sponsored by city departments, nonprofit agencies and community groups throughout the city. The program provides information about volunteer opportunities and serves as a volunteer recruitment resource for community groups.
- Houston Service is a search tool for volunteer opportunities throughout Houston. If you are a non-profit, faith-based organization or university interested in using this free website to post volunteer opportunities or events please sign up on our webpage, located at [http://www.houstontx.gov/volunteer/](http://www.houstontx.gov/volunteer/)
- Citizens can also search the site to find volunteer opportunities citywide.
- For more information, contact Paul Green by phone at 832-393-1061 or email: cohvolunteer@houstontx.gov
Keep in touch!

Department of Neighborhoods
City of Houston
901 Bagby Street, 4th Floor
Houston, Texas 77002

Contact us:
832.394.0600
go@houstontx.gov

Visit us:
www.houstontx.gov/neighborhoods

Stay connected to neighborhoods!

Follow us:
@NeighborHou
NeighborHou
NeighborHou
City of Houston
Department of
NEIGHBORHOODS
"The People's Department"
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Service, Unity, Professionalism, Excellence and Responsiveness!