

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.



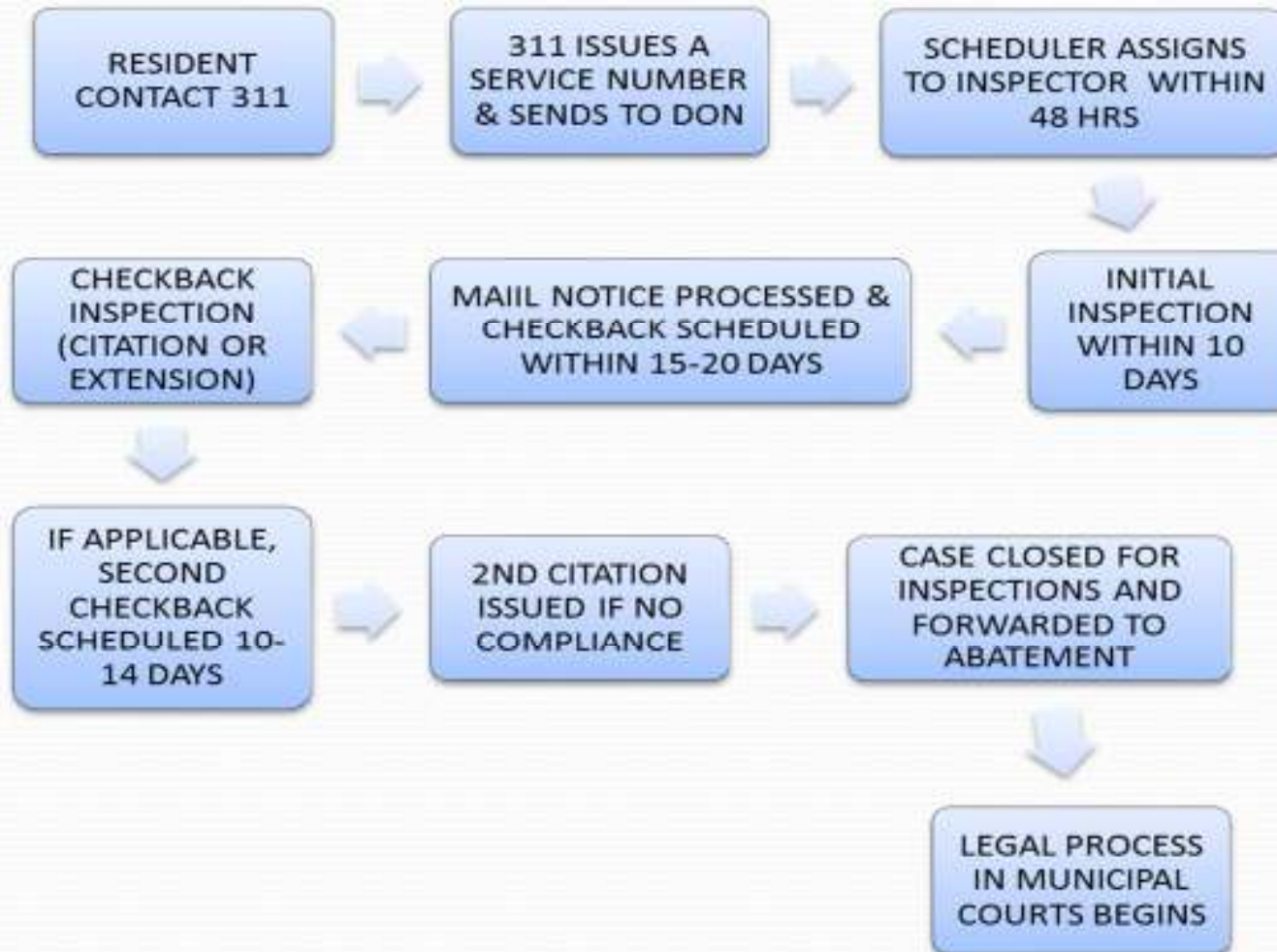
The Department's Four Divisions

- 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





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

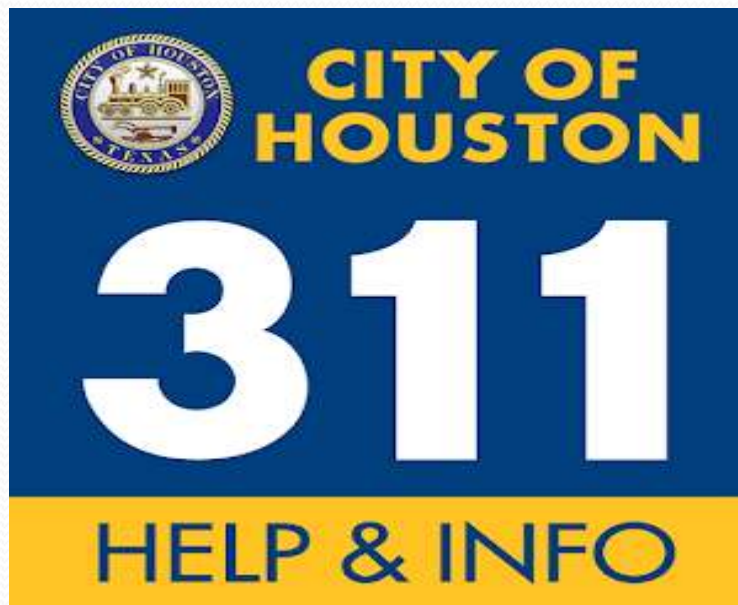
DON-IPS does not enforce

VIOLATION	DEPARTMENT	CONTACT
Illegal dumping on public streets and right of ways	<ul style="list-style-type: none">• 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

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

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 I-phone)
- 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





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

DEPARTMENT OF NEIGHBORHOODS
MATCHING GRANT PROGRAM 2018-19



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APPLICATION AND GUIDELINES- 2018-19

- 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

HOUSTONSERVICE.ORG

FIND AND SHARE VOLUNTEER OPPORTUNITIES

- 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/>
- 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

contact.don@houstontx.gov

Visit us:

www.houstontx.gov/neighborhoods

Stay connected to neighborhoods!

Follow us:



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