



# NEIGHBORHOOD SERVICES DEPARTMENT



*To Preserve, Enhance & Engage Phoenix Neighborhoods*

SUMMER 2019

LEARN MORE ABOUT NSD

[phoenix.gov/NSD](http://phoenix.gov/NSD)



## Phoenix.gov/Summer **Summer Safety**

### Cooling Ordinance Reminders

The heat of the summer can challenge the cooling systems in Phoenix homes. It is time to ensure regular maintenance has been performed on HVAC systems, to make sure the system is ready to provide adequate cooling for the grueling Phoenix summer heat.

#### Home Owners

Regular maintenance of your cooling, heating and ventilation systems is important for your comfort, the longevity of your HVAC system, and your budget during the summer months. Resources for finding a licensed contractor for your heating, cooling and ventilation system repair can be found online.

- Salt River Project (SRP) customers [srpnet.com](http://srpnet.com)
- Arizona Public Service (APS) customers [aps.com](http://aps.com)

#### Renters

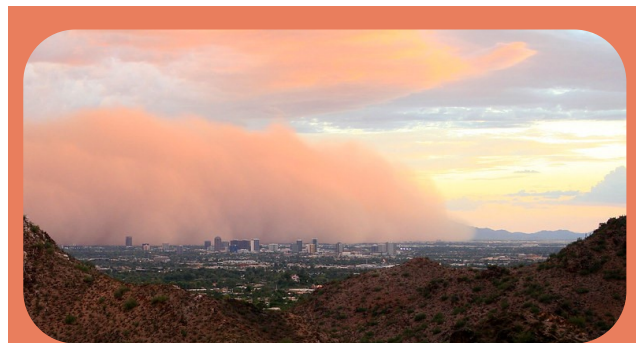
The responsibility for providing reasonable cooling to rental housing units rests with the landlord. The city of Phoenix's ordinance includes minimum temperature requirements for heating, cooling and ventilation systems in all rental housing units; including both single and multi-family units. The ordinance states every rental housing unit be capable of safely cooling all inhabitable rooms to 86 degrees Fahrenheit if cooled by evaporative cooling; and no greater than 82 degrees Fahrenheit if cooled by air conditioning. The city's ordinance also requires that heating, cooling and ventilation systems in any building are to be maintained hazard free, operational and in a state of good repair.

This past summer, the NSD inspectors addressed cooling violations in approximately 30 apartment complexes that affected hundreds of tenants.

NSD is also home to the Landlord Tenant program. This group can help tenants understand their rights and show them the steps necessary to hold their landlords responsible. Our Landlord Tenant counselors remind tenants to bring any problems with their unit's cooling or heating systems to the landlord's attention first.

However, if the issue isn't fixed in a timely manner, tenants may report the issue to the NSD Landlord Tenant office by calling 602-534-4444, selecting the Landlord/Tenant option, or a walk-in complaint. Appointments for walk-in complaints are made on a first come-first serve basis at NSD located at Phoenix City Hall, 200 W Washington Street, on the 4<sup>th</sup> floor. It is important that the tenant make the complaint, which will allow the city to begin investigating and enforcing the code requirements if the ordinance has been violated.

For more information, call NSD at 602-534-4444.



In the desert, storms and flooding can strike quickly and lead to rapidly changing conditions.

The Monsoon season runs from June 15 to September 30. Here are some tips to be ready for the Monsoon.

#### Prepare Your Home

- Familiarize yourself with local emergency plans. Clean out roof drains or scuppers to prevent accumulation of rain water on the roof.
- Thin out trees and trim down overgrown vegetation.
- Repair landscaping to ensure water will run away from your building.
- Back up all data in case your computer or servers become damaged.
- Bring in outdoor furniture and move important indoor items to the highest possible floor. This will help protect them from flood damage.
- Build or restock your emergency preparedness kit.

#### Tips For Drivers

- Do not attempt to drive through a flooded road! The water depth is not always obvious.
- Six inches of water can cause most cars to lose control.
- Do not drive around barricades. Barricades are there for your protection. Turn around and go the other way.
- Treat non-working or flashing traffic signals at intersections as a four-way stop.

# City Focuses on Summer Safety



At the city of Phoenix, we are deeply concerned with the well-being of Phoenix residents. The summer months can be particularly challenging when dealing with temperatures in the triple digits.

If low-to-moderate-income households are having issues with cooling systems inside their homes, they may qualify for one of our programs to assist with issues related to

home air conditioner, ducts, air leaks, and more. Residents can find out if they are eligible for help by calling NSD at (602) 534-4444 or by visiting [Phoenix.gov/nsd/programs/housing-repair-programs](http://Phoenix.gov/nsd/programs/housing-repair-programs).

In fact, NSD staff had the opportunity recently to visit an elderly resident who was experiencing issues with his air conditioning unit. His inside home temperatures were above 83 degrees, even with fans in every room running. Vulnerable people, such as this resident, need to be especially concerned with heat exposure. This elderly resident is now working with the NSD team to receive assistance.

If work is being performed by the city for a resident, we urge them to seek relief from the high temperatures of the day by visiting friends or relatives. Another option for residents is to visit one of several heat-relief centers located throughout the city. These centers are open to anyone needing a break

from the scorching temperatures. The centers provide a cool place to rest and offer plenty of water.

Some common signs of heat related illness include:

- Damp-clammy skin
- Heavy sweating
- Feeling overly tired
- Elevated/Weak heart rate
- Muscle cramps
- Nausea
- Headache

If you, or someone you know, is having difficulty and needs more information about where to seek refuge from the heat of the day, please visit [Phoenix.gov/summer](http://Phoenix.gov/summer).

Heat Relief Network (HRN) centers opened in May and will remain open throughout the summer months. NSD can work with you to help solve your home's repair needs. In the meantime, residents are highly encouraged to take advantage of HRN's resources if you are experiencing cooling problems in your home.

Have a safe and enjoyable summer.



Every year, the Arizona Humane Society's (AHS) Emergency Animal Medical Technicians™ and Animal Cruelty Investigators respond to hundreds of calls for pets in heat distress. Whether they are tethered, without shelter and water, or confined to a vehicle, these situations are 100 percent preventable.

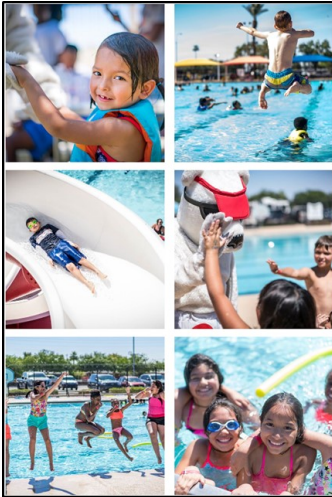
This summer, AHS wants to remind pet owners of the safety precautions that they can take to keep their pets safe.

## Keeping Pets Safe in the Heat

- Keep your pets indoors when possible
  - Limit outdoor exercise to early mornings/late evenings – please note that Phoenix does have a hiking ban in place for pets when the temperature reaches 100 degrees
  - Avoid long walks, hikes and excessive play
  - Provide pets with extra, cool water sources
  - Consider dog booties for hot pavement
  - Play in the sprinklers or kiddie pool
  - NEVER chain your pet – the cities of Phoenix, Glendale and Tempe have anti-tethering ordinances
  - NEVER leave a pet unattended in a vehicle
- Arizona passed the Hot Car Bill in 2017 in which people can take action should they see a pet or child in a hot car and believe they are in imminent danger of physical injury or death. However, the following steps must be adhered to:
- Call 911
  - Determine if vehicle is locked
  - If unlocked, open the door
  - If locked, you may break the window, using no more force than is necessary
  - Remain with the child or pet until authorities arrive
- For more information, visit [azhumane.org/nohotdogsaz](http://azhumane.org/nohotdogsaz).



# Make a Splash this Summer

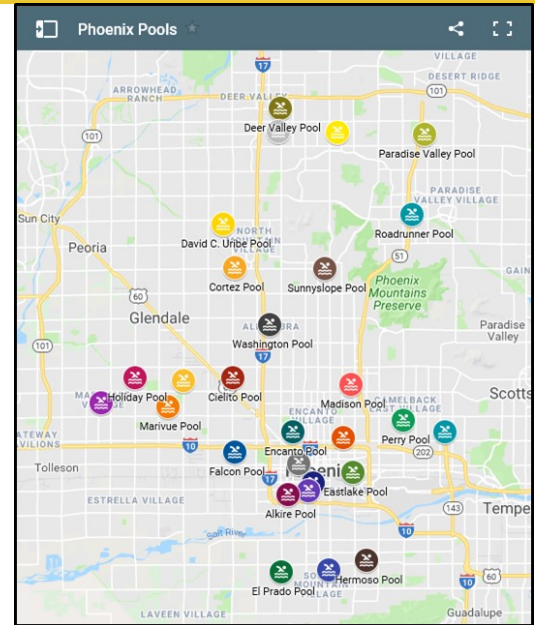


Open during the summer months, city of Phoenix pools are a great place to learn how to swim, attend a special event, exercise or just cool off.

During August through Labor Day (Sept. 2), 11 pools will be open on weekends only. They are Cortez, El Prado, Encanto, Falcon, Hermoso, Maryvale, Paradise Valley, Pecos, Perry, Sunnyslope and Washington pools.

The following link provides information on the city pool schedule: [Phoenix.gov/parks/pools](http://Phoenix.gov/parks/pools).

Come join us and make a splash this summer.



# Healthy Home Tips for Summer

With the heat of summer, most of us are focused on keeping cool. But this is a perfect time to be mindful of summer safety, too. Here are a few tips to keep you and your family healthy and safe during the hot summer months.

## SUN SAFETY:

Having fun in the sun is what we all look forward to, but the summer sun can be dangerous if you are not careful. The sun's ultraviolet (UV) rays can damage your skin in as little as 15 minutes. The Arizona Department of Health Services advises you to practice skin protection while outdoors, and follow these tips to keep safe in the sun:

- Use sunscreen. Even on cloudy days, use a broad-spectrum sunscreen with at least SPF 15 on your exposed skin. Apply 20 minutes before you go outside and reapply every 2 hours or sooner if sweating or engaging in water activities.
- Wear sunglasses. Like your skin, your eyes can be damaged by exposure to UV rays. Sunglasses reduce sun exposure that can damage your eyes and lead to cataracts.

Take cover. Limit your outdoor activities when UV rays are strongest and most damaging (usually 10 a.m. to 4 p.m.). Take cover under a tree or ramada, or find fun activities in a gym, library, or classroom.

## FOOD SAFETY:

According to the United States Department of Agriculture foodborne illnesses increase during the summer months. When people cook outside and do not have access to refrigeration and convenient washing facilities, the warmer temperatures and higher humidity lead to an increase in foodborne bacteria.



Here are some steps that lead to better food safety:

- Wash hands and surfaces often. Unwashed or improperly washed hands and surfaces can quickly spread germs and cause foodborne illness. Be prepared by bringing water, paper towels, or disposable towelettes to keep hands and surfaces clean.
- Separate foods to prevent cross contamination. Wrap raw meats, fish and poultry to keep their juices away from other foods, and never place cooked food on a plate that previously held raw food unless the plate has been washed in hot, soapy water.
- Cook foods to the proper temperature. The experts say food is safely cooked when it is heated long enough to kill harmful bacteria. A food thermometer ensures that meat, poultry, seafood and egg products are cooked to a safe temperature.
- Keep cold food cold. Cold refrigerated perishable foods like cooked meats and chicken, and potato or pasta salads should be kept on ice and refrigerated as soon as possible.
- For more information about healthy families and safe homes, visit [phoenix.gov/nsd/lead-safe-phoenix](http://phoenix.gov/nsd/lead-safe-phoenix).

## Phoenix Debuts New Pavement Maintenance Projects and Performance Dashboard for Updates

The Phoenix City Council approved the pavement maintenance plans for fiscal years 2021 through 2023. The plans include Transportation 2050 and Arizona highway user revenue funded pavement maintenance projects to improve street conditions throughout the city.

The city's pavement maintenance budget includes \$90 million per year through fiscal year 2023, by which time nearly 1,650 street miles will be treated. The City Council's action to advance funding to accelerate paving projects allows the city to significantly repair more of its most deteriorated streets and extend the lifespan of its aging street network.

"As long as we have cars and roads, we will have potholes. However, with the approval of new pavement maintenance projects throughout the city, road improvements will happen much faster," said Phoenix Mayor Kate Gallego. "As the fastest growing city, Phoenix needs safe roads and a strong public transportation system to keep ahead of population growth and today's

vote ensures that we are planning not just for current residents but for future Phoenicians as well."

The planned projects were identified and prioritized based on street condition assessment data, field evaluations and public input. "The city held more than 75 public meetings across the city to gain extensive community input that helped the city prioritize which streets should be included in the pavement maintenance program," said Councilwoman Debra Stark, who chairs the Aviation and Transportation Subcommittee. "I am proud that this plan reflects the community's input, as well as street condition assessments and field evaluations."

To help the community stay informed and provide an easy way to see progress, the Street Transportation



Department today launched a dashboard with near real-time information about pavement maintenance projects through 2023.

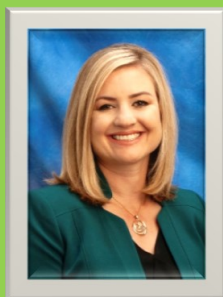
The interactive dashboard allows users to sort projects by type, location and status. To see the dashboard and for more information, visit [Phoenix.gov/Pavement](http://Phoenix.gov/Pavement).

For more information about the Street Transportation Department, visit [Phoenix.gov/Streets](http://Phoenix.gov/Streets). Follow the department on Twitter @StreetsPHX.

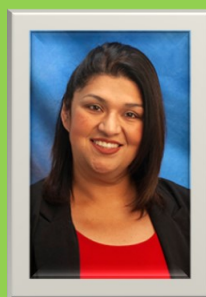
## Note from the Director

Dear Neighbors,

In case you have not heard, over the past few months we welcomed three elected officials into new seats at City Hall. Phoenix residents elected former District 8 Councilwoman, Kate Gallego, as our 61st Mayor, and Councilmembers Betty Guardado and Carlos Garcia to represent Districts 5 and 8, respectively. The Phoenix City Council is made up of the mayor and eight councilmembers, elected for four-year terms. We are excited to work with these new councilmembers to continue to provide neighborhoods programs and services to help create a vibrant Phoenix community. Find your council representative at [phoenix.gov/mayorcouncil](http://phoenix.gov/mayorcouncil), and help us give the newest members a warm welcome!



Mayor Kate Gallego



Councilwoman  
Betty Guardado



Councilmember  
Carlos Garcia

With temperatures at their peak, please remember to stay safe and healthy this summer. In this issue you will find information about programs dedicated to helping our community keep cool. Check out our website at [phoenix.gov/nsd](http://phoenix.gov/nsd) for information on Landlord/Tenant counseling, how to keep cool, lead safety and healthy homes, and ways to get engaged in your neighborhood.

Respectfully,  
Spencer Self  
Neighborhood Services Director



# Pedestrian Safety Efforts Progress with activation of 50th HAWK signal



Pedestrian safety efforts across Phoenix are gaining momentum as the City's number of HAWK (High-Intensity Activated crossWalk) pedestrian signals continues to rise. Phoenix Mayor Kate Gallego, community members and staff from the Street Transportation Department celebrated the activation of the City's 50th HAWK pedestrian signal.

"Ensuring strong public transportation and creating walkable communities has long been a passion of mine," said Phoenix Mayor Kate Gallego.

HAWK signals feature pedestrian activated flashing red-yellow-red beacons and provide a safe crossing point for pedestrians at busy intersections and mid-block locations. HAWKs are similar to standard traffic signals; however, they do not feature a green-signal light and remain "dark" until activated by a pedestrian.

The 50th HAWK signal was activated on June 7, 2019 at 20th Street and the Grand Canal. This signal's location is significant because it ties into three key transportation initiatives to enhance safety and mobility within the City of Phoenix – the Grand Canalscape, Oak Street Improvement and the 20th Street Improvement projects.

Enhancing pedestrian safety along the Grand Canal is one component of The Grand Canalscape project that will be complete in Fall 2019. The goal of this project is to develop a safe, comfortable and convenient route for bicycle and pedestrian traffic along the banks of the Grand Canal. The plan also focuses on improved crossings where streets intersect with the canal. These goals will be met, in part, by the installation of a total of 13 HAWK signals along the Grand Canal.

The City of Phoenix has installed seven HAWKs this year and 18 more are planned to be installed by the end of the year.

Phoenix has a webpage to help motorists, cyclists and pedestrians understand how the HAWK pedestrian crossing signal works.

The HAWK signals being installed in Phase II and III of the Grand Canalscape project, including the 50th signal, are funded through the federal TIGER grant.

For more information about the Street Transportation Department, visit [Phoenix.gov/streets](http://Phoenix.gov/streets). Follow the department on Twitter @StreetsPHX.

## Fall Registration for Phoenix After School Center Here



The City of Phoenix Parks and Recreation Department Phoenix Afterschool Center (PAC) has started registering for the fall session.

PAC is a fun, supportive, and educational place for children ages six to 13 to spend crucial afterschool hours. PAC is available at 38 school sites throughout Phoenix.

Experienced recreation staff leads structured, age-appropriate activities that include:

- Homework Help
- Educational enrichment
- Physical Recreation
- Social Recreation: Arts & Creative Recreation



# NSD Engagement Team Takes Skills on the Road



Recently, NSD staff were invited to Columbus, Ohio to share their knowledge and experience with community engagement. The staff from Franklin County were looking at ways to connect with residents, community, local elected officials and stakeholders for

the purpose of engagement and redevelopment opportunities.

NSD Engagement Division staff provided a 3-hour workshop for staff from Franklin County Community and Economic Development, Planning, Housing and Family Services on Community Engagement Strategies. The strategies included asset mapping, community assessments, surveys and history gathering along with other best practices, resources and hands on activities that are used by NSD Engagement staff.

Exciting news!! The Franklin County staff implemented the tools and ideas they received during the training and held their first community meeting to discuss an abandoned shopping mall project. Over 100 residents were in attendance and the event was even covered by the local media.

## Road to the 2020 Census



iCount 2020

On April 1, 2019, the city of Phoenix joined the Maricopa Association of Governments in hosting a press event focused on the upcoming 2020 Census. At the event, Phoenix Mayor Kate Gallego announced the launch of the regional campaign, iCount2020. You can check out a recap of the press event here!

The iCount2020 campaign is themed to show the importance of how each one of us counts towards a successful 2020 Census. This includes making sure you and your family/friends complete and submit a 2020 Census form online or by telephone, take a job with the Census Bureau and/or help spread the word about the importance of participating. In this participation campaign, we all have a call to action to help make the 2020 Census a success.

Throughout the next year, you will begin to see, hear and learn more about the census and how it impacts the community. Stay connected by liking our new Facebook page, Facebook.com/iCount2020official, and following us on Twitter @iCount2020 and Instagram @iCount2020official. And, make sure you follow the conversation using #iCount2020 to learn more about Census 2020 and the impact it has on the city and the region.



A year ago, business owners, police officers, residents, and other local neighborhood alliances met to discuss concerns and challenges we all shared for our neighborhood. After this meeting, our first call to action was to form a business alliance. From that, D27 was born with guidance and support of Neighborhood Specialist Fernando Felix who provided information on services, resources and supported D27 efforts.

D27 Business Alliance's vision is to create a thriving commercial business community that draws others to do business with companies in the D27 boundaries (I-17 to 35th Ave., and Camelback Road to the canal at Weldon Ave). Our Business Alliance has collaborated with NSD and have utilized services like asset mapping, knock and talks, and coordination with other department workshops/presentations and

engagement opportunities with councilmembers.

The opportunities for D27 haven't stopped there; two competitive grant opportunities through NSD provided us funds to launch our clean-up and safety improvement efforts. The first Monday of each month is "Monday Madness", where members and volunteers work together to collect trash along Indian School Road and 27th Ave. The second grant will fund the distribution of a newsletter, monument signs and safety projects. The newsletter will feature area businesses, crime alerts, news and information.

*"As business owners, we sometimes spend more time at our business than we do at home, that's why it was crucial for us to begin a dialogue with the city and a call for action to our businesses community"* Stated Eric Bolze. D27 goals includes participating in creating change of the culture of the area and enhancing the richness of the community. So far our efforts have been successful-we have organized, collaborated and are committed to tackle the challenges in our community. Come join us! For more information, email [d27businessalliance@gmail.com](mailto:d27businessalliance@gmail.com)





## August 2019

**Tuesday, 8/6 from 6 – 7 p.m. ORGANIZING A COMMUNITY EVENT.** Are you interested in organizing a community event but are unsure of how to begin? This workshop will cover the basics on how to plan and organize an event. You will learn about basics in planning your event to ensure that it is successful. Learn how to plan so that your volunteers have a great experience and are excited to volunteer for your next event. NSD West Facility, 3325 W. Flower St. To register, call 602-534-4444.

**Thursday, 8/8 from 6 – 7 p.m. ZERO WASTE TRAINING COURSE:** Are you curious about where your trash and recycling goes after you throw it in your containers? Are you looking for ways to save money and declutter your home? During this one-hour class, you will get an in-depth look at the journey your recyclables and trash take to their final destination. Our virtual tour will provide a closer look at how intricate the recycling sorting process is and why it is so important to recycle the right things. You'll also learn about how focusing on zero waste living can help you stay organized and save you money. NSD West Facility, 3325 W. Flower St. To register, call 602-534-4444.

**Tuesday, 8/13 from 6 – 7 p.m. SOCIAL MEDIA 101:** Learn the basics of building your social media presence across various top social networks and how to protect yourself on these sites. Learn about the latest tips and strategies for managing social media pages and how to leverage them in your marketing strategies. Broadway Heritage Neighborhood Resource Center, 2405 E Broadway Rd, Phoenix, AZ 85040. To register, call 602-534-4444.

**Saturday, 8/17 from 1 – 3 p.m. DON'T BE A VICTIM! SELF-DEFENSE CLASS** Learn to be more self-aware and protect yourself in this free self-defense class. Learn how to fight off an attacker with a Kubotan and everyday objects, like a sharpie marker. Anyone can learn these life-saving defense skills. Burton Barr Central Library, 1221 N. Central Avenue. Register at <http://phoenix.gov/defense>

**Thursday, 8/22 from 10:00 a.m. - 11:30 a.m. LEADERSHIP THE WEST POINT WAY.** Learn about six leadership principles for developing inspirational, stronger, and effective leaders. Participants will gain knowledge on managing expectation while leading change, enhancing decision making and communication strategies including tips for refining purpose and organization goals. Desert West Community Center, 6501 W. Virginia Ave. To register, call 602-534-4444.

**Saturday, 8/24 from 1 – 3 p.m. DON'T BE A VICTIM! SELF-DEFENSE CLASS (WHEEL CHAIR USERS SESSION)** Learn to be more self-aware and protect yourself in this free self-defense class. Learn how to fight off an attacker with a Kubotan and everyday objects, like a sharpie marker. Anyone can learn these life-saving defense skills. Ability360 (Group Fitness Room), 5031 E. Washington Street. Register at <http://phoenix.gov/defense>

## September 2019

**Saturday, 9/7 from 8 – 10 a.m. POWER WASHING TRAINING:** Learn how to keep your neighborhood graffiti-free by using a power washer (which you can use for free after completing the workshop and confirmation of neighborhood organization registration), tour the warehouse and see other tools and supplies available to residents. NSD West Facility, 3325 W. Flower St. To register, call 602-534-4444.

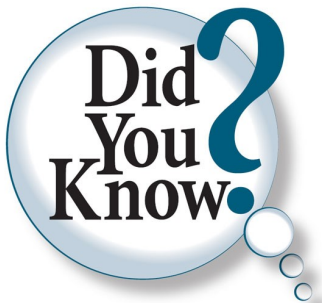
**Thursday, 9/10 from 6 – 7 p.m. ZERO WASTE TRAINING COURSE:** Are you curious about where your trash and recycling goes after you throw it in your containers? Are you looking for ways to save money and declutter your home? During this one-hour class, you will get an in-depth look at the journey your recyclables and trash take to their final destination. Our virtual tour will provide a closer look at how intricate the recycling sorting process is and why it is so important to recycle the right things. You'll also learn about how focusing on zero waste living can help you stay organized and save you money. Broadway Heritage Neighborhood Resource Center, 2405 E Broadway Rd, Phoenix, AZ 85040. To register, call 602-534-4444.

**Thursday, 9/12 from 6 – 7 p.m. FUNDAMENTALS OF GRANT WRITING:** Know of a great project for your neighborhood but aren't sure how to pay for it? Interested in applying for a grant, but aren't sure where or how to start? This workshop explores the fundamentals of the grant writing process. Learn the Who, What, Where and How of grant writing here! Burton Barr Central Library, College Depot 1221 N. Central Avenue. To register, call 602-534-4444.

**Saturday, 9/14 from 1 – 3 p.m. DON'T BE A VICTIM! SELF-DEFENSE CLASS** Learn to be more self-aware and protect yourself in this free self-defense class. Learn how to fight off an attacker with a Kubotan and everyday objects, like a sharpie marker. Anyone can learn these life-saving defense skills. Mesquite Library, 4525 E. Paradise Village Parkway North. Register at <http://phoenix.gov/defense>

**Thursday, 9/19 from 6 – 7 p.m. DEALING WITH DIFFICULT PEOPLE:** The secret to dealing with difficult people is to gain an understanding of why they are difficult. Being able to deal effectively with anyone, especially difficult people, should begin with an understanding of what is motivating their behavior. Knowing what is behind a behavior will help you develop a strategy for dealing with that behavior. The ultimate goals are to bring out the best in people at their worst and make your life easier. Burton Barr Central Library, College Depot 1221 N. Central Avenue. To register, call 602-534-4444.

**Saturday, 9/21 from 1 – 3 p.m. DON'T BE A VICTIM! SELF-DEFENSE CLASS (WHEEL CHAIR USERS SESSION)** Learn to be more self-aware and protect yourself in this free self-defense class. Learn how to fight off an attacker with a Kubotan and everyday objects, like a sharpie marker. Anyone can learn these life-saving defense skills. Ability360 (Group Fitness Room), 5031 E. Washington Street. Register at <http://phoenix.gov/defense>



**Phoenix has museums to suit nearly every taste.**

The Heard Museum (Native American); Desert Botanical Garden (the world's largest collection of desert plants); Taliesin West (home of the Frank Lloyd Wright Foundation); the Phoenix Art Museum (the Southwest's largest art museum); the Fleischer Museum (American Impressionism); the Arizona Science Center; the Hall of Flame (featuring the world's largest collection of fire-fighting equipment); Pueblo Grande Museum and Cultural Park (Native American) and the Musical Instrument Museum (MIM) are among the cultural hot spots.

Discounts to museums are usually provided to Children, Seniors, and Students (with an I.D.). An additional discount available to Phoenix residents is the Culture Pass, which is free at the Phoenix Public Library using your library card.

For more information about Culture Pass visit [phoenixpubliclibrary.org](http://phoenixpubliclibrary.org).

Did you know we are on Facebook and Twitter?

Phoenixneighborhood @PHXNeighborhood



**GOOD Neighbor CORNER**

*NSD's mission is to preserve, enhance and engage Phoenix neighborhoods. Good Neighbor Corner features programs and services here to help Phoenix residents and businesses.*

**ADDITIONAL COMMUNITY RESOURCES – CITY OF PHOENIX**

|                                 |  |                                       |                              |
|---------------------------------|--|---------------------------------------|------------------------------|
| NSD/Graffiti Removal            | 602-534-4444                           | Job Openings                          | Phoenix.gov/hr/current-jobs  |
|                                 | Phoenix.gov/atyourservice              | Volunteer Opportunities               | Phoenix.gov/volunteer        |
|                                 | blight@phoenix.gov                     |                                       |                              |
| Landlord Tenant Line            | 602-534-4444                           | Water Dept/Public Works Dept          | 602-262-6251                 |
| PHX At Your Service             | Phoenix.gov/atyourservice              |                                       | cityservicesbill@phoenix.gov |
| PHX C.A.R.E.S.                  | 602-262-6251                           | Maricopa County                       |                              |
| Police Crime Stop               | 602-262-6151                           | Animal Care & Control                 | 602-506-7387                 |
|                                 |  | Environmental Services                | 602-506-6616                 |
|                                 |  | Vector Control                        | 602-506-0700                 |
| Public Records Requests         | Phoenix.gov/pio/public-records         | AZ Poison and Drug Information Center | 1-800-222-1222               |
| Recreation Program Registration | Phoenix.gov/parks/classes-and-programs | Silent Witness                        | 480-948-6377                 |

**Neighborhood Services Department -  
Phoenix City Hall  
200 W. Washington St., 4th floor  
Phoenix, AZ 85003**