



NEIGHBORHOOD SERVICES DEPARTMENT



To Preserve, Enhance & Engage Phoenix Neighborhoods

WINTER 2018-19
LEARN MORE ABOUT NSD
phoenix.gov/NSD



Join the Fight Against Graffiti

In February, Phoenix's Neighborhood Services Department (NSD) will host their Annual Graffiti Free Phoenix program encouraging residents to join the city's effort to keep Phoenix graffiti free.

The campaign combines information on how to report graffiti and provide residents with the tools they need to keep their neighborhoods graffiti free. Through February, as part of the Graffiti Free Phoenix Awareness Month, the city will provide free paint and supplies to any group organizing a community cleanup to wipe out graffiti in Phoenix.

The city of Phoenix is committed to keeping our neighborhoods safe, clean, and beautiful for the wellbeing and enjoyment of all our residents and visitors. To support this vision for our community, we are working together to make sure all Phoenix neighborhoods are graffiti free.

Graffiti is a crime that decreases property values, increases blight, and contributes to the overall decline of neighborhoods. By tackling this issue head-on as a collaborative effort between neighbors, police and city staff, Phoenix has become a national model for responsive and effective graffiti abatement efforts.

NSD's Graffiti Busters will remove graffiti from properties with permission from property owners, but anyone can call in to report graffiti. NSD will verify that a permission slip is on file or obtain one from the owner. Each time graffiti is removed from the property, Graffiti Busters staff will provide the property owner with information on the program and offer free color-matched paint.

Graffiti Free PHOENIX

See graffiti happening, call 9-1-1

To report graffiti, call Crime Stop at 602-262-6151

For graffiti removal, call Graffiti Busters at 602-534-4444

Report graffiti online at phoenix.gov/atyourservice

GRAFFITI IS A CRIME, REPORT IT!

Additionally, through the year, NSD provides Neighborhood College workshops that teach Phoenix residents and business owners to use a paint sprayer or pressure washer to remove graffiti. Workshops can be viewed online at phoenix.gov/nsd/neighborhoodcollege.

Finally, NSD needs the

community's help to spread the word about Graffiti Free Phoenix. During the month of February, please use the hashtag #GraffitiFreePHX and #iLovePHX on Facebook, Twitter and Instagram.

Find out more about all the programs to help end graffiti at phoenix.gov/graffiti.



mailboxes by thieves who travel on foot, by bicycle, and even occasionally by car.

That's why the Greater Orangedale Neighborhood Block Watch began the Neighbor Package Pick-Up Program, recently featured on local newscasts.

The program is free for residents of Greater Orangedale and fairly straightforward. A designated member of the block watch has a list of members who have volunteered to pick up packages for neighbors. In Greater Orangedale, the volunteers are all retired or work from home.

When someone in the neighborhood is expecting a package, they contact a block watch lead who gives the package recipient the contact information for one of the pick-up volunteers. The recipient can then contact the volunteer to coordinate any details.

"The idea actually started because of a perishable, not theft," said Christina Sampson, the Greater Orangedale Block Watch member who designed the program. "We have medication and cat food delivered that can't stay out in the heat. So even though we get texted when the packages arrive, it doesn't help if we aren't home."

So, Sampson reached out to a trusted neighbor who agreed to pick up the packages. When she gets the text that the package has been delivered, she calls the neighbor who walks over and picks up the boxes.

Sampson enjoys the peace of mind knowing deliveries are safe and in air-conditioning, but it was when she saw yet another stolen package alert on the social media platform Nextdoor that the idea for the program came to her.

"I realized not everyone would know someone to ask to pick up packages, so I wanted to figure out a way anyone in Greater Orangedale could have this system," she said.

When the Greater Orangedale Block Watch holds meetings, a column on the sign-in sheet is reserved for the program. Attendees indicate whether they want to pick up packages or just need the service. Only block watch leads have the address and phone number of package pick-up volunteers and coordination occurs in private between the package recipient and volunteer.

And, not just anyone can be a package pick-up volunteer.

"It has to be an active member of either the Greater

Of all property crimes, package theft is among the most frustrating. Parcels are nabbed quickly, quietly and without warning off welcome mats, from behind porch plants and even right out of



Orangedale Block Watch or Greater Orangedale Neighborhood Association," Sampson said. "That way even if the person using the program doesn't know that specific volunteer, it's still someone other neighbors know or see regularly."

As an added precaution, Sampson also notifies her Community Action Officer when a package pick up is occurring and who the pick-up volunteer is.

The program doesn't just keep parcels from the hands of thieves. It fosters a sense of community and helps even shy neighbors get to know each other. It's also more convenient than having a package sent to an Amazon locker or postal facility since those often close in the evenings. Unlike package lock boxes, which can actually attract thieves and are frequently left unlocked by postal workers, the package recipient can rest easy knowing their item is in someone's home behind locked doors.

GOOD Neighbor CORNER

With 2018 ending as one of the wettest recent winters and the new year ringing in with rain, two NSD programs are here to help.

*Phoenix Neighborhood Services Department
Landlord/Tenant Counseling
602-534-4444*

Free help for both landlords and tenants to understand their rights under Arizona State Law and Phoenix City Code. Landlord/Tenant staff remind tenants to bring any problems to the landlord's attention first. However, if the issue isn't fixed in a timely manner, reporting the issue to the NSD Landlord/Tenant office will allow the city to begin investigating.

*Phoenix Neighborhood Services Emergency
Roof Patch Program (Income Qualification Needed)
602-534-4444*

Free help for emergency roof patching for low-income qualifying homeowners in Phoenix.



Road to the 2020 Census



Ad Hoc Committee

The first Ad Hoc Committee meeting was held in October and included a city update on the importance of 2020 Census efforts in regards to federal funding and representation, an update on litigation efforts, which Phoenix joined following a May 2018 Phoenix City Council approval, and an overview of employment opportunities coming to the area.

The Ad Hoc Committee reviewed and approved the charges of the Complete Count Committee subcommittee. The next Ad Hoc Committee meeting is anticipated to take place in early February 2019.

Complete Count Committee (CCC)

In November, city staff organized the “kick-off” meeting of the CCC . The meeting agenda included committee members accepting the oath to serve. Additionally, attendees heard a 2020 Census Update, accompanied by a city Law Department representative who provided the group with an update on the litigation efforts related to the addition of a citizenship question to the survey. Finally, the CCC meeting included an opportunity for each subcommittee to break out into a smaller group and begin work plan development. The next meeting of the CCC is yet to be determined. Staff is aiming for an early to mid-January 2019 meeting.

Census Employment Opportunities

Census employment efforts have initiated with the hiring of several positions. Currently, the Census Bureau is hiring 16 recruiting assistant positions throughout Arizona to begin in January 2019. The Census Bureau is working towards a goal of opening its first area office in Phoenix in early 2019. The office will include 6 to 12 management positions per office and 40 to 50 support staff positions.

Individuals are encouraged to visit 2020census.gov/jobs to learn more about current openings in Phoenix. The Federal hiring process is lengthy so people are encouraged to apply early.

In an effort to streamline the hiring requirements, city staff is working with workforce development in establishing educational resources to assist applicants through the hiring process. A successful enumeration process will include the hiring of representatives within communities to ensure people feel comfortable and encouraged to respond to all questions of the survey.

Additionally, city staff has identified the opportunity to work with local businesses in connecting individuals to employment opportunities after the census is complete.

Note from the Director

Dear neighbors,

The last few months have been a busy time in our community and throughout the city of Phoenix.

The beautiful Phoenix weather presents us with the opportune time to enjoy outdoor events – cultural, educational, social. There have been amazing community events to spruce up our neighborhoods, and NSD has had the fortune of teaming up with neighborhood leaders, volunteer groups, local schools, charitable organizations, and various city departments to bring these events to fruition.



It is encouraging to see neighborhood activities such as Front Yard Fridays in the Melrose District and surrounding neighborhoods (featured in the Fall 2018 edition of the NSD Newsletter) and 19NORTH’s #pickacorner and 2nd Fridays (featured in this issue), as well as the “Building a Lead Safe and Healthy Neighborhood” and Support Sky Harbor Neighborhood Clean-Up events held in the CASH Neighborhood.

I am looking forward to serving our community as NSD’s Director, and along with our team, proactively engaging residents through our programs to preserve and enhance the safety and appearance of the city of Phoenix.

Please visit phoenix.gov/nsd and feel free to contact us at (602) 534-4444 or nsd@phoenix.gov.

Respectfully,

Spencer Self,
Director

*Ed Zuercher
(City Manager) and
Spencer Self at the
Support Sky Harbor
Coalition Clean-Up
Event, CASH
Neighborhood,
October 20, 2018*





Rental Heating Reminder with Dip in Temps

With winter here, overnight temperatures begin to dip and NSD wants to remind residential rental tenants of their right to adequate heat in their homes.

Residential rental landlords are responsible for providing reasonable heating to rental housing units as required by the city's Neighborhood Preservation Ordinance. The ordinance requires that every rental housing unit shall have a heating system capable of safely heating all habitable rooms to a temperature of at least 70 degrees Fahrenheit. It also requires that heating, cooling and ventilation systems are to be maintained hazard-free, operational and in a state of good repair.

"This means residential rental landlords need to monitor and maintain heating systems on their rental properties for adequate equipment performance and safe electrical connections," explains Bob Lozier, Deputy Preservation Director.

"Often, we see landlords use temporary and sometimes unsafe devices as substitutes for non-working, permanently installed systems. Outside of not meeting the ordinance standards for maintaining permanently installed heating systems, the use of these devices in habitable rooms can create health and fire hazards when not used correctly," Lozier explains.

NSD is also home to the Phoenix Landlord/Tenant program. Landlord/Tenant staff remind tenants to report any problems with the heating system to the landlord in writing as soon as possible. In instances where the landlord has failed to remedy the concern in a timely manner, reporting the concern to the NSD Landlord/Tenant office will allow the city to begin investigating and enforcing the code requirements if the ordinance has been violated.

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



Technology is no stranger to the average business owner. In some form, it has shaped our lives and how we navigate our day-to-day. This is no news to cloudIT (cloudit.co), a Phoenix-based tech company who specializes in providing clients with custom IT solutions along with award winning support; ranked among the top 5 in Ranking Arizona Magazine for Computer Network Integrators and one of the top 501 companies in

the world by MSP Mentor.

Located in the warehouse district of Downtown Phoenix, the business launched in 2015 with a lean, yet motivated team of 6 people. As of today, the business is proud to share it has expanded to 16 states, 4 countries, and has expanded its team to 45 employees. What's the secret to their success? Keeping true to their goal of creating a technology ecosystem that specializes in managed services for small businesses.

A client of the Management Technical Assistance (MTA) program, NSD's Economic Development program that provides support services to small business owners through experienced consultants to enhance the operations of the business at no cost, the business attributes a great deal of assistance in supporting the business as they expanded its team and identifying its company culture. CEO, Vince Kent, expresses, "...as a growing company, MTA consultants provided a framework to hone strong company policies to support the growth of the business and the team".

Kent started his company in Phoenix as he recognized its status of

being the small business capitol of the United States for tech. He expressed how Phoenix has been a great place to launch, build, and remain as it has provided the capacity to support the growth of the business as the market has proven profitable for the services cloudIT delivers. In five years, the business has seen an over 300% growth. This growth is attributed to their laser focus-vision to create a business that is centered on improving small business processes by highlighting services that meet the client's desired outcomes versus providing fancy tech tricks. As a trusted advisor to their clients, they go the long mile to be there for their clients in whatever capacity, even taking late night calls to help with a Minecraft hack for a client's son, or shopping for a daughter's new laptop. The client becomes part of the cloudIT family through and through.

About

The Management Technical Assistance (MTA) program offers small business owners the opportunity to work with experienced consultants to enhance their operations at no cost to them; ultimately, helping to retain, expand, and grow Phoenix-based businesses. For more information visit: phoenix.gov/smallbiz. For more information visit: phoenix.gov/smallbiz.



News from the City



It is that time of year again. Tax Time! Let us help you.

Since 2003, the City of Phoenix Human Services Department has implemented an Earned Income Tax Credit (EITC) Campaign. Every

year, millions of dollars in tax refunds go unclaimed because people are unaware of the various credits available to them such as the EITC, a refundable federal income tax credit for low-income working individuals and families. There are several ways to get free tax help.

Myfreetaxes.com provides self-paced, step-by-step guidance to file tax returns online. Tax help is available via hotline or online chat. This is free for persons making less than \$66,000 a year and is also available in Spanish.

The Volunteer Income Tax Assistance (VITA) invites low to moderate income taxpayers (\$55,000 or less per household) to come to one of our 15 VITA volunteer sites where certified IRS tax volunteers prepare and e-file tax returns for free. In addition, they can use one of our

#SaveYourMoney

#FreeTaxHelp

#PHXVITA



The average cost to prepare a basic tax return would let you feed cute baby goats at the zoo every other week for a year. Let us help #SaveYourMoney for the things you want to do!

computers to complete their own taxes with the assistance of a IRS Certified volunteer. Both programs are first come, first serve.

Find out more about both programs at phoenix.gov/eitc.

Healthy Home Tip: Time for a Breath of Fresh Air

It's time for a breath of fresh air! Did you know that the air inside your home can be harmful to your family's health? Air can be unhealthy if it has too many pollutants. Sometimes indoor air pollutants come from what people do in their home like smoking, crafts and hobbies, or using harsh chemicals and cleaners. Other times, indoor air pollutants come from what people have in their homes like pets, carbon monoxide, or lead based paint.

Being exposed to pollutants may lead to immediate reactions like irritation of the eyes, nose and throat, headaches, dizziness, and fatigue. Repeated or long-term exposure to some pollutants can lead to respiratory disease, heart problems, brain damage, and death.

What can you do to improve the indoor air quality in your home? The U.S. Department of Housing and Urban Development recommend that you "Keep it Well Ventilated" and "Keep it Contaminant Free".



Keep it Well-Ventilated:

- Ventilate bathrooms, kitchens, and places where moisture is present to prevent mold growth
- Keep central heating and air cooling equipment clean
- Use whole house ventilation to supply fresh air and reduce the concentration of contaminants
- Make sure fuel burning appliances are working correctly and vented outside of the home

Keep it Contaminant-Free:

- Follow the instructions when using household chemicals and cleaners
- Reduce dust by cleaning often and reducing clutter
- If you must, smoke outside and away from children
- Place carbon monoxide alarms near each sleeping area
- Clean often and reduce dust gathering clutter
- Reduce lead-related hazards in pre-1978 homes by fixing deteriorated paint and keeping floors and window areas clean using wet-cleaning approach

Evidence shows that a well-maintained home that is kept clean, safe, dry, pest free, well ventilated, contaminant free, and in good repair contributes to good health and a safer environment for the entire family.

For more information, contact Lead Safe Phoenix at 602-534-4444 or visit phoenix.gov/nsd/lead-safe-phoenix.



IN YOUR WORDS



19NORTH is the name of the area from Montebello to Dunlap, 15th Ave to 23rd Ave...but more importantly it's the name of a community that is collaborating with local government, businesses, neighborhoods, schools, churches and city offices so that: "Every Business Thrives, Every Student

Succeeds and Every Neighborhood is Safe."

Some of the work we are doing together includes, #pickacorner. Barry's Ace Hardware donated buckets and 19NORTH purchased pickers. Our community is regularly volunteering to pick up trash to keep our community clean and safe.

Annually, we invite our whole community to come out and pick up trash along 19th Ave. This event brings out hundreds of people that represent our businesses, schools, neighborhoods, churches and community organizations. Washington High School sponsored the event this year and brought over 100 students and faculty to join the effort! The visible community engagement is exciting and encouraging for everyone!

Also each month, 19NORTH offers a 2nd FRIDAY event to bring our community together, showcasing our businesses, highlighting our schools and celebrating the arts! We also have a Business Alliance that provides support for our businesses and connects with our community schools. And beginning this Fall, we are partnering with the Washington Elementary Schools to offer a mentoring program for students in our community!

— Shannon McBride,
Executive Director, 19NORTH



2nd Friday in 19NORTH
FREE Community Event for Everyone
FOOD, FRIENDS, FUN

Follow us on Facebook at facebook.com/19NorthPhoenix/
or reach out to us at info@19north.org

Accepting 2019 Love Your Block Applications

NSD will accept applications for the 2019 Love Your Block (LYB) program

LYB is neighborhood groups who are interested in making a difference in their community. The program is designed to develop and build neighborhood capacity. Participants will discover the unique traits of leadership and find a place to learn, study and grow into that leader.

Community leaders create positive change and cultivate stronger, more engaged neighborhoods. Participants gain insight into group dynamics, leadership style, and a more in-depth look at how the city works for them. LYB is an exciting collection of instructor-led, highly participatory workshops designed to increase resident knowledge and

equip them to make a dynamic impact in their community. Groups who are selected are eligible to apply for a grant of up to \$5000 to implement a sustainable project in their community.

The application period will begin February 4, 2019 and close March 8, 2019.

For additional information contact Ray Yocopis at 602-495-0116 or ray.yocopis@phoenix.gov or visit www.hpnphx.org/cities-of-service.





Lead Safe Message Taken on the Road

Councilman Michael Nowakowski joined Matthew Ammon, General Deputy Assistant Secretary for the U.S. Department of Housing and Urban Development (HUD) and Michelle Williams, Deputy Director of HUD's Office of Lead Hazard Control and Healthy Homes (OLHCHH), along with staff from NSD, volunteers, and residents from the CASH Neighborhood at the "Building a Lead Safe and Healthy Neighborhood" event held on October 13.

The Lead Safe Phoenix team was one of three grant programs chosen by HUD from the Western Region to host the national event. The event highlighted the work and importance of lead hazard control and healthy homes grants which addresses hazards using housing rehabilitation activities. Neighborhood leaders, homeowners, housing rehabilitation contractors, and staff shared ideas about creating lead safe and healthy homes and expanding efforts to address entire neighborhoods.

The primary source of lead exposure among U.S. children is lead-based paint and lead-contaminated dust and soil found in and around older homes. Hundreds of thousands of children have elevated blood lead levels that may cause significant damage to their health. Although there are no symptoms, children exposed to lead can develop learning problems, hyperactivity, slowed growth, hearing problems, and aggressive patterns of behavior.

This year, the city of Phoenix was awarded a grant of \$2.9 million from HUD to continue the work of protecting

children and families in privately-owned, single- and multi-family low-income housing from lead-based paint and other home hazards. The city's Lead Safe Phoenix program proactively engages residents living in areas prone to potential lead dangers by providing education and raising public awareness about the dangers of childhood lead poisoning, the hazards of lead-based paint, and the easy ways in which parents can effectively prevent their children. If your home was built before 1978, here are some simple things you can do to help protect your family:

- Get your child tested. Even if your young children seem healthy, ask your doctor to test them for lead.
- Frequently wash your child's hands and toys to reduce exposure.
- Wipe surfaces clean with a wet paper towel.
- Mop smooth floors (using a damp mop) weekly to control dust.
- Vacuum carpets and upholstery to remove dust, using a vacuum with a HEPA filter or a "high efficiency" collection bag.
- Take off shoes when entering the house.
- Be careful! During work on household projects you might stir up dust containing lead. Always use a method that creates the least amount of dust.

Learn more at phoenix.gov/nsd/lead-safe-phoenix.

BBV: Volunteering to Make a Difference

Genie Smith has been a Blight Buster Volunteer (BBV) for almost eight years now.

Smith stands out as a BBV that is taking a different role in the program, rather than always participating and supervising during graffiti clean-ups or manning booths at city sponsored events.

Smith volunteers to give educational talks to Phoenix youth about graffiti. In the past year, she has spoken at three different schools, reaching out to over 400 students on three different occasions, with students ranging from 2nd grade to 8th grade. She discusses what graffiti and tagging is and the difference between graffiti and a mural. She teaches kids about when its legal and illegal, the history of graffiti, the punishments/repercussions of committing the crime and what they can do to report it and fight against it.

BBV is a training program designed for residents, ages 18 and above, to learn how to address a variety of blight-related issues; from back alley clean ups to reporting illegal signs in the public right of way. Those who successfully complete the training will be given a city identification, uniform, and resources to help carry out their volunteer assignments. For more information, please visit phoenix.gov/nsd/programs/blight.





CITY OF PHOENIX NEIGHBORHOOD COLLEGE

BUILDING NEIGHBORHOODS THROUGH EDUCATION

JANUARY

Tuesday, 1/22 from 6:00 – 7:30 p.m. CODE COMPLIANCE 101 WORKSHOP. Learn how to identify and report common blight violations, receive an overview of the code compliance process including how to review a case online and volunteer program opportunities. Join us in keeping our city neighborhoods clean and beautiful. Eastlake Park Community Center, 1549 E. Jefferson St. To register, call 602-534-4444.

Saturday, 1/26 from 9:00 – Noon CITIZEN FORESTER WORKSHOP: Learn about how the Citizen Foresters serve the community. They lead tree plantings, teach volunteers how to plant and maintain trees as well as spread the word about the value of the urban forest. Maryvale Community Center, 4420 N. 51st Ave. To register, call 602-534-4444.

FEBRUARY

Thursday, 2/7 from 6 – 7 p.m. LANDLORD/TENANT WORKSHOP: Get a detailed overview of the rights and responsibilities for both tenants and landlords including the eviction process, rent and deposits, foreclosed properties and AZ Residential Landlord and Tenant Laws. Eastlake Park Community Center, 1549 E. Jefferson St. To register, call 602-534-4444.

Tuesday, 2/19 from 6 – 7 p.m. 3R'S OF VOLUNTEERING.

This workshop is an introduction to the principles of volunteer management (Recruitment, Retention, and Recognition). Topics include resources on effectively managing and training volunteers, recruitment tactics, and how to increase retention based on motivation and creative recognition ideas. NSD West, 3325 W. Flower St. To register, call 602-534-444

Thursday, 2/21 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, 1221 N. Central Ave.. To register, call 602-534-4444.

MARCH

Tuesday, 3/5 from 9:00 – 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.

Did You
SEE
?

Did you know we are on
Facebook and Twitter?



Phoenixneighborhood
@PHXNeighborhood



City of Phoenix Neighborhood Services Department
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Happy #WorldKindnessDay. As we come into the season of giving and celebrate kindness today, remember to give in a healthy way! Watch this PSA from the Healthy Giving Council and learn more about how to #ChangeALife through #HealthyGiving with #MoreThanAMeal



YOUTUBE.COM
Healthy Giving PSA 1

The Healthy Giving Council would like to continue towards our goal of making Healthy Giving a household term. This time of year we see an increase in street-side donation of goods, such as jackets, blankets and tents. Learn how to give sustainable help. [#HealthyGiving](#) [#ChangeALife](#) [#MoreThanAMeal](#) [#GiveSmartAZ](#)
Learn more at GiveSmartAZ.org

Did
You
Know?



The Roosevelt Neighborhood was the first in Phoenix to be listed on the National Register of Historic Places. It was listed on November 30, 1983. It was also the first to be listed on the Phoenix Historic Property Register. That listing took place on September 3, 1986.

Information provided by:
Kevin Weight, Planner III
City of Phoenix Historic Preservation Office

Neighborhood Services Department - Phoenix City Hall

200 W. Washington St., 4th floor, Phoenix, AZ 85003

602-534-4444 or visit us online at phoenix.gov/NSD