



**Neighborhood
SERVICES**



Neighborhood Services

Phoenix City Hall
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Phoenix, AZ 85003
602-262-7344
phoenix.gov/NSD

Funding, Grants and Loans - 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 602-262-7845 or go to: phoenix.gov/GRANTS/grantpgm.html.

301 Block Watch Grant Program/Neighborhood Block Watch Grant Program

The purpose of the 301 Block Watch Grant Program, also called the Neighborhood 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 more information, call 602-262-6543 or go to the Phoenix Police Department website at: phoenix.gov/police/nbwgrant.html.

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 served 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 or go to: phoenix.gov/GRANTNSD/cdbg98.html

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 602-534-2393.

Good Neighbor Program

The Good Neighbor Program is an 8-week leadership development program that offers residents the opportunity to speak with your elected and appointed leaders about how you can improve your community. The program features workshops on a variety of topics including:

- Accessing Your Local Government
- Building Community Pride
- Improving Communication Between Residents and various City of Phoenix Departments
- Information on Landlord/Tenant Rights and Foreclosures

Partnerships with a Purpose

The Neighborhood Services Department has developed a comprehensive schedule of free classes for city of Phoenix residents. Classes are designed to help residents build and sustain healthy, vibrant neighborhoods by giving them the tools they need to build partnerships.

Tomorrow's Involved Leaders Today (T.I.L.T.)

T.I.L.T. is a youth-oriented program that works with neighborhood groups, schools and local businesses to form partnerships of reciprocity. The program gives city of Phoenix youth an opportunity to develop skills in the areas of technology, leadership and facilitation, networking and partnership building and the self-confidence to take the risks necessary to succeed. The program introduces area youth to local grass roots organizations to foster volunteerism, the importance of community involvement, and a sense of pride in their neighborhoods.

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 partnering 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 602-495-0474.

Funding, Grants and Loans - Home Owners/Individuals

Help in Buying a Home (see page 84)

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 and grant 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 8:00 a.m. and 5:00 p.m., Monday through Friday. A voice mail message may be left after regular business hours at 602-262-4808. Proof of ownership, verification of gross household income and owner occupancy are required.

Emergency Home Repair

This program allows for a loan or grant 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 an 80 percent area median income limit. For information, call 602-495-0700.

Hardship Assistance Program

The Hardship Assistance Program offers up to \$10,000 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 area median income limit.

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. For locations and registration, call 602-495-0700.

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 home improvements that reduce utility costs. Examples of work may include caulking, weather stripping and duct sealing. Priority is given to elderly and/or disabled individuals. To be eligible, residents must meet an 150% of poverty level income limit. For information, call 602-495- 0700.

Graffiti

Graffiti Removal

The city's Graffiti Busters Program began in July 1990. Crews remove graffiti in Phoenix's right of way, covering 518-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 - Notification Office can receive free 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. Free static cling windshield stickers printed with the number are available from Graffiti Busters, ALLTEL and Danny's Family Carousel Car Wash.

- Graffiti Busters 24 Hour Removal Hotline – 602-495-7014
- Graffiti in the Parks - 602-261-8606
- ALLTEL and Verizon Wireless customers can call for free by dialing #GONE (#4663)
- Graffiti Vandal Catching/Reward Program – 602-262-7327
- Police graffiti hotline at 602-262-7327
- If you see graffiti in progress, call 911
- Tool for Clean-ups/Free paint for graffiti removal - 602-495-0323
- Paint sprayer on wheels - 602-495-0323
- E-mail: graffiti.busters.nsd@phoenix.gov
- Fax: 602-495-0645

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 a manner 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 Neighborhood Services Department at 602-262-7844 or e-mail: blight@phoenix.gov. 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 more information, call 602-534-7100.

Landlord/Tenant Counseling

The Landlord/Tenant Counselors provide counseling and information to landlords and tenants in-person and on the phone. Counselors also conduct monthly workshops to educate the public about the provisions of the Arizona Residential Landlord and Tenant Act. For information, call 602-495-0873.

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, with at least one child under six years old living in the home, and housing must be pre-1978. Childhood lead poisoning prevention information is available to all Phoenix residents. For information, call 602-495-0700.

Legislative Process/Getting Involved in the Process

Phoenix Legislative Action Network (P.L.A.N.)

(see Appendix A – pg. 165)

Shopping Cart Retrieval Program

Shopping carts taken off store premises and left abandoned in neighborhoods pose a safety issue for both pedestrians and motorists alike. They also invite other more serious blighting issues and place an ugly scourge in our neighborhoods. The Shopping Cart Retrieval Program is aimed at removing shopping carts found off store premises.

Residents can help eliminate shopping cart blight by calling 602-CRT-PKUP (602-278-7587) or by e-mailing us at: shopping.carts.nsd@phoenix.gov

Neighborhood Preservation

The Neighborhood Preservation Division addresses violations of and questions related to the Neighborhood Preservation Ordinance, Zoning Ordinance, Building Code, Mobile & Street 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 phoenix.gov/NBHDPGMS/neigpres.html. 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 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. A copy of Mobile Vending regulations call 602-262-7844, e-mail your request to blight@phoenix.gov, or go to phoenix.gov/NBHDPGMS/neigpres.html.

What are Street Vending Regulations?

Street Vending regulations provide operating, location, licensing and related standards that are required for operating a street vending (food or non-food) use in the city of Phoenix right of way. Street Vending regulations can be obtained online at phoenix.gov/pub/LICNSVCS/licsvend.pdf. Street Vending violations can be reported to 602-262-7844.

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 or an e-mail to blight@phoenix.gov 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, the 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 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 phoenix.gov/NBHDPGMS/neigpres.html. 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 , Building Code, or the Mobile or Street Vending regulations or to 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, parking on too much of a residential property
- Graffiti

For more detailed information on these violations go to 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 602-262-7327.

- **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.

Organizing your Neighborhood

Block Watch *(see pg. 147)*

Cleanups

How to Organize a Clean Up

Tools and dumpsters are made available, free of charge, for neighborhood clean ups. Many 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 602-534-2393 and ask for the neighborhood specialist assigned to your area.

Community Policing *(see pg. 147)*

Forming Partnerships with Businesses, Churches and Schools

Neighborhood specialists are available to provide organizational and leadership training to neighborhood associations and can explain city programs and services. Call 602-534-2393 and ask for the neighborhood specialist assigned to your area.

G.A.I.N. *(see pg. 145)*

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 6:00 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 602-495-0597.

How to Form 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. Residents 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 602-495-0113.

Internet Links to Neighborhood Information

For access to neighborhood-related Websites, go to:
phoenix.gov/LIBRARY/nghbrhd.html

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

Get Your Free Neighborhood Website

azcentral.com

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

Neighborhood Notification

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 Department Newsletter

The "Neighborhood News" is distributed monthly to inform residents about programs, services and events for Phoenix neighborhoods. To get an electronic copy of the newsletter, go to phoenix.gov/NBHDPGMS/newsidx.html

Neighborhood Specialists

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.

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 602-534-2393.

Phoenix Neighborhood Patrol - PNP

(see page 147)

Property Ownership

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

Rental Property Issues

Rental Registration

Residential rental properties are required by law to be registered with the Maricopa County's Assessor's Office. To register a rental property go to 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 or properties call 602-262-7844.

Village Planning Committees *(see page 53)*