

Neighborhood Services Online

Don't forget to visit the Neighborhood Services website for up-to-date information on programs, services, ordinances and more. This user friendly, interactive website is not only informative, but is also an easy to navigate point of reference for residents.

With detailed sections on each program, the Neighborhood Services Web site offers visitors a vast array of information on everything from City codes to how to form a neighborhood association to partnering with the City on beautification projects. The site provides many ways for citizens to interact with City staff and provides a two-way communication tool that gives residents and City staff another avenue to convey ideas and issues to one another.

Online resources include:

- Information on City codes and Ordinances
- Answers to Frequently Asked Questions
- Contact information
- Program Applications
- Neighborhood Tip Sheets
- News, articles and publications

The Neighborhood Services website can be found at:

www.cor.gov/NeighborhoodServices



The purpose

of Neighborhood Services is to protect the vitality and integrity of Richardson by creating healthy neighborhoods through proactive yet fair and reasonable enforcement of codes and ordinances, by providing support and resources to residents' efforts to organize and positively affect their community, and by partnering with residents to put into action enhancement strategies that help realize a shared community vision.

Get involved!

What can you do to get involved?

- Take pride in your neighborhood.
- Get involved and get to know your neighbors.
- Lead by example and keep your property violation free.
- Report violations to Neighborhood Services.



A Guide to
Neighborhood Integrity,
Enhancement and Relations

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Integrity

Neighborhood Integrity strategies are designed to help maintain property values and neighborhood desirability by encouraging reinvestment. The program encourages residents to work together to keep the city an attractive, healthy, and safe place to live and work.

Code Enforcement

The Code Enforcement Program is designed to ensure minimum property, health, safety, and zoning standards are maintained at commercial and residential properties. In addition to responding to residents' complaints, inspectors proactively seek out code violations and work with residents to resolve issues in a fair and reasonable fashion.

Email Update Program

The Email Update Program is designed to provide residents with regular email updates about ongoing code enforcement action in their neighborhood. Neighborhood groups that take part in the program receive an email update every two weeks detailing code enforcement activity in their neighborhood as well as helpful reminders about city services and events.

Graffiti Abatement Program

The purpose of the Graffiti Abatement Program is to eliminate graffiti on public and private property in a timely manner and at no cost to residents and business owners to minimize its negative impact. To report graffiti or to request abatement service, please contact Neighborhood Services.

Enhancement

Neighborhood Enhancement strategies are designed to encourage residents to improve their homes and neighborhood beyond minimum standards. Enhancement strategies are fashioned to address specific challenges and take advantage of the unique opportunities of individual neighborhoods.

Home Improvement Incentive Program

The purpose of the Home Improvement Incentive Program is to provide an economic incentive to homeowners to encourage reinvestment in residential neighborhoods. A one-time rebate equal to 10 times the amount of the increase in city taxes will be paid to the homeowner based on the property's pre-construction and post-construction appraised value. To qualify, an improvement project involving the reconstruction or remodeling of a single family home must commence after February 12, 2007, cost at least \$20,000 and be completed within 24 months of project approval.

Neighborhood Assessment

The Neighborhood Assessment Program partners residents and city staff in defining a vision of what they want their neighborhood to be in the future. A variety of methods are utilized to create an overall picture of the neighborhood as it currently exists, including data analysis, resident interviews and walking tours. These elements are then used as a benchmark for a working plan that is designed to reinforce the neighborhood's strengths and take advantage of opportunities for improvement.

The Volunteer Assistance Program

The Volunteer Assistance Program brings together owners who cannot properly maintain their homes due to age, finance or disability and volunteer groups who wish to provide assistance. Neighborhood Services provides expertise and experience to volunteer groups during the planning, implementing, and evaluating stages of the volunteer project, which is completed at no cost to the residents or city.

Sign Topper Program

The purpose of the Sign Topper Program is to help neighborhoods be recognized for their unique character by increasing the visibility of a neighborhood to non-residents and encouraging a sense of belonging and neighborhood pride.

Relations

Neighborhood Relations strategies are a crucial ingredient in a healthy neighborhood, and are only successful when residents work together to resolve problems, take action to reinforce positive standards, and maintain effective partnerships with city leadership to develop policies that foster vital neighborhoods.

New Neighborhood Association Development

The New Neighborhood Association Development Program is designed to support resident-driven neighborhood organizing initiatives. The program consists of several components, including assistance to residents attempting to form a core group, valuable staff support and resources, and the possibility of a grant to fund the group's first official meeting.

Neighborhood Leadership Workshops

Neighborhood Leadership Workshops are designed to support neighborhood and community associations by providing regular leadership development training opportunities. Neighborhood Services hosts two Workshops a year, in the spring and fall.

Neighborhood Awareness

The Neighborhood Awareness Program is a collection of articles, pamphlets, brochures, and tip-sheets related to a host of issues important to neighborhoods that are designed to assist associations in informing their membership. Associations are encouraged to include the information in their own publications or utilize them in other ways that will help elevate resident awareness.

