

Neighborhood Assistance Center



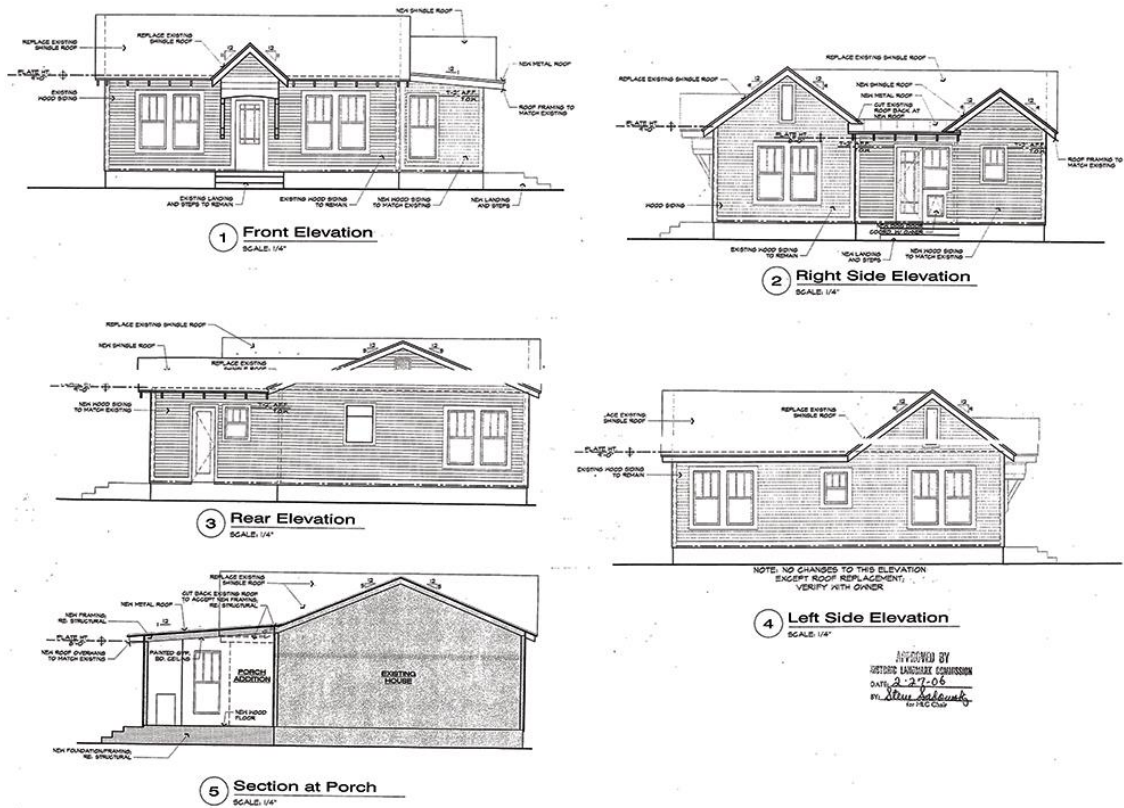
Development CITY OF AUSTIN
SERVICES DEPARTMENT

Building a Better and Safer Austin Together

About the Neighborhood Assistance Center (NAC)

- Created in 2009 and staffed by two Neighborhood Advisors
- Moved to Development Services Department in October 2017
 - ❖ Provide education about the City of Austin's development services and processes
 - ❖ Facilitate effective communication between neighborhood organizations and City of Austin staff
 - ❖ Provide training, consultation and referral services for neighborhood organizations and individuals choosing to participate in City processes

Education about Development Services



- Zoning Review
- Subdivision Review
- Site Plan Review
- Residential & Commercial Plan Review
- Inspections
- Other Processes

Communications with Neighborhood Organizations

The NAC advisors are available by phone, email and appointment and are here to bridge the gap between staff and neighborhood groups/residents to facilitate and understand the development process for non-applicants.

Austin is home to:

- Over 300 Neighborhood Associations
- Over 30 Neighborhood Plan Contact Teams (responsibilities defined by City Code)
- Over 100 Homeowners Associations (HOA's)
- Over 100 Community-based Coalitions (Civic, Education, Environment, Housing, Business, Neighborhood-based)



Training, Consultation and Referral

The advisors can provide specialized training, consultation and referral services for neighborhood organizations and individuals who choose to participate in the City's development processes.

- **Online Tools & Resources**
austintexas.gov/DSDTools
- **Austin Build + Connect (AB+C)**
austintexas.gov/ABC
- **Property Profile Tool**
austintexas.gov/GIS/PropertyProfile
- **Development Tracker**
DevelopmentTracker.austintexas.gov
- **Community Registry**
austintexas.gov/CR



Contact a Neighborhood Advisor

austintexas.gov/Neighbor



Carol Gibbs 512-974-7219



Mary Helen McCarthy 512-974-7117

NeighborhoodAssistanceCenter@austintexas.gov