

December 2016

NEIGHBORHOOD ASSISTANCE CENTER (NAC)

Overview of Presentation

- 1. About the Neighborhood Assistance Center**
- 2. Neighborhood Organizations in Austin**
- 3. Working with the City**
- 4. Getting Information about Private Development**
- 5. How the Neighborhood Assistance Center Can Help**

1. About the Neighborhood Assistance Center

NAC Mission

The Neighborhood Assistance Center provides educational resources and information about City of Austin's operations and services. The center facilitates and assists effective communication between neighborhood stakeholders and the City of Austin.

History of the NAC

- Housed in the Planning and Zoning Department
- Established in 2009
- Two Neighborhood Advisors provide support to neighborhood stakeholders
 - Accessing city resources
 - Understanding city processes
 - Participation in decisions affecting neighborhoods
- Originally envisioned as complementary to the Development Assistance Center.

NAC Services

Provides information and referral services within the city limits and the Extra-territorial Jurisdiction (ETJ) of Austin to

- neighborhood-based groups
- individuals interested in organizing or becoming involved in a neighborhood organization
- individuals involved in city processes at a neighborhood level

2. Neighborhood Organizations in Austin

Neighborhood Organizations

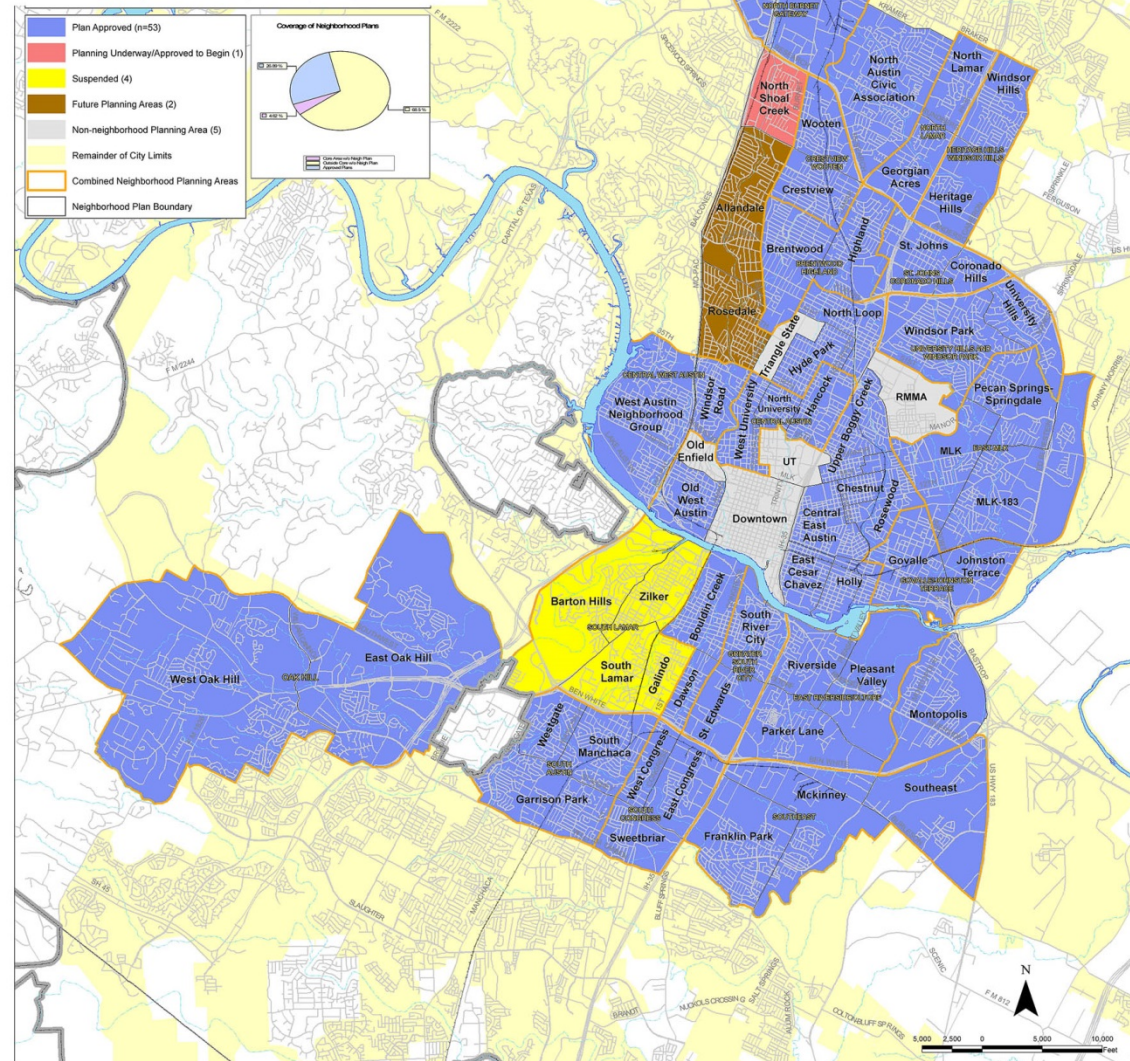
- Include neighborhood associations, homeowners associations and other self-defined groups
- Those registered with the City of Austin in the Community Registry receive notifications of certain land use and development decisions within 500 feet of their specified boundaries

Neighborhood Plan Contact Teams

- Are specifically defined by the City Code
- May exist in locations with adopted neighborhood plans
- Are required to be listed in the Community Registry
- Have special responsibilities related to neighborhood plan implementation

City of Austin Neighborhood Planning Areas

<http://www.austintexas.gov/department/neighborhood-planning>



The Community Registry

- Purpose of the registry: City notification of neighborhood groups regarding development decisions
- Registry may be used to notify groups of other plans and city projects
- Types of organizations that can use the registry:
 - Neighborhood Associations
 - Homeowners associations (HOA's)
 - Community-based coalitions and groups
 - Civic
 - Educational
 - Environmental
 - Other Neighborhood-Based groups



The Community Registry


How to Register/Update your Organization in the Community Registry

- www.austintexas.gov/cr
- Click on *Register a new group*
- Identify the kind of organization you are registering
- Keep your data current by updating existing

austintexas.gov
the official website of the City of Austin

Pay Online Services Calendar Media Center

Department » Communications » Programs » Community Registry



Please insert all * Required data and click the "Submit Form" button below.

Name of person filling out form: (Required)

Email of person filling out form: (Required)

Phone number of person filling out form: (Required)

Organization Information

Organization Name: (Required)

Organization Zip Code(s):

Organization Web site:

Number of households:

What best describes your listing in the Community Registry? (Required)

☐ Neighborhood Association

☐ Homeowners Association/Property Management

☐ Neighborhood Plan Contact Team

☐ Environmental Interest

☐ Education

☐ Civic

☐ Other (Please describe)

3. Working with the City

Working with the City

- **Austin 3•1•1** provides the citizens of Austin with a single point of contact for City services and departments on a 24-hour, 7-day-a-week basis-
www.austintexas.gov/departments/311
- **City of Austin Website** - www.austintexas.gov/
- **Planning and Zoning Department Initiatives**
 - Imagine Austin-
www.austintexas.gov/departments/imagine-austin
 - CodeNext- www.austintexas.gov/codenext

4. Getting Information About Private Development

Getting Information about Private Development


- **Online Tools & Resources -**
<http://www.austintexas.gov/department/online-tools-resources>
- **Public Records Search -** www.austintexas.gov/department/city-clerk
- **Development Web Map -**
www.austintexas.gov/GIS/DevelopmentWebMap/Viewer.aspx
- **Austin Build + Connect (AB+C) Interactive Permit Search -**
<http://www.austintexas.gov/page/interactive-development-review-permitting-and-inspection>



5. How the Neighborhood Assistance Center Can Help

NAC Website

NAC website www.austintexas.gov/neighbor



the official website of the City of Austin

Explore your city...

SEARCH

Advanced Search

Pay Online

Services

Calendar

Media

Departments

3-1-1

Translate

Resident

Business

Development

Government

Environment

Department » Planning And Zoning » Resources » Neighborhood Assistance Center

Home

About

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Codes and Regulations

FAQ



Zoning Profile Report



Planning and Zoning Department

NEIGHBORHOOD ASSISTANCE CENTER

The Neighborhood Assistance Center provides educational resources and information about the City of Austin's operations and services. The center facilitates and assists effective communication between neighborhood stakeholders and the City of Austin. The **Neighborhood Assistance Center Strategic Plan** provides more information about the Neighborhood Assistance Center and its programs.

Organizing your neighborhood group

Stakeholders can get involved in shaping their neighborhoods by participating through active neighborhood associations, homeowners associations and other self-defined neighborhood organizations. The NAC can provide useful advice to groups and individuals who are looking to get more organized, and can provide information about using key City of Austin involvement tools, including the **Community Registry**.

Working with the City of Austin


The NAC was created to support and assist neighborhood-based groups in identifying **city resources**. The Neighborhood Assistance Center provides training to neighborhood-based groups and individuals who are interested in getting more involved at the neighborhood level. **Austin 3-1-1** provides the citizens of Austin with a simple single point of contact for City services and departments on a 24-hour, 7-day-a-week basis.

Getting information about private development

The NAC can provide information and training on understanding land use policies, programs and projects. Staff is available by phone or email to facilitate access to

TOP CONTENT

- ★ Demographics
- ★ Zoning
- ★ Zoning Districts
- ★ Top Ten Demographic Trends in Austin, Texas
- ★ Long Range Planning



Neighborhood Assistance Center Strategic Plan



CodeNext
CODENEXT
SHAPING THE AUSTIN WE IMAGINE

Referral & Training

The NAC can provide information referral and support for your neighborhood:

- Telephone
- E-mail
- By appointment
- Attend training for your group
 - Online Tools training
 - Understanding land use processes
 - Community engagement
 - Customized



Thank you!

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