



FROM APATHY TO ACTION LOVE WHERE YOU LIVE

Thursday, May 21, 2015

NUSA Conference – Social and Civil Engagement

Presenter

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What is Love Where You Live?

- Neighborhood revitalization program targeting maturing Plano neighborhoods
- 2 Pronged Approach:
 - ▣ Neighborhood outreach/awareness – strengthen social fabric, empower residents to help themselves and each other
 - ▣ Physical transformation – volunteer assistance for housing repair and overall neighborhood cleanup



In the Beginning...

- Neighborhood Plans
 - ▣ Good for determining issues in neighborhood
 - ▣ Left most of responsibility on City
 - ▣ Looking for ways to empower residents
- Volunteers Ready to Help
 - ▣ Working with Property Standards (Code Enforcement) to find “projects”
 - ▣ Looking to find a more consistent, organized means of providing assistance
- LOVE WHERE YOU LIVE WAS BORN!

The LWYL Program

- Began in fall of 2010
- 2 LWYL sessions per year – spring and fall
- Look for neighborhoods in “transition”
- Neighborhoods 30+ years old
- No HOAs, NAs
- Older residents, older homes
- Families that needed help
- Trends
 - ▣ Increase in crime
 - ▣ Increase in Property Standards violations/citations
 - ▣ Decrease in property values
 - ▣ Homeownership vs. rental

Choosing/Evaluating Neighborhoods

Neighborhood Enhancement Tool (NET)

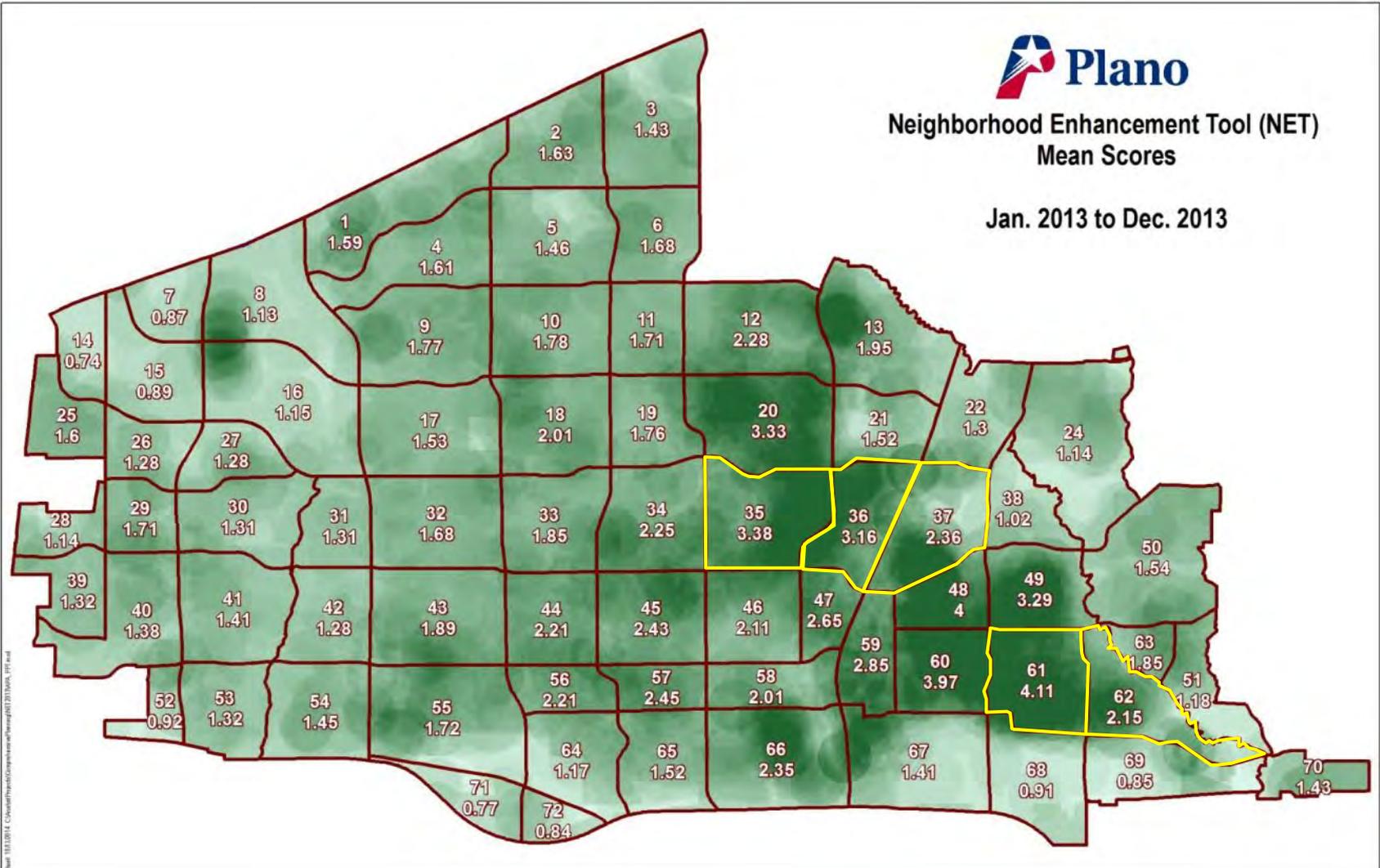
- Quantitative measurement of neighborhood indicators
- Mapping indicators such as:
 - ▣ Crime stats
 - ▣ Property Standards citations and violations
 - ▣ Property Values
 - ▣ Homeownership
- Each indicator is assigned a rank
- Value range 0-6

NET Results



Neighborhood Enhancement Tool (NET) Mean Scores

Jan. 2013 to Dec. 2013



Process – 1st Prong

- Series of neighborhood meeting – monthly
- Dinner, childcare and translation available
- Residents sit with neighbors
- Interactive presentations
 - ▣ Crime Prevention
 - ▣ Fire Safety
 - ▣ Recycling, Sustainability
 - ▣ Property Standards
 - ▣ Home Update Ideas, Tree Care
 - ▣ Community Services
 - ▣ Libraries, Recreation Centers
- Build/Strengthen Crime Watch, Neighborhood Associations
- Find leaders



Process – 2nd Prong

- 10 Point Home Assessment
- Homeowners receive letter, assessment, and description of program
- Bilingual outreach to encourage participation
- 2nd round letters
- Inspections by volunteers
- Project Adoption
- Service Day
- Property Standards conducts neighborhood sweep
- 10 Point Home Re-Assessment

Partnerships

- Building Partnerships
 - Importance – why are they necessary?
 - How to Build Them
 - How to Maintain Them
 - What are Partners Looking for?
- Types
 - City (Inter-Departmental)
 - Faith Based Groups
 - Non-Profits, Social Service Organizations
 - Schools, Colleges, PTAs
 - Businesses



Partnerships

- Community Partners:
 - Bilingual Outreach
 - Identifying Issues
 - Housing Inspections
 - Project Adoption
 - Neighborhood-Wide Initiatives
 - Block Party
 - Dinner Sponsorship
 - Continued Support of Residents



Partnerships

- Inter-Departmental
 - Planning
 - Property Standards
 - Sustainability and Environmental Education
 - Volunteers in Plano
 - Engineering
 - Police/Crime Prevention
 - Fire Safety
 - Community Services – Residential Rehab, First Time Homebuyers' Assistance, Social Services
 - Parks
 - Libraries
 - Marketing and Community Engagement



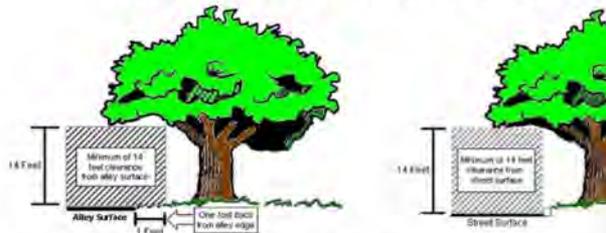
Neighborhood Presentations

Recycle More, Pay Le\$\$

- Recycle at Home
 - Newspaper
 - Magazines
 - Telephone books
 - Glass
 - Plastics 1-7
 - Aluminum Cans
 - Steel Cans
 - Cardboard Boxes



Tree Limbs and Branches



- Trees along streets and alleys must be trimmed to above these surfaces.
- Along alleys must be trimmed on foot back from the concrete into the easement.
- Trees overhanging sidewalks must be trimmed to above 7 feet concrete surface.
- It is important that trees and bushes planted at intersection entrances and in public right of ways, be trimmed so that they do not block the view between 2.5 feet and 9 feet above street level.

City of Excellence

Examples of Eligible Repairs

Limited Repair

Weatherization & Energy Efficiency
Siding, Soffit and Fascia
Windows
Grab bars



How to use compost: in your landscape

- Existing landscape beds
 - 1/2 - 1" tightly worked in
- New landscape beds
 - 2-4" tilled or worked in



Neighborhood Presentations - kids

Be a good neighbor!
Help a resident in need
today.



Help make your
neighborhood beautiful!
Put trash where it
belongs!



Save water! Be sure to
turn off the faucet while
brushing your teeth.



Identifying Home Projects

Home Assessment

- Conduct 10 point assessment of every home in neighborhood
- Thorough analysis, identify homes that are in need of help
- Intended to be “carrot” (assistance) before “stick” (citation)

Neighborhood Assessment

Neighborhood Enhancement Project - Housing Assessment Guide – 123 Main Street

| Premise Identification | Yard (turf) | Trees and Shrubs | Trash | Fence |
|---|---|--|---|--|
| Check all that apply House (Front) House (Back) Curb Mailbox Fence Faded / Obstructed | GOOD Well-kept (mowed/edged & clean) with or without landscaping. FAIR Some of yard un-mowed or un-edged. NEEDS REPAIR High grass and/or weeds or no ground cover. | GOOD Well-kept and no overgrowth on property. FAIR Shrubs or vines starting to grow on exterior surfaces or over windows. NEEDS REPAIR Branches threatening roof or structural safety, growing over sidewalk, causing visibility issues, vegetation overgrown in alley or front yard, covering windows and/or doors. | GOOD No trash present. FAIR A little litter/newspapers. NEEDS REPAIR Visible trash and outside storage ; piles of trash in the yard or curbside; trash on sides of house or in backyard. Property cleanup necessary. | GOOD No maintenance needed or no fence. FAIR Slightly leaning or missing a few slats. Gate(s) will not close. NEEDS REPAIR Rotting, severely leaning, insect damage, or several missing or damaged slats. Fence needs major repairs or replacement. Wood / Chain Link / Both |
| Accessory Building (Shed) | Driveway, Sidewalk, and Curb | Roof and Chimney | Gutter and Downspout | Exterior Surfaces: (windows, doors, walls) |
| GOOD No maintenance needed/NA. FAIR Leaning, exterior surfaces faded; excess storage surrounding shed. NEEDS REPAIR Rotting, rusted, or severely damaged. Needs Removal. | GOOD No maintenance needed. FAIR Minor cracking evident; weeds growing up. NEEDS REPAIR Concrete buckling, severe cracking, or shifting; loose or missing cement. Curb damaged or trip hazards noticeable. Report to Public Works. | GOOD No maintenance needed. FAIR Minor damage visible. NEEDS REPAIR Excessive debris, missing, shingles; sagging, buckling or holes in roof. Cracked or rotting fascia; Chimney settling or leaning, cracked or rotting fascia affecting roof or chimney elements. | GOOD No maintenance needed. FAIR Debris on roof/ in gutters. NEEDS REPAIR Holes in downspout, loose downspouts. Gutter sagging. | GOOD No maintenance needed. FAIR Dirty or some discoloration. NEEDS REPAIR Broken windows, broken window/door frames; Trim needs to be repainted, Siding or other surface needs paint or replacement. |

Inspections and Adoption

- Volunteers assist in detailed home inspections
- Prepare reports
- Project Adoption
 - ▣ Simple Process
 - ▣ Funding
 - ▣ Disposal Plan
 - ▣ Work with Homeowner
 - ▣ Paint Donated from Habitat for Humanity (SCC)
 - ▣ Texas Pure Products

Fall 2014 Volunteer Guide Clearview Thunderbird



Contact Information

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October 11 Debris Removal Map



Service Day

- Staff day: 6:30am – 4:30pm
- Volunteers arrive 8am – donuts and coffee!
- Training
- Council Tours



Service Day

- Neighborhood wide cleanup
- Curb Painting
- Flyer Distribution
- Home Repair Projects



Results to Date

(Fall 2010 – Spring 2015)

- Number of Home Repair Projects: 255 homes
- Total Number of Volunteers: 4,308 volunteers
- Total Number of Hours: 19,620 Hours
- Tons of Trash Collected: 49 Tons
- Tons of Landscape Debris Collected: 93 Tons



Photos – Before and After



Photos – Before and After



Photos – Before and After



Photos – Before and After



Photos – Before and After



Photos – Before and After



Photos – Before and After



Block Party!

- ❑ Sponsored by Partners
- ❑ Plan for 500-600 people
- ❑ FREE!
- ❑ Vendor Tables



Project Completion

- Exit Survey
- Homeowner Testimonials
- Volunteer Surveys
- Project Re-Assessments
- NET Evaluation



I want to say how much I appreciate the "Love Where You Live" program and the wonderful crew I found from Cross Road Christian Church who came to my house and did such a fine job. They were such a blessing! Not only for all the work they did, but also for their friendliness and warmth.
Thank you all so much -
Barbara A Orr



Re-Assessments

Percentage Improvement Post LWYL

- Village Creek North – 23.7%
- Village Creek South – 23.1%
- Meadows & Ridgewood I – 10.2%
- Meadows & Ridgewood II – 9.9%
- Forman – 10.5%
- Park Forest – 13%

Staffing and Requirements

- 2 FT staff
- Additional Funding
- GIS
- Partnerships
- Administrative and Political Support
- Managing Relationships
- Outreach – Communications Tools
- Passion

Awards and Grants



2011 Outstanding Achievement in Local Government Innovation Award

**LOWE'S/
KEEP AMERICA
BEAUTIFUL**

2012 Community Improvement Grant Recipient



2011 Best Neighborhood Program Award 3rd Place

**Environmental
Community
Awards**

2012 Recipient for Community Partnerships



Lessons Learned/Challenges

- ❑ Evolving program
- ❑ Multiple phases for greatest impact
- ❑ Make as simple as possible for homeowner
- ❑ NET- revising data
- ❑ Communication!
- ❑ Volunteer tasks – JUST ASK!
- ❑ Funding- Private Sources
- ❑ Volunteer Burnout
- ❑ Maintaining Relationships
- ❑ Timing and Conflicts

Quote

*“Not all of us can do great things.
But we can do small things with great love.”*

-Mother Teresa

More Information

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