

## Office of New Americans and Immigrant Communities (ONAIC)

ONAIC reaches out to the city's diverse immigrant and refugee communities to facilitate their successful civic, economic and cultural integration into Houston. Outreach initiatives include language access assistance to connect residents to city and community services and inform them about their rights under Title VI of the Civil Rights Act. The office promotes civic engagement and enlists community experts to serve on city advisory committees. ONAIC also partners with local entities to address community issues and promote cultural sharing and understanding.

### Terence O'Neill

Division Manager

Phone: 832.393.1010

### Benito Juarez

Immigrant & Refugee Affairs

Phone: 832.395.9913

## DON Initiatives

•**Volunteer Initiatives** engages Houstonians in citywide public service activities sponsored by city departments, nonprofit organizations and civic groups.

### Paul Green

832.393.1061

•The **Mayor's Youth Council** engages high school students in civic leadership and community service activities.

### Patricia Harrington

832.393.0931

[Revised 2018Jan18]



## Department of Neighborhoods City of Houston

901 Bagby Street, 4<sup>th</sup> Floor  
Houston, Texas 77002

### Contact us:

832.394.0600




[contact.don@houstontx.gov](mailto:contact.don@houstontx.gov)

### Visit us:

[www.houstontx.gov/neighborhoods](http://www.houstontx.gov/neighborhoods)

### Stay connected to neighborhoods!

#### Follow us:

-  @NeighborHou
-  NeighborHou
-  NeighborHou

## CITY HELP & INFO

Just 3-1-1 it



Call 311 or file a report online at

[www.houston311.org](http://www.houston311.org)

# CITY OF HOUSTON



## Department of NEIGHBORHOODS *is S.U.P.E.R.!*

- Service
- Unity
- Professionalism
- Excellence
- Responsiveness

*Improving quality of life  
in Houston communities*



## Department of Neighborhoods (DON)

DON is dedicated to improving the quality of life in Houston neighborhoods through the delivery of services, innovative programs and strong community partnerships. The department delivers a wide range of services and serves as a centralized source for citizen assistance to resolve neighborhood concerns.

**TaKasha L. Francis**

Director

### DON Divisions

- Inspections and Public Service
- Mayor's Citizens Assistance Office
- Mayor's Anti-Gang Office
- Office of New Americans and Immigrant Communities

### DON Initiatives

- Volunteer Initiatives
- Mayor's Youth Council

## Inspections & Public Service (IPS)

IPS works to improve the quality of life in Houston neighborhoods by reducing blight and substandard living conditions. IPS responds to the following issues:

- Overgrown lots
- Dangerous vacant buildings
- Nuisances on private property

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- Trash & junk accumulation
- Materials & appliances stored in public view
- Illegal dumping inspections
- Junk motor vehicles & graffiti
- Early placement & improper storage of garbage collection containers
- Illegal signs on city property & right of way
- Congregate facilities sanitary equipment

**Reggie Harris**

Deputy Assistant Director

Phone: 832.394.0600

### Other Code Violations

Code enforcement pertaining to illegal dumping, garbage collection, yard waste and/or junk waste collection, dead animal collection and curbside recycling are handled by the **Solid Waste Management Department**.

Code enforcement pertaining to apartment complexes and commercial buildings, sidewalk repair and permitting for construction are handled by the **Public Works and Engineering Department**.

**Please report code violations to 311.**

Your complaint will be referred to the appropriate departments.



Call 311, email [311@houstontx.gov](mailto:311@houstontx.gov) or report online at [www.houston311.org](http://www.houston311.org)

## Mayor's Citizens Assistance Office (MCAO)

MCAO coordinates city responses to neighborhood issues and citizen service requests. Its staff of community liaisons reaches out to civic groups and conducts door-to-door canvassing to educate residents about city codes and services. Residents are encouraged to take an active role in maintaining clean, safe neighborhoods by reporting code violations to 311. The office partners with Super Neighborhoods, nonprofits, service agencies, schools and community groups to carry out cleanup and beautification projects and other neighborhood improvement activities.

**Rhonda Sauter**

Division Manager

Phone: 832.393.0955

## Mayor's Anti-Gang Office (MAGO)

MAGO provides comprehensive responses to juvenile delinquency and gang activity through direct services, collaboration, community outreach and policy development. Youth services include case management, resistance and skill-building workshops, summer and out-of-school time programs, mentoring and education.

**Patricia Harrington**

Division Manager

Phone: 832.393.0931