OUR MISSION

THE DEPARTMENT OF NEIGHBORHOODS (DON) IMPROVES THE QUALITY OF LIFE IN HOUSTON NEIGHBORHOODS BY ENFORCING COMPLIANCE WITH CITY CODES, CONNECTING CITIZENS TO CITY SERVICES, MENTORING AT-RISK YOUTH TO PREVENT GANG INVOLVEMENT AND JUVENILE DELINQUENCY, ENCOURAGING CIVIC ENGAGEMENT AND VOLUNTEERISM, AND SERVING THE NEEDS OF OUR IMMIGRANT AND REFUGEE COMMUNITIES.

OUR VISION

WE BELIEVE THAT EVERYONE DESERVES A CLEAN, SAFE NEIGHBORHOOD TO CALL HOME. THIS CAN BE ATTAINED BY WORKING IN PARTNERSHIP WITH RESIDENTS, CIVIC GROUPS, COMMUNITY ORGANIZATIONS, AND BUSINESSES.

--TaKasha L. Francis, Director

Find Us Online

www.houstontx.gov/neighborhoods

@NeighborHOU

CITY OF HOUSTON TEXAS

HOUSTON DON

DEPARTMENT OF NEIGHBORHOODS

"The People's Department"

OUR SERVICES

- Code compliance inspections & enforcement on single family residential properties
- Assistance to civic groups and residents to resolve neighborhood issues
- Juvenile delinquency and gang involvement prevention
- Youth civic leadership programs
- Services to immigrant and refugee communities
- Citizenship applications assistance
- Community leadership training
- Free workshops on legal topics & preparation of wills
- Neighborhood improvement matching grants
- Engaging residents in volunteer community service
- Assistance with the creation of Super Neighborhoods
- Voter education and registration to empower communities

HOUSTON DON

DEPARTMENT OF NEIGHBORHOODS

OUR VALUES

We are committed to "S.U.P.E.R." standards of Service, Unity, Professionalism, Excellence and Responsiveness.

Get involved to make a difference!

To find out how you can become involved, call our division offices.

DON Divisions

Inspections & Public Service
832-394-0600

Mayor's Assistance Office
832-393-0955

Mayor's Office of Gang Prevention & Intervention
832-393--0931

Office of New Americans & Immigrant Communities
832-393-1010

Office of Neighborhood Engagement
832-393-1061

FIGHTING BLIGHT

DON's Inspections & Public Service division enforces City codes related to:

- Dangerous vacant buildings
- Nuisance code violations
- Weeded lots
- Trash & junk accumulation
- Materials & appliances stored in public view
- Junk motor vehicles
- Graffiti
- Signs illegally placed on City right-of-way

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DO YOU HAVE QUESTIONS ABOUT A CODE VIOLATION NOTICE WE ISSUED?

CALL OUR IPS CALL CENTER AT 832-394-0600

CITY OF HOUSTON 311 HELP & INFO

REPORT CODE VIOLATIONS TO 311!

CALL 3-1-1, USE THE HOUSTON 311 MOBILE APP, OR EMAIL 311@HOUSTONTX.GOV,