Plano
City of Excellence

Neighborhood Services Department

FY2018-19 Community Impact

Lori Feild Schwarz, Director

Plano
Neighborhood
Services

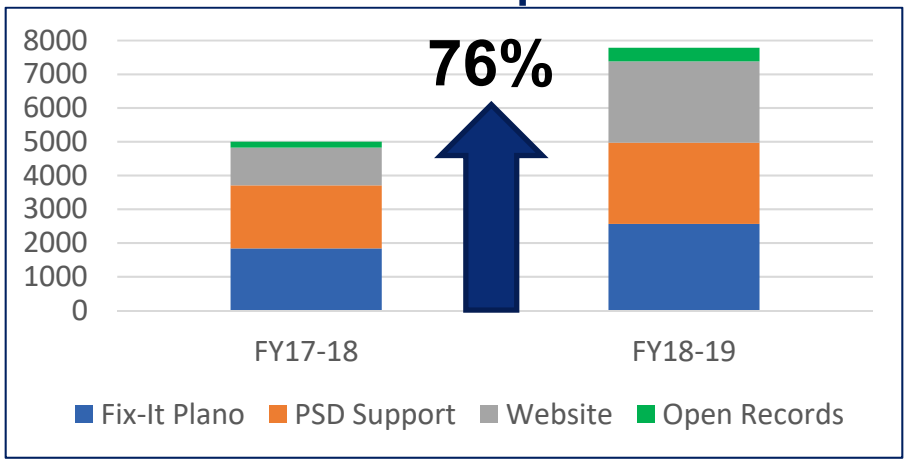


CUSTOMER SERVICE

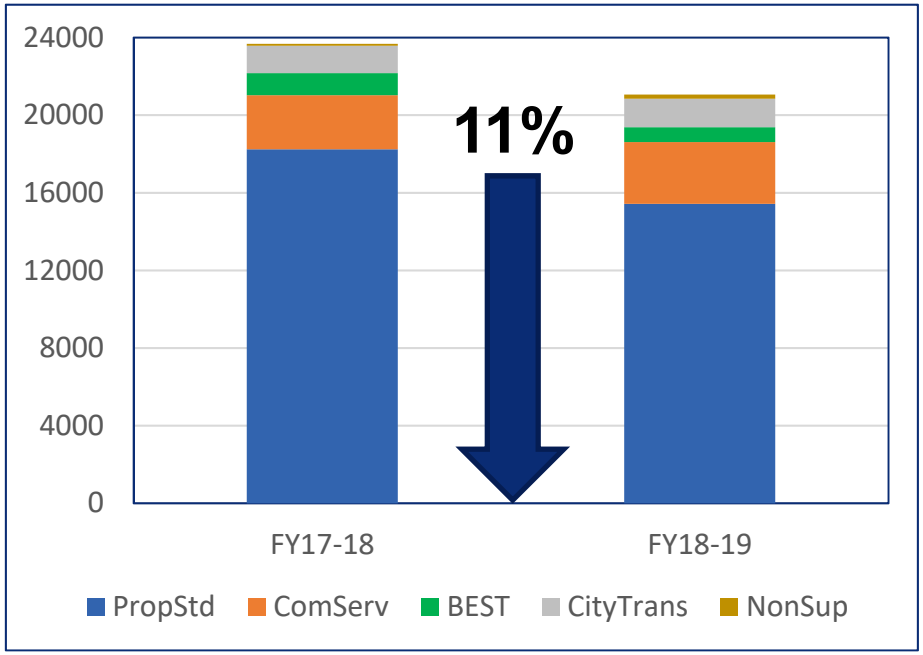
916 Office Visitors

4.78 Customer Satisfaction

Web-Based Request Volume



Incoming Call Volume



Pillars of Action

We **HELP** meet the needs of residents by enlisting volunteers.

We provide **OUTREACH** to residents and community partners with knowledge and resources.

We **PARTNER** with residents, neighborhood groups, and organizations to take action and achieve a greater impact in the community.

We **ENFORCE** City Council adopted codes and ordinances to preserve property values and ensure the health, safety and welfare of the community.




HOPE
HELP · OUTREACH · PARTNER · ENFORCE

HELP

We **HELP** meet the needs of residents by enlisting volunteers.

45 **Home Projects**

Volunteers **1,100**

53 **Tons of debris and trash**





HELP

Point in Time Count: Homeless Census



146 Volunteers



370

Volunteer Hours



HELP:

40 **Projects Completed**



20 **Tons of Debris**

PLANO CARES
NEIGHBORS HELPING NEIGHBORS

Code
Abatement by
Residents
Engaged in
Service

217 **Volunteers**

939 **Volunteer Hours**

HELP: New programs/initiatives

Good Neighbor
VOLUNTEER PROGRAM

NEIGHBORHOOD AMBASSADORS

NEIGHBORHOOD BUILDERS



Coming Soon:
Code Champions

OUTREACH

We provide **OUTREACH** to residents and community partners with knowledge and resources.

- **1** Point in Time/Homeless Census Training
- **11** First Time Homebuyer Classes
- **12** Love Where You Live meetings
- **34** Community Meetings
- **128** Participating Neighborhoods





OUTREACH:



NEW: Bi-Monthly E-Newsletter

Current Subscribers **2042**

55% **Open Rate**

Click Rate **15%**

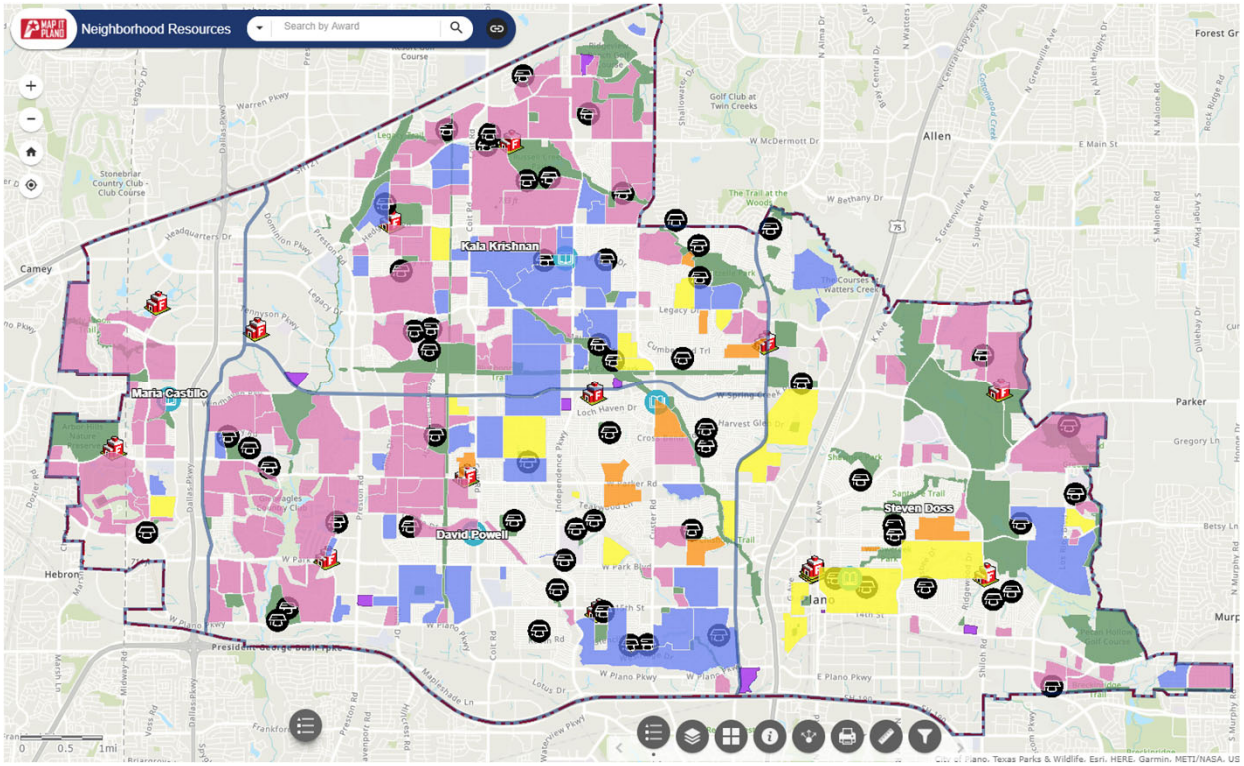
OUTREACH:

Registered Neighborhoods

230

Multifamily Communities

8



OUTREACH:

Roundtables and workshops to help neighborhood groups grow social capital and technical capacity.

3 roundtable events:

- Planning Great Community Events
- Creating Inclusive Communities

4 technical workshops:

Resident Attendees **125**

75 **Different Neighborhoods**

I loved hearing events of other neighborhoods



I'm bringing ideas back to our committees to consider for next year.

OUTREACH:





86
Plano leaders

57
Neighborhoods

OUTREACH:

4 **Workshops**
- **Harrington**
- **Davis**



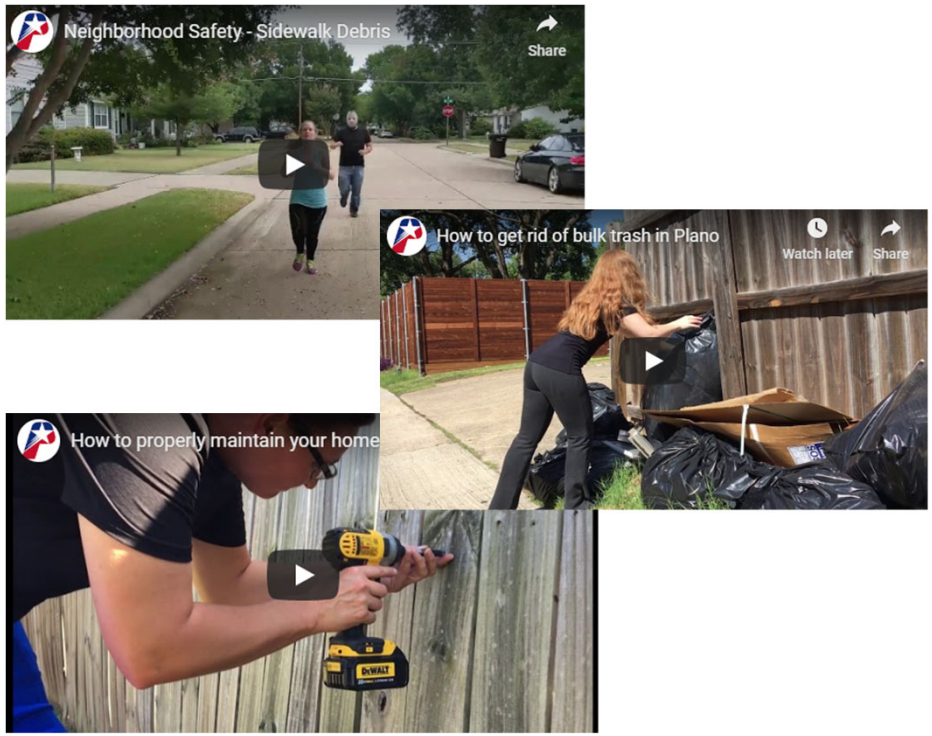
118 **Resident Attendees**

2020 Specialty Workshops:
- Spanish language
- Women-focused



Learn more about the importance of maintaining your home and get helpful tips!

OUTREACH: New initiatives/programs



Property Maintenance Videos

- Sidewalk Debris
- Bulky Waste
- Fence Maintenance
- Holiday Lights

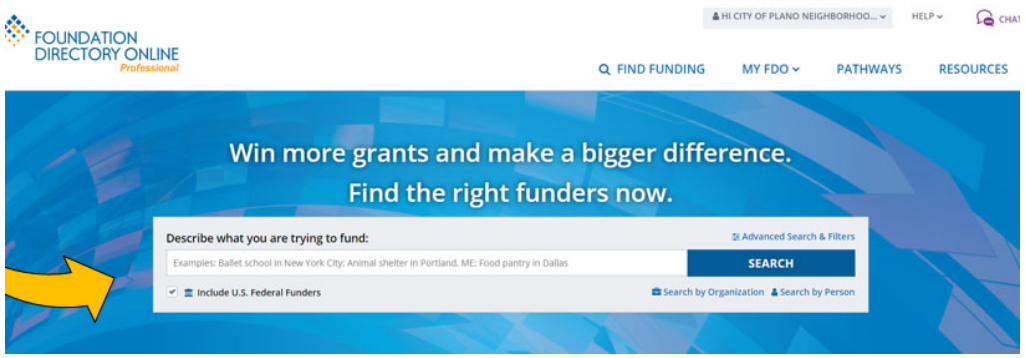


Outreach: New initiatives/programs

FOUNDATION DIRECTORY ONLINE by Candid.

Plano Public Library
A Service of the City of Plano

NEIGHBORHOOD LEADERSHIP ACADEMY



5 Neighborhoods

23 Resident Leaders

PARTNER

We **PARTNER** with residents, neighborhood groups, and organizations to take action and achieve a greater impact in the community.



30 **Reservations**

Block Party Street Closures **78**

1525 **Partygoers!**

PARTNER





51 **Beautification Projects**

New applicants **20%**

$731,497 Total Value
$186,411 Match by the City

$2.6M Total Improvements

PARTNER



Forest Creek North III & IV (2018)
Estates of Forest Creek (2017)
Forest Creek Estates (2017)
Glenhollow Estates (2017)
Country Place (2016)
Kings Ridge (2016)
Lakeside on Preston (2016)
Whiffletree V, VI, VII (2016)



Avignon Windhaven (2019)
Shoal Creek (2018)
Glenhollow Estates North (2017)
Harrington Homeplace (2017)
Park Bridge (2017)
Deerfield (2016)
Highlands North Plano (2016)
Highlands of Russell Park (2016)
Windhaven Farm 1 (2016)



Glen Meadows (2016)

PARTNER

7,133 Average Annual Contractors

Laborer Placements **26,237**

44% Laborers Placed

25th Anniversary



PARTNER

95 Projects Completed

$3.3M Homeowner Project Costs

$4800 Average Rebate



$18.9 Million in Home Improvements

PARTNER

$2.4 Million in Grants



21 Agencies Funded

7449 Individuals Assisted

31 Households Helped

137 Rent/Utility Assistance

4 First Time Homebuyers

PARTNER







23 **Projects Completed**

PARTNER:

NEIGHBORHOOD ENGAGEMENT MINI-GRANT PROGRAM

Mini-grants, up to $500 to help voluntary neighborhood groups grow and maintain their membership.

Mini Grants Approved

4





PARTNER: New initiatives/programs

Rapid Rehousing Program

22 people housed

$130,000 new state funding

185 Connection to services through NSD

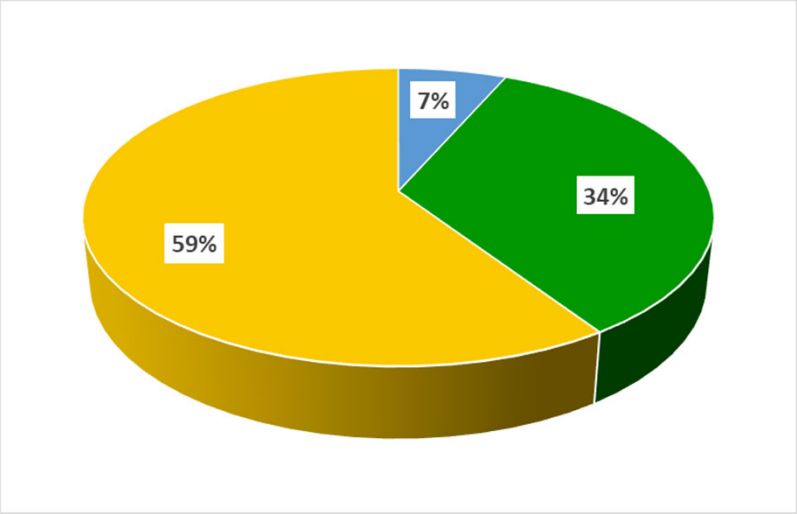
474 Sheltered through City grant funds

137 Homelessness Prevention Program

ENFORCE

We **ENFORCE** City Council adopted codes and ordinances to preserve property values and ensure the health, safety and welfare of the community.

4651 **Complaints Received**



34% **Fix-it Plano**

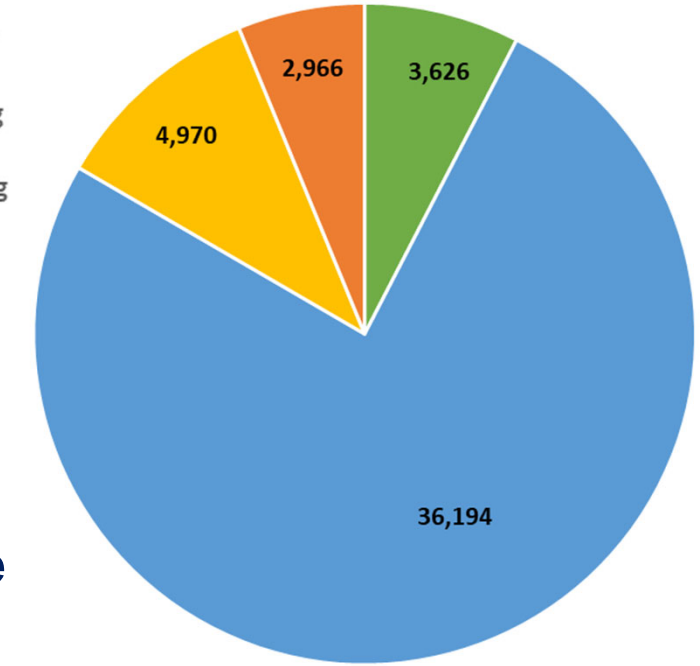
17% **Website**

32% **Anonymous**

ENFORCE

47,756 Inspections



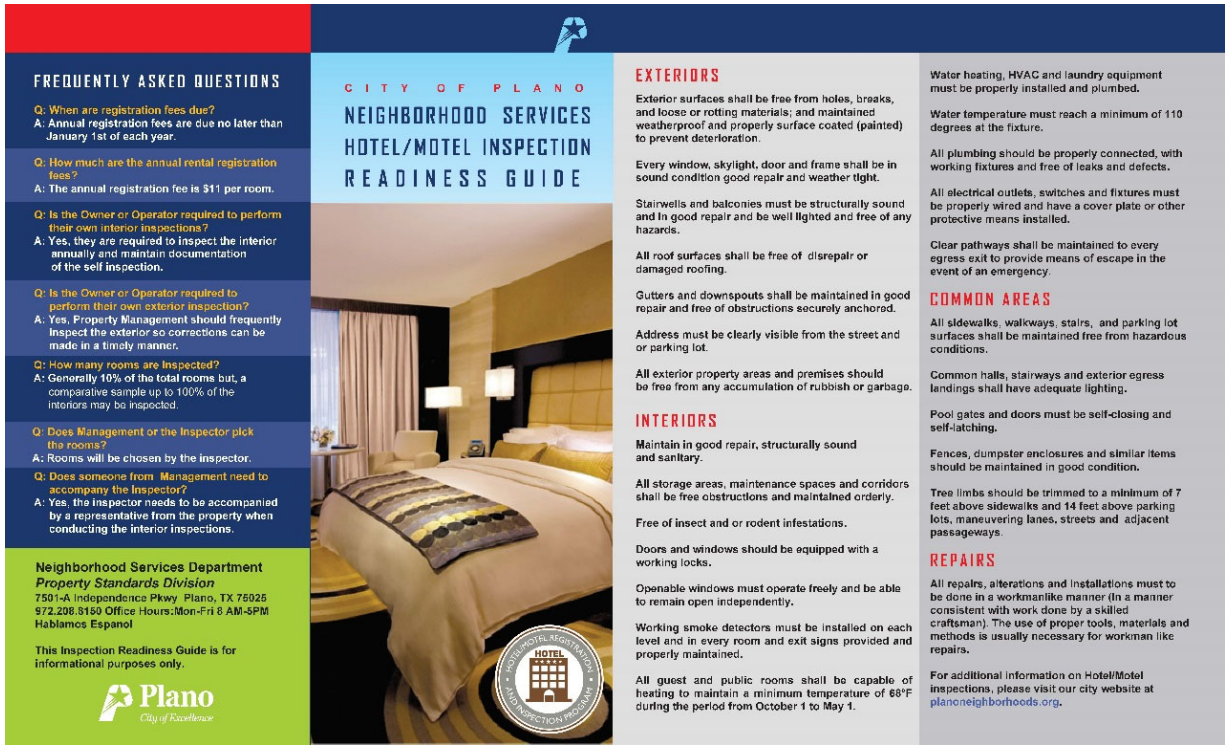


95% Voluntary Compliance

ENFORCE: New programs/initiatives

April 2020

39 Hotels
4,837 Rooms



FREQUENTLY ASKED QUESTIONS

Q: When are registration fees due?
A: Annual registration fees are due no later than January 1st of each year.

Q: How much are the annual rental registration fees?
A: The annual registration fee is $11 per room.

Q: Is the Owner or Operator required to perform their own interior inspections?
A: Yes, they are required to inspect the interior annually and maintain documentation of the self inspection.

Q: Is the Owner or Operator required to perform their own exterior inspection?
A: Yes, Property Management should frequently inspect the exterior so corrections can be made in a timely manner.

Q: How many rooms are inspected?
A: Generally 10% of the total rooms but, a comparative sample up to 100% of the interiors may be inspected.

Q: Does Management or the Inspector pick the rooms?
A: Rooms will be chosen by the inspector.

Q: Does someone from Management need to accompany the Inspector?
A: Yes, the inspector needs to be accompanied by a representative from the property when conducting the interior inspections.

Neighborhood Services Department
Property Standards Division
7501-A Independence Pkwy Plano, TX 75025
972.208.8150 Office Hours:Mon-Fri 8 AM-5PM
Hablamos Espanol

This Inspection Readiness Guide is for informational purposes only.

Plano
City of Excellence

CITY OF PLANO
NEIGHBORHOOD SERVICES
HOTEL/MOTEL INSPECTION
READINESS GUIDE

EXTERIORS

Exterior surfaces shall be free from holes, breaks, and loose or rotting materials; and maintained weatherproof and properly surface coated (painted) to prevent deterioration.

Every window, skylight, door and frame shall be in sound condition good repair and weather tight.

Stairwells and balconies must be structurally sound and in good repair and be well lighted and free of any hazards.

All roof surfaces shall be free of disrepair or damaged roofing.

Gutters and downspouts shall be maintained in good repair and free of obstructions securely anchored.

Address must be clearly visible from the street and or parking lot.

All exterior property areas and premises should be free from any accumulation of rubbish or garbage.

INTERIORS

Maintain in good repair, structurally sound and sanitary.

All storage areas, maintenance spaces and corridors shall be free obstructions and maintained orderly.

Free of insect and or rodent infestations.

Doors and windows should be equipped with a working locks.

Openable windows must operate freely and be able to remain open independently.

Working smoke detectors must be installed on each level and in every room and exit signs provided and properly maintained.

All guest and public rooms shall be capable of heating to maintain a minimum temperature of 68°F during the period from October 1 to May 1.

Water heating, HVAC and laundry equipment must be properly installed and plumbed.

Water temperature must reach a minimum of 110 degrees at the fixture.

All plumbing should be properly connected, with working fixtures and free of leaks and defects.

All electrical outlets, switches and fixtures must be properly wired and have a cover plate or other protective means installed.

Clear pathways shall be maintained to every egress exit to provide means of escape in the event of an emergency.

COMMON AREAS

All sidewalks, walkways, stairs, and parking lot surfaces shall be maintained free from hazardous conditions.

Common halls, stairways and exterior egress landings shall have adequate lighting.

Pool gates and doors must be self-closing and self-latching.

Fences, dumpster enclosures and similar items should be maintained in good condition.

Tree limbs should be trimmed to a minimum of 7 feet above sidewalks and 14 feet above parking lots, maneuvering lanes, streets and adjacent passageways.

REPAIRS

All repairs, alterations and installations must to be done in a workmanlike manner (In a manner consistent with work done by a skilled craftsman). The use of proper tools, materials and methods is usually necessary for workman like repairs.

For additional information on Hotel/Motel inspections, please visit our city website at planoneighborhoods.org.

ACCOMPLISHMENTS

National Community Development Week

- 3 Community Workshops
- Legislative Tour
- Project Highlights Video



John A. Sasso Award Recipient
National Community Development Association



American Association of Code Enforcement (AACE)

- Code Department of the Year - 2019
- First Accredited City

Plano Neighborhood Services

Connecting Community Needs with Community Resources



Property Standards

Community Services



BEST Neighborhoods

Plano

City of Excellence

Thank you