



NEIGHBORHOOD SERVICES DEPARTMENT



To Preserve, Enhance & Engage Phoenix Neighborhoods

SUMMER 2019

LEARN MORE
ABOUT NSD

phoenix.gov/NSD



Phoenix.gov/Summer **Summer Safety**



Cooling Ordinance Reminders

The heat of the summer can challenge the cooling systems in Phoenix homes. It is time to ensure regular maintenance has been performed on HVAC systems, to make sure the system is ready to provide adequate cooling for the grueling Phoenix summer heat.

Home Owners

Regular maintenance of your cooling, heating and ventilation systems is important for your comfort, the longevity of your HVAC system, and your budget during the summer months. Resources for finding a licensed contractor for your heating, cooling and ventilation system repair can be found online.

- Salt River Project (SRP) customers srpnet.com
- Arizona Public Service (APS) customers aps.com

Renters

The responsibility for providing reasonable cooling to rental housing units rests with the landlord. The city of Phoenix's ordinance includes minimum temperature requirements for heating, cooling and ventilation systems in all rental housing units; including both single and multi-family units. The ordinance states every rental housing unit be capable of safely cooling all inhabitable rooms to 86 degrees Fahrenheit if cooled by evaporative cooling; and no greater than 82 degrees Fahrenheit if cooled by air conditioning. The city's ordinance also requires that heating, cooling and ventilation systems in any building are to be maintained hazard free, operational and in a state of good repair.

This past summer, the NSD inspectors addressed cooling violations in approximately 30 apartment complexes that affected hundreds of tenants.

NSD is also home to the Landlord Tenant program. This group can help tenants understand their rights and show them the steps necessary to hold their landlords responsible. Our Landlord Tenant counselors remind tenants to bring any problems with their unit's cooling or heating systems to the landlord's attention first.

However, if the issue isn't fixed in a timely manner, tenants may report the issue to the NSD Landlord Tenant office by calling 602-534-4444, selecting the Landlord/Tenant option, or a walk-in complaint. Appointments for walk-in complaints are made on a first come-first serve basis at NSD located at Phoenix City Hall, 200 W Washington Street, on the 4th floor. It is important that the tenant make the complaint, which will allow the city to begin investigating and enforcing the code requirements if the ordinance has been violated.

For more information, call NSD at 602-534-4444.



In the desert, storms and flooding can strike quickly and lead to rapidly changing conditions.

The Monsoon season runs from June 15 to September 30. Here are some tips to be ready for the Monsoon.

Prepare Your Home

- Familiarize yourself with local emergency plans. Clean out roof drains or scuppers to prevent accumulation of rain water on the roof.
- Thin out trees and trim down overgrown vegetation.
- Repair landscaping to ensure water will run away from your building.
- Back up all data in case your computer or servers become damaged.
- Bring in outdoor furniture and move important indoor items to the highest possible floor. This will help protect them from flood damage.
- Build or restock your emergency preparedness kit.

Tips For Drivers

- Do not attempt to drive through a flooded road! The water depth is not always obvious.
- Six inches of water can cause most cars to lose control.
- Do not drive around barricades. Barricades are there for your protection. Turn around and go the other way.
- Treat non-working or flashing traffic signals at intersections as a four-way stop.