



NEIGHBORHOOD SERVICES DEPARTMENT



To Preserve, Enhance & Engage Phoenix Neighborhoods

WINTER 2019

LEARN MORE ABOUT NSD
phoenix.gov/NSD



February is Graffiti Free Phoenix Awareness Month and an opportunity for residents to become Graffiti Aware. Why is it so important to become Graffiti Aware?

Graffiti is expensive. Phoenix spent over \$4 million on graffiti removal last year. If graffiti isn't removed quickly and is allowed to "hang" on a location, it attracts more graffiti.

In addition to financial costs, graffiti damages our property, lowers our property values, and even the fumes from the aerosol paint can affect our environment.

Graffiti vandalism is recognized as a "gateway crime" to stealing supplies and other unlawful acts, such as trespassing. The difference between graffiti art and vandalism is ownership and permission. If you don't own it or have permission, it's vandalism, and vandalism is a crime.

No one deserves to be a victim of graffiti. Share your Graffiti Awareness with neighbors, friends and businesses to stop vandals from advertising themselves, wasting our money, and damaging our environment. Also, City of Phoenix offers free paint to remove graffiti in your neighborhood. Become a graffiti buster by becoming Graffiti Aware, and help keep our neighborhoods graffiti and blight free.

Learn more about the programs to keep graffiti free at Phoenix.gov/graffiti.

Graffiti Free PHOENIX

See graffiti happening, call 9-1-1

To report graffiti, call Crime Stop at 602-262-6151

For graffiti removal, call Graffiti Busters at 602-534-4444

Report graffiti online at phoenix.gov/atyourservice

GRAFFITI IS A CRIME, REPORT IT!

Note from the Director Spencer Self



Hello Neighbors,

In Phoenix, the 5th largest city in the U.S., it may be hard to believe individual residents can truly make a difference in the feel of our communities. However, connecting with one another to help make your neighborhood more close-knit is very achievable. Just look right next to you, to your neighbors!

It starts with a desire to change what's important to you about where you live. Do you want your neighborhood to look better? Do you want to feel safer and more connected with your

neighborhood? Together, you and your neighbors can create a more pleasant and comfortable place to live.

NSD has had the fortune of teaming up with neighborhood leaders, volunteer groups, local schools, charitable organizations and various city departments to keep our neighborhoods active and enjoyable. The city of Phoenix has welcomed over 25 new neighborhood associations and block watches just this year. Engaged neighborhoods are more cohesive, more aware, and they have more fun too!

Read on in this newsletter to see how the Palomino Neighborhood Association is eliminating blight and graffiti while having a great time in their neighborhood. Learn how to combat graffiti, especially during Graffiti Free Phoenix Awareness Month in February. You will also find ways you can make a difference in your community, or just learn how NSD's tools and services can assist you and your neighborhood.

Visit phoenix.gov/nsd and feel free to contact us at (602) 534-4444 or nsd@phoenix.gov.



New 2019 Neighborhood Associations

NSD would like to acknowledge, thank, and welcome the following neighborhood groups for listing their organization with the city of Phoenix this year. An active neighborhood makes a safer, cleaner, more knowledgeable, and caring community.

Active and participatory neighborhoods make Phoenix a better place to live, work, and have fun. Find out more at Phoenix.gov/nsd/programs/neighborhood-coordination

ORGANIZATIONS BY COUNCIL DISTRICT

Council District 1

Bellair Townhouses Unit One Association

Council District 2

Palomino Neighborhood Association
Golden Key North Block Watch
Glen Eagle At Desert Ridge HOA
Shadow Ridge Protectors

Council District 3

Villa Del Mar
Royal Palms Neighborhood Patrol
Desert Paradise
Desert Cove & Friends Block Watch
Top Of Shea Block Watch
Mount Central Place Homeowners Association
North Central Canal Community
Tapatio Cove Association

Council District 4

Camelback Light Rail Corridor Community
One Lexington Avenue COA
Eagles Block Watch
Maryvale Business Alliance

Council District 6

Rancho Marizona Community Association

Council District 7

Murphy Community Alliance & Neighborhood Assoc.
Laveen Ranch Block Watch-
Crossroads/Gateway
So Pho Convening

Council District 8

Grant Park Community Garden
La Esperanza (Hope)
East Thomas Business Alliance
Laveen Crossing Block Watch
Papago Terrace Neighborhood Association
Mountain Trails Neighborhood Block Watch
June Skies Block Watch

Community VOICE



We, the residents of Palomino neighborhood, officially formed the Palomino Neighborhood Association in March 2019. Palomino neighborhood, formerly known as "The Square," is located between E. Bell Road to Greenway Road and N. 32nd Street to N. Cave Creek Road.

We formed the Association to work together for a clean and safe community, to eliminate blight and graffiti, and to partner with local businesses and partners to provide activities and festivals in our neighborhood park, Palomino Park.

Since our formation in March, we held two neighborhood clean-ups, which included knocking door-to-door to educate residents on the Top 8 Violations; 17 Palomino Neighborhood Association members graduated from leadership training classes provided by PRC and the city of Phoenix; we attended a Back-to-School movie event with Black Mountain Police Precinct; and met with Estrella Super Moms' Block Watch to learn tips on being a super group.

On November 2, 2019, we hosted the first ever Palomino Neighborhood Association Family Fun Day and Community Resource Fair in Palomino Park. We felt an event like this would bring fellow residents, local businesses, and community partners together to meet each other and to use our beautiful park. Over 10 local businesses and organizations served as sponsors and over 20 local community and faith-based organizations attended the event to provide resources and information to over 150 families. City of Phoenix departments included Neighborhood Services, Police, Fire, Streets and Transportation, Water, Human Services, Prosecutor's Office, Public Works, Census 2020, and Parks & Recreation. It was a day filled with fun, information, and lots of prizes.

We are very grateful for the support and assistance we received from Neighborhood Services. Our Neighborhood Specialist provided us support along the way and helped build those necessary partnerships. As we move forward into a new year, we will continue to build partnerships to create solutions for a safer and healthier neighborhood. Our goal is to live in a neighborhood where families feel a sense of community and pride in where they live and Palomino Neighborhood Association is where it begins!

- Palomino Neighborhood Association



Phoenix's Landlord and Tenant Program originated in NSD and has operated at City Hall for many years. The program offers counseling and educational support to residents in accordance with the Arizona Residential Landlord and Tenant Act. Services are provided in English and Spanish through one-on-one counseling, phone consultations, emails, education workshops, and outreach events.

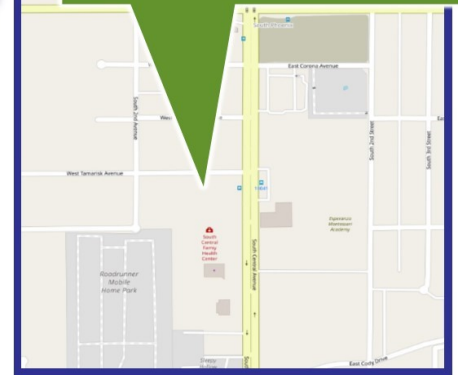
Starting on January 6, 2020,

the Landlord and Tenant Program will migrate from the NSD to the Human Services Department to better align services within the community to help those who may be experiencing hardships.

Landlord/Tenant counselors will begin working out of the Travis L. Williams Family Services Center to be more accessible to the community. The three Phoenix Family Services Centers also house eviction prevention programs and emergency funds.

WE ARE MOVING!

**TRAVIS L. WILLIAMS
FAMILY SERVICES CENTER
4732 S. CENTRAL AVE.
(SOUTH OF BROADWAY)**



Learn more about the transition and services offered by visiting phoenix.gov/humanservices.

Getting to Know Neighborhood Services

Neighborhood Maintenance Technicians

Neighborhood Maintenance Technicians (NMT) are the front line in supporting the NSD's vision of preserving, enhancing, and engaging Phoenix neighborhoods. NMT staff provide information to the public related to zoning, property maintenance, environmental safety, and housing safety by researching possible violations of ordinances and regulations.

These ordinances and regulations promote health and safety, protect the community from blight and deterioration, and enhance the livability of the City of Phoenix. Violations may relate to open/vacant buildings, fencing in disrepair, uncontrolled vegetation, litter/debris, inoperable vehicles, graffiti, unsecured pools, and other fire and/or health hazards or blight conditions.

The team is also the first point of contact for the PHX C.A.R.E.S. initiative, receiving and entering initial information about unsheltered homeless through the customer service line or online.

The key principle to the NMT team's success is maintaining a helpful spirit and optimistic approach. This is accomplished by staying focused on the positive changes they are helping to create in the community and being proactive to the needs of customers. They make every effort to actively listen to customer concerns, resulting in top experiences every time and through every touch-point.

Daily-weekly-monthly, the NMT team works collaboratively with Phoenix residents to preserve, enhance, and engage Phoenix neighborhoods.

Community Worker III - Meet Martin Guerra



Martin Guerra is a former Graffiti Buster with the Neighborhood Services Department. He served on the team for three years before being promoted to the Law Department as a Legal Clerk III. He's now back at NSD as a Community Worker III where he again assists his community in making Phoenix a more desirable place to live and work.

What is your favorite memory about being a Graffiti Buster? At Graffiti Busters, I have many great memories, so it's hard to list one. My favorite memories involve working as a team in helping the residents, businesses, and internal customers receive services. I also remember how good it felt to help elderly residents eliminate graffiti on their homes or fences. It's rewarding doing my part to help beautify our neighborhoods.

How has the City of Phoenix helped you in your career development from a Graffiti Buster to Community Worker? The city of Phoenix has helped me by offering a wide range of resources. I have had opportunities to complete job shadowing, mentoring programs, specialized training, and a variety of classes. Taking those opportunities to learn has helped and will help me in the future to further my career.

What advice do you have for future Graffiti Busters? Always provide excellent customer service with a smile to internal and external customers. Seize the moment by taking the opportunity to learn from the people you meet. Phoenix is a great place to work and the Neighborhood Services Department does incredibly valuable and rewarding work within neighborhoods. Try to make time for your education and growth. I encourage all future Graffiti Busters to take advantage of the resources the Neighborhood Services Department and the City of Phoenix offer to help you succeed.



UNITING Phoenix

Meet the Assistance League of Phoenix



Established in 1961, Assistance League of Phoenix® (ALP) is a volunteer-driven non-profit organization that has been providing help to low-income children and families in the Greater Phoenix area for nearly 60 years.

In fiscal year 2019-2020, the Operation School Bell program was awarded \$30,000 through the Public Service RFP to provide new wardrobe packages to approximately 8,500 children (grades K-8) in 90 Title I schools in the Phoenix Metropolitan Area, including approximately 70 schools located in the city of Phoenix. Phoenix school districts include: Isaac, Phoenix Elementary, Alhambra, Creighton, Cartwright, Washington, Osborn, Wilson and Balsz.

Inadequate clothing can contribute to low self-esteem and negatively impact school performance. Community Development Block Grant funds are utilized for personnel costs for the Program Manager and Volunteer Coordinator. These two positions enable them to utilize a taskforce of over 300 volunteers, and deliver Operation School Bell to clothe over 8,500 children in the greater Phoenix area during the 2019-2020 school year.

It's That Time of the Year Again: Tax Time

#FreeTaxHelp	#PHXVITA
#DoItYourself	#SaveYourMoney
<p>The city of Phoenix Volunteer Income Tax Assistance (VITA) program has three alternatives for filing taxes so you can save hundreds of dollars and not pay fees for tax preparation.</p> <p>Learn more at phoenix.gov/EITC</p>	

Each tax season, the City of Phoenix's Earned Income Tax Credit (EITC) campaign helps working families who earned less than \$56,000 in 2019 with free tax preparation and filing services. Twenty-two primary sites in Phoenix are offering free tax preparation and filing services from Saturday, January 25 through Wednesday, April 15, including Saturdays. A list of Phoenix sites, with hours and days

locations and all services are first come, first serve.

In addition, the city of Phoenix Volunteer Income Tax Assistance (VITA) program has two alternatives for filing taxes for those meeting eligibility requirements. This will allow Phoenix residents to save hundreds of dollars in paid preparer fees while using free services that ensure all taxpayer's income, deductions and allowable

of operation, is available at phoenix.gov/eitc. It is important to note that hours and days of operation vary for different

credits are claimed.

Phoenix residents making less than \$66,000 a year can use Myfreetaxes.com, a self-paced, step-by-step guidance to file tax returns online for free.

Additionally, many sites will also offer "Do it Yourself" Facilitated Self Assistance service. This has no income limitations and lets Phoenix residents use VITA center computers and online tax preparation software. While using the computers, residents can get in-person assistance from trained volunteers for returns that are in scope.

For more information about any of these programs or for a list of the EITC site locations and hours of operation, visit phoenix.gov/eitc.



Learning about Crime Prevention Through Environmental Design

Crime Prevention Through Environmental Design (CPTED) principles are based on anticipating the thought processes of a potential offender and creating an environment that discourages follow-through. CPTED has the added advantage of creating a sense of security and well-being among employees and tenants.

When CPTED is put into practice, the resulting environment, including the building and its surroundings, will discourage or impede criminal behavior, and at the same time encourage honest citizens to keep a watchful eye.

The four main principles of CPTED are:

- Natural surveillance
- Natural access control
- Territorial reinforcement
- Maintenance

Although these principles were developed for the design and construction of new buildings, the concepts can also be applied to existing businesses.

Natural Surveillance

Criminals do not like to be seen or recognized, so they will choose situations where they can hide and easily escape. Here are some ways to incorporate natural surveillance into a business environment.

- Keep areas well lit. In particular, building entrances should be bright at all times and provide a clear line of sight from both inside and outside.
- Eliminate hiding spots. Cut down hedges and remove trees, bushes, fences, dumpsters, etc. that create blind spots or hiding places.
- Low, thorny hedges work well around windows, because they don't obstruct the view in or out, and they don't provide a comfortable place to hide.
- Use Closed Circuit Television to view areas without natural sight lines. Put up monitors in public areas so that visitors know they are being watched. The last thing a criminal wants to see when they enter a building is their own face on a camera monitor.

The result: A potential offender should feel like they are being watched, and that the surroundings offer no easy escape routes.

Natural Access Control

Criminals like to feel that they are in control. However, this sense of control can be denied by clearly marking the approaches to buildings and properties and channeling visitors into a defined area. Here are a few tips for creating natural access control:

- Use maze entrances in public lobbies. The goal is to cut off straight-line access to a potential

target, such as a bank teller or cashier. We're not talking about barbed wire -- even tension barriers that have to be jumped or navigated around can discourage the bad guys.

- Use curbing and landscaping to direct automobile and foot traffic into a controlled, visible area.

The result: a criminal should never feel like they have the upper hand when approaching a facility.

Territorial Reinforcement

The purpose of this principle is to create a clear distinction between public and private property. This is important for two reasons: Legitimate occupants have a sense of ownership and will notice, and even challenge, people who don't belong; intruders, on the other hand, have a harder time blending in. Here are some ways to implement territorial reinforcement.

- Make sure receptionists have clear sightlines to all entrances, as well as the ability to quickly and discreetly call for help. A panic button that calls a central station or signals for help via an alarm light in a separate section of the building works well.
- Make sure security signage is clearly visible at all entrances.

The result: Employees gain a feeling that "this is my space," while intruders are immediately put on the defensive.

Maintenance

Maintenance is related to territorial reinforcement. A well-maintained area sends the message that people notice and care about what happens in an area. This, in turn, discourages vandalism and other crimes. Security practitioners refer to the "Broken Windows Theory," the idea that one broken window will entice vandals to break another. A vandalized area then becomes more inviting to higher levels of crime. A property should be well-maintained as a matter of safety as well as pride.

Target Hardening

Target hardening is another strategy often mentioned in connection with CPTED. This simply means making a building more difficult to forcibly enter.

The use of deadbolt locks is one example of target hardening. To be effective, the locks should have hardened steel bolts extending at least one inch into the door jamb. When deadbolts are installed on a wooden frame door, the screws that fasten the strikes should also penetrate at least one inch into the door frame.

Protective window films are another example of target hardening. Buildings with plate glass windows are vulnerable to "smash and grab" burglaries. But plate glass can stop a sledgehammer when a protective film is properly installed.



Neighborhood College is a one-of-a-kind collaboration of workshops and hands-on learning experiences brought to you by multiple city departments. The intent of the program is to provide each participant with knowledge about the city's programs, services and resources; the tools to access those resources; and the skills and ideas with which to build positive, sustainable communities.

Everyone is welcome! Regardless of whether you're a seasoned community leader or a new resident just looking to get to know your new home better, Neighborhood College is flexible enough to meet the needs of all Phoenix residents! We hope to see you at one of our many free workshops - and encourage your neighbors to do the same.

Registration information is listed with each individual session. For more information regarding the Neighborhood College Program, and to register for classes please contact us at 602-534-4444.



January 2020

February 2020

Saturday, 1/11 from 8 - 10 a.m. POWER WASHING TRAINING: Learn how to keep your neighborhood graffiti-free by using a power washer (which you can use for free after completing the workshop and confirmation of neighborhood organization registration), tour the warehouse and see other tools and supplies available to residents. NSD West Facility, 3325 W. Flower St.

Thursday, 1/16 from 6 - 7 p.m. LANDLORD/TENANT WORKSHOP: Get a detailed overview of the rights and responsibilities for both tenants and landlords including the eviction process, rent and deposits, foreclosed properties and AZ Residential Landlord and Tenant Laws. Sunnyslope Community Center, 802 E. Vogel.

Tuesday, 1/14 from 6 - 7 p.m. 3R'S OF VOLUNTEERING. This workshop is an introduction to the principles of volunteer management (Recruitment, Retention, and Recognition). Topics include resources on effectively managing and training volunteers, recruitment tactics, and how to increase retention based on motivation and creative recognition ideas. Broadway Heritage Neighborhood Resource Center, 2405 E Broadway Rd.

Wednesday, 1/22 from 6 - 7 p.m. ZERO WASTE TRAINING COURSE: Are you curious about where your trash and recycling goes after you throw it in your containers? Are you looking for ways to save money and declutter your home? During this one-hour class, you will get an in-depth look at the journey your recyclables and trash take to their final destination. Our virtual tour will provide a closer look at how intricate the recycling sorting process is and why it is so important to recycle the right things. You'll also learn about how focusing on zero waste living can help you stay organized and save you money. NSD West Facility, 3325 W. Flower St.

Tuesday, 2/4 from 6 - 7 p.m. ORGANIZING A COMMUNITY EVENT. Are you interested in organizing a community event but are unsure of how to begin? This workshop will cover the basics on how to plan and organize an event. You will learn about basics in planning your event to ensure that it is successful. Learn how to plan so that your volunteers have a great experience and are excited to volunteer for your next event. NSD West Facility, 3325 W. Flower St.

Wednesday, 2/19 from 6 - 7 p.m. ZERO WASTE TRAINING COURSE: Are you curious about where your trash and recycling goes after you throw it in your containers? Are you looking for ways to save money and declutter your home? During this one-hour class, you will get an in-depth look at the journey your recyclables and trash take to their final destination. Our virtual tour will provide a closer look at how intricate the recycling sorting process is and why it is so important to recycle the right things. You'll also learn about how focusing on zero waste living can help you stay organized and save you money. Broadway Heritage Neighborhood Resource Center, 2405 E Broadway Rd.

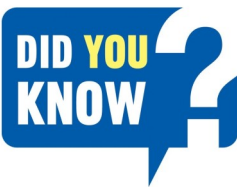
Tuesday, 2/25 from 9:00 - 11:30 a.m. LEADERSHIP THE WEST POINT WAY. Learn about six leadership principles for developing inspirational, strong and effective leaders. Gain knowledge on managing expectation while leading change, enhancing decision making and communication strategies including tips for refining purpose and organization goals. Broadway Heritage Neighborhood Resource Center, 2405 E Broadway Rd. To register, call 602-534-4444.

March 2020

Thursday, 3/5 from 6 - 7 p.m. FUNDAMENTALS OF GRANT WRITING. Know of a great project for your neighborhood but aren't sure how to pay for it? Interested in applying for a grant, but aren't sure where or how to start? This workshop explores the fundamentals of the grant writing process. Learn the Who, What, Where and How of grant writing here! College Depot, Burton Barr Central Library, 1221 N. Central Ave.

Saturday, 3/14 from 8 - 10 a.m. POWER WASHING TRAINING: Learn how to keep your neighborhood graffiti-free by using a power washer (which you can use for free after completing the workshop and confirmation of neighborhood organization registration), tour the warehouse and see other tools and supplies available to residents. NSD West Facility, 3325 W. Flower St.

Wednesday, 3/18 from 6 - 7 p.m. ZERO WASTE TRAINING COURSE: Are you curious about where your trash and recycling goes after you throw it in your containers? Are you looking for ways to save money and declutter your home? During this one-hour class, you will get an in-depth look at the journey your recyclables and trash take to their final destination. Our virtual tour will provide a closer look at how intricate the recycling sorting process is and why it is so important to recycle the right things. You'll also learn about how focusing on zero waste living can help you stay organized and save you money. Helen Drake Senior Center, 7600 N 27th Ave.



The Waste Management Phoenix Open launched the Zero Waste Challenge in 2012, achieved 100% diversion from landfill annually since 2013, and improves processes and efficiencies every year.



"The Greenest Show on Grass"
Monday, Jan. 27 - Sunday, Feb. 2
For additional information:
<https://wmphoenixopen.com/>



Open Door



Once a year, ASU Open Door welcomes the local community, adults and children of all ages, to experience ASU's four campus

locations, allowing visitors to explore the spaces accessible only to ASU students -laboratories, living collections, museums and classrooms. Visitors have the opportunity to participate in hundreds of interactive, hands-on activities and talk to students, faculty and staff.

West: Saturday, Feb. 1 from 1-5 p.m.
Downtown Phoenix: Saturday, Feb. 8 from 1-5 p.m.
Tempe: Saturday, Feb. 22 from 1-5 p.m.
Polytechnic: Saturday, Feb. 29 from 1-5 p.m.

Sikh American Community of Arizona Donates 550 Trees

The Sikh American Community of Arizona donated 550 trees in the city of Phoenix in 2019 to commemorate the 550th Birth Anniversary of its founder, Guru Nanak Dev Ji.

Broadway Heritage, Central Park, Garfield and Grant Park neighborhoods are the four neighborhoods selected for the project. Neighborhood leaders are engaged to lead the plantings in the neighborhood right-of-ways. The Parks and Recreation Department is also planting trees in parks in these neighborhoods.

The four neighborhoods had their neighborhood plantings in October and December. Thank you to their leadership teams, Phoenix's Citizen Forester



Program, Parks & Recreation, Public Works, Keep Phoenix Beautiful, Verizon, Hensley, Maricopa County adult probation and Job Corps for making it a huge success. A tree dedication ceremony was held in November at the Alwun House with Mayor Kate Gallego.

If you are a part of an organization that would like to make a tree donation that can help make the City of Phoenix a more livable place or if your neighborhood is interested in organizing a tree planting, please reach out to your Neighborhood Specialist at (602) 534-4444 to get started.

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Make Your Dreams of Homeownership a Reality

The U.S. Department of Housing and Urban Development (HUD) Certified Housing Counselors can assist with the process.

With interest rates dropping and spring homebuying season just around the corner, many aspiring homeowners are saving diligently or anxiously awaiting their tax refunds, so they'll have their down payment contribution towards the purchase of a new home.

Purchasing a new home can be a complex and stressful process, but there are HUD certified housing counseling agencies that provide pre-purchase counseling, financial coaching, and homebuyer education classes which can help you with:

- Budgeting, saving strategies, and credit counseling
- Understanding the different kinds of home loans and mortgage products
- Knowledge and confidence to make well-informed decisions during all phases of your homebuying journey

Whether you're interested in purchasing a South Phoenix Village (SPV) Infill Home southphoenixvillage.com, or a house anywhere else in the valley, the housing counseling agencies listed here can help you better understand the process, the costs, and provide guidance and resources.

Trellis

1405 E. McDowell Road Suite 100
Phoenix, AZ 85006 602-258-1659
trellisaz.org

1402 S. Central Ave.
Building A
Phoenix, AZ 85004
602-253-0838
cplc.org



GREATER PHOENIX URBAN LEAGUE

1402 S. 7th Ave.
Phoenix, AZ 85007
602-239-1451
gphxul.org

newtown

2106 E. Apache Blvd.
Suite 112
Tempe, AZ 85281
480-517-1589
newtowncdc.org



5800 W. Glenn Dr.
Suite 330
Glendale, AZ 85301
602-374-2226
arc-az.org



See graffiti happening, call 9-1-1

To report graffiti, call Crime Stop at 602-262-6151

For graffiti removal, call Graffiti Busters at 602-534-4444

Report graffiti online at phoenix.gov/atyourservice

GRAFFITI IS A CRIME, REPORT IT!



NSD is always promoting the importance of a graffiti free Phoenix. Graffiti has negative consequences, including hindering neighborhood sustainability, and creating fear in its residents. Reporting graffiti is an important way to get involved in maintaining vibrant, sustainable, and safe neighborhoods.

If your property has graffiti, you may use the link below to submit a permission slip for Graffiti Busters to remove the graffiti at your property at phoenix.gov/nsdsite/Documents/nsd_gb_permission.pdf

GOOD Neighbor CORNER

NSD's mission is to preserve, enhance and engage Phoenix neighborhoods. Good Neighbor Corner features programs and services here to help Phoenix residents and businesses.

CITY OF PHOENIX ADDITIONAL COMMUNITY RESOURCES

Table with 2 columns: Resource Name and Contact Information. Includes NSD/Graffiti Removal, PHX At Your Service, PHXCARES, Police Crime Stop, Public Records Requests, Recreation Program Registration, Job Openings, Volunteer Opportunities, Water Dept/Public Works Dept, MARICOPA COUNTY Animal Care & Control, Environmental Services, Vector Control, AZ Poison and Drug Information Center, and Silent Witness.

Neighborhood Services Department Phoenix City Hall 200 W. Washington St., 4th floor, Phoenix, AZ 85003 602-534-4444 or visit us online at Phoenix.gov/NSD