



CITY OF TEMPE

NEIGHBORHOOD

HANDBOOK



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INTRODUCTION

Created by City Council resolution in 1987, the City of Tempe's Neighborhood Services Office serves to preserve and build community in neighborhoods by fostering engagement with the city and providing resources to encourage communication between residents.

The Neighborhood Handbook serves to assist homeowners' associations on how to create that sense of community among residents. There are currently 84 neighborhood associations, 147 homeowners' associations and 10 affiliate associations registered with the Office. This version of the Handbook is intended to provide assistance to the homeowners' associations

Types of Associations

Neighborhood Association	Homeowners' Association	Affiliate Association
A voluntary organization of residents from a single neighborhood with defined boundaries that do not overlap	A formal legal organization of residents from a single neighborhood	Non-profits or organizations involving businesses or residents from multiple neighborhoods with a common purpose and interest in neighborhoods

ORGANIZING YOUR HOMEOWNERS' ASSOCIATION

What is a Homeowners' Association?

A homeowners' association is a formal legal entity created to maintain common areas and enforce private deed restrictions (CC&R's). Most condominium and townhome developments and some newer single-family subdivisions have homeowners' associations, which are usually created when the development is built.

Features of a Homeowners' Association:

- Membership is mandatory for all property owners within the boundaries of the development
- Members are usually charged mandatory fees
- Homeowners' associations have the legal authority to enact and enforce maintenance and design standards in addition to those established by City ordinances
- Homeowners' associations are corporations with formal bylaws - there is usually a governing board which hires a property management company to handle maintenance and enforcement issues
- Many homeowners' associations publish a newsletter, which is sent to members at the association's expense.

Homeowners' Association Resources

State of Arizona Resources

1. Arizona Corporation Commission

The majority of community associations are incorporated as nonprofit corporations under Arizona law and are required to file annual reports with the Arizona Corporation Commission.

Arizona Corporation Commission
Corporation Division
1300 W. Washington
Phoenix, AZ 85007
Phone: (602) 542-3026
Website: <http://corporation.azcc.gov>

For information regarding:
Filing documents, call (602) 542-3135 or visit website
Your annual report, call (602) 542-3285 or visit website
Corporate records, call (602) 542-3026 or visit website

2. Maricopa County Recorder

The County Recorder maintains all documents such as CC&R's, liens, deeds and easements recorded with Maricopa County.

Maricopa County Recorder
111 S. Third Avenue
Phoenix, AZ 85003
Phone: (602) 506-3535
Website: www.recorder.maricopa.gov
Email: recorder@risc.maricopa.gov

3. State Legislators

Laws concerning Homeowner/Community Associations are state laws. To find your legislator, visit <http://www.azleg.gov/alisStaticPages/HowToContactMember.asp> or call (602) 926-4221.

Mailing addresses for legislators:

Arizona House of Representatives
1700 W. Washington, House Wing
Phoenix, AZ 85007

Arizona State Senate
1700 W. Washington, Senate Wing
Phoenix, AZ 85007

Community Association Resources

1. Arizona Association of Community Managers (AACM)

The Arizona Association of Community Managers (AACM) is a professional organization dedicated to promoting a positive understanding of community associations and the contribution of professional management services in the development, establishment and maintenance of high-quality, well managed neighborhoods.

668 N. 44th Street, Suite 229E
Phoenix, AZ 85008
Phone: (602) 685-1111
Website: www.aacmonline.org

2. Arizona Management Companies

A list of management companies in Arizona.

Website: www.condobiz.com.

3. Community Associations Institute (CAI)

CAI provides information and education to community associations and the professionals who support them.

1625 E Northern Ave., Ste 201
Phoenix, AZ 85020
Phone: (602) 388-1159
Email: info@cai-az.org
Website: www.cai-az.org

4. Community Associations Network (CAN)

The Community Associations Network, LLC (CAN) was formed to create a single, public, internet resource for community associations and the people and firms that work with them.

Website: www.communityassociations.net

Administrative Functions + Requirements + Tips

Functions:

- The Neighborhood Services Division works with neighborhoods throughout the community to keep elected City officials and staff apprised of those neighborhood issues brought to the Division's attention and to provide information to the associations.
- If Neighborhood Services staff can assist you in locating speakers on particular issues or if you'd like representation from this office to attend your meeting, please let us know.

Requirements:

To be recognized by the City and eligible for services and support, an association must follow these requirements.

- File an association registration form (see Appendix A) with Neighborhood Services that provides contact information and boundaries for the association;
- Complete and submit an update form provided by Neighborhood Services (see Appendix B)

Tips:

- It is important that association chairs build consensus and demonstrate that they have done so when they come to the City with a position statement for an association. The chairperson should be prepared to explain how the opinion was reached and how many neighbors participated as well as recognize dissenting opinions to re-affirm that community members have been asked for their opinions and have been listened to, even if they are in the minority. Openness is KEY to a successful association.
- Tempe's Mayor and Council are elected on an "at-large" basis rather than by district. Any invitations should be extended to the entire City Council.
- Related to any political activities, Neighborhood Services always remains NEUTRAL.
 - All Tempe residents have the right to participate in the political process as individuals and are free to join any fundraising groups for candidates or issues of their choosing. However, please be aware that campaign finance laws including registration, reporting and disclosure requirements apply to 2 or more people who meet the definition of a "political committee." (See A.R.S. 16-901).

ESTABLISHING NEIGHBORHOOD CONNECTIONS

An essential part of neighborhood organizing is establishing neighborhood connections. The key to a vibrant association is to know your neighborhood audience and their interests, making communication, events and activities productive, informative and inviting for all. There are a number of methods used by homeowners' associations to connect neighbors to neighbors. The section below suggests varied options to help start the dialogue about what mix might be best for you and your group.

Meetings

Conducting effective meetings:

1. Make meeting purpose and/or specific goals clear.
2. Set a time that's convenient (i.e. 6:00 or 6:30 p.m.).
3. Make meeting location accessible and comfortable.
4. Structure agenda with time limits. Limit meeting to 1 hour if at all possible. (1.5 hours maximum)
5. Provide PLENTY of notice – at least 2-4 weeks.
6. Listen to everyone who speaks at meeting.
7. Recap any conclusions, next steps and follow up items at close of meeting.

Communication

- **Plan** ahead – make note of important dates as soon as you receive them [i.e. Neighborhood Grant application deadline, Getting Arizona Involved in Neighborhoods (GAIN) Night]. This will help to keep officers organized, members informed and activity moving.
- **Ensure** someone on your board is monitoring the City agendas and information emailed via listserv or sent to you such as Board of Adjustment, Hearing Officer and Development Review Commission. If an item is on the agenda and your neighborhood needs to speak to it, be certain a representative attends the meeting.
- **Check** in with other neighborhood groups to see what they are doing or if they are experiencing similar issues. You can also contact the Neighborhood Services Division to bring your neighborhood's concerns forward.
- **Use** new media – create a neighborhood Facebook page or blog.
- **Establish** a phone tree and/or email list to allow you to communicate and share information quickly.
- **Send** out newsletters

Using social media to connect with and communicate with your neighbors

Using a social networking tool can be another way to connect with your neighbors and increase involvement. Before selecting one or more of the commonly used tools noted below, consider the specific needs of your neighborhood and what you want to accomplish.

- Email Tree –A list of neighborhood emails that can be utilized by the HOA to efficiently share and distribute information among neighbors.
- Social Networking – Social networking sites allow users to share ideas, activities, events, and interests within their individual networks.
 - Twitter.com – Twitter is a way to send short messages (140 characters or less, called “tweets” to followers).
 - Facebook.com – A group or fan page allows FB users to join your group. Once they join you can communicate with them via posts, messages or invitations to events.
 - Nextdoor – a private social network for neighborhoods.
- Survey Tool – Conducting a neighborhood survey is a quick and easy way to determine shared interests and issues.
 - Surveymonkey.com
 - Zoomerang.com
- Blogs – A blog can be an online journal written by one person, a news website with frequently updated posts or an organizational blog where timely information is provided. Blogs are ideal locations to have conversations; debate hot issues and problem solve.
 - Blogger.com
 - Wordpress.com
- Website – A web page or collection of pages sharing a domain name.
 - sites.google.com
 - Neighborhoodlink.com
- Wiki – A wiki is a site where all the content is provided by the wiki community. Members can edit and upload content relevant to the theme or purpose of the wiki. They are also used as collaborative websites for people working on a project or issue together.
 - Ning.com
 - Wikidot.com

Service Projects and Social Gatherings

Many associations host special events which serve to enhance and promote neighborhood unity. Such activities stimulate pride, provide settings to welcome new neighbors and draw interest in the community. Scheduling these events during different times of the year provides for ongoing interactions among residents.

Below are ideas for service projects and social gatherings:

- Neighborhood and Alley Clean-Ups
- Adopt-a-Family
- Donation/Fundraiser Drives
- Community Gardens
- Adopt-a-Park/Path/Street
- Ice Cream Socials or potlucks
- G.A.I.N. (Getting Arizona Involved in Neighborhoods)
- Luminaria Lighting

Volunteer Opportunities

The volunteer program connects community members to their city government through opportunities to serve within the Tempe municipal government organization and the community. Volunteers serve in Tempe government offices, programs and facilities and expand and enhance the services the city is able to provide to the community. Volunteers enable the city to maximize tax dollars and improve the lives of its residents.

A wide variety of service opportunities exist for individuals and groups, from sixth-graders through golden-agers, from a few hours to years of service. To see the many volunteer options visit, www.tempe.gov/volunteer or contact the Volunteer Coordinator at 480-350-5190.

Maryanne Corder Neighborhood Grant Program Overview

The Maryanne Corder Neighborhood Grant Program was created in 1994 to ensure that a portion of the City's annual budget be dedicated to the improvement of residential neighborhoods. All neighborhood and homeowners' associations and crime free multi-housing communities are invited to apply annually for funding of projects that benefit the neighborhood.

The Grant Program requires resident participation and involvement in the selection, coordination and completion of projects designed to enhance neighborhoods. Neighbors work with neighbors to identify the specific needs and desires of their neighborhood. For more information about the Neighborhood Grant program please visit, www.tempe.gov/neighborhoodgrants

Neighborhood Awards

Each year, the City of Tempe gathers together to celebrate residents who build community and through their efforts inspire others to be more active and involved. The free event is held in the Spring. The event includes continental breakfast and an award ceremony.

Please visit, www.tempe.gov/NeighborhoodCelebration for more information.

NEIGHBORHOOD SAFETY

The best crime prevention device is getting to know your neighbors. Concerned neighbors working together enhance community safety. When neighbors know and care about each other, they feel more comfortable reporting crime and suspicious activity to Tempe Police. Residents are reminded to always call 9-1-1 in an emergency or the 24/7 non-emergency line at (480) 350-8311 to report suspicious behavior.

Starting a Neighborhood Block Watch Program

Neighborhood Block Watch crime prevention programs are a proven and effective means to substantially reduce not only the incidence of residential burglaries in a specific geographical area, but also the incidence of other crimes as well.

The City of Tempe's Neighborhood Block Watch program enlists the active participation of residents in cooperation with the Tempe Police Department - its primary purpose is the protection of property, yours and your neighbors.

Neighborhood Block Watch teaches you the steps that you can take to help protect your home. By organizing a Neighborhood Block Watch program, you and your neighbors can make crime prevention part of every person's daily routine, just by watching out for each other. Your job is to *report* suspicious activity to police. It is *their* job to handle the crooks!

Starting a Neighborhood Block Watch program involves a few simple steps:

- Getting to know your neighbors and working in a program of mutual assistance.
- Being trained by TPD to recognize and report suspicious activities in your neighborhoods.
- Implementing crime prevention techniques, such as home security, operation identification and others, which are taught by Tempe Police Crime Prevention Officers.
- Utilizing crime prevention measures to make it much more difficult for criminals to perpetrate a crime in your community and at your home.

Neighborhood Associations may have a number of Neighborhood Block Watches within their boundaries. A Neighborhood Block Watch should include only the homes on your street and may include a cul-de-sac in the middle of your block, but it cannot include the streets on either side of yours.

If you're interested in starting a Neighborhood Block Watch, please contact the Tempe Police Department's Crime Prevention Unit at (480) 858-6333.

TEMPE CITY GOVERNMENT

The Charter of the City of Tempe was adopted by special election on October 19, 1964. It is, in a sense, the "constitution" of the city enumerating all the powers, functions, rights, privileges and immunities possible under the Constitution and general laws of Arizona. Tempe's charter states that the City Council shall consist of a mayor and six councilmembers elected at large. To be eligible, a mayoral or council candidate must have been a Tempe resident for at least 2 years. The mayor and councilmembers are elected on a nonpartisan ballot for 4-year overlapping terms. All elections are conducted in even-numbered years.

The Council-Manager form of municipal government, the most common form in the United States today, is a system that combines the strong political leadership of elected officials with the strong managerial experience of a City Manager. Nearly every Arizona city and town has adopted this plan.

Mayor and Council

Mayor Corey Woods
Vice Mayor Doreen Garlid
Councilmember Jennifer Adams
Councilmember Nikki Amberg
Councilmember Arlene Chin
Councilmember Berdetta Hodge
Councilmember Randy Keating

As representatives of the people, the Mayor and City Council formulate policy through legislative action, including adoption of ordinances, resolutions and budgets. In this capacity, the City Council is the law-making body of the municipality. In addition, the Council determines the goals and objectives of the City and develops policies to be used to attain these goals.

The City Council is empowered to create and abolish various citizen advisory boards. The Mayor with approval of the Council appoints members. Presently the City of Tempe has 27 citizen boards, ranging from Development Review to an Aviation Commission to the Mayor's Youth Committee. Over 300 Tempe residents serve voluntarily in this advisory capacity, giving of their time and expertise to advise the Mayor and City Council on specific issues in their designated area.

Another important responsibility of the Council is appointing the following positions: City Attorney, City Clerk, Presiding Judge, and the City Manager.

Tempe Involving the Public Manual Executive Summary

The *Tempe Involving the Public (TIP) Manual* was developed by the City of Tempe, in collaboration with the Tempe Neighborhood Advisory Commission, a 15-member commission advising Mayor and Council on issues effecting neighborhoods, to maximize public input and engagement in planning activities. The goal of the Manual is to provide a range of options for including citizens' voices in decision making for a variety of projects.

The TIP Manual outlines how to design an appropriate public involvement process detailing what to expect as well as when and how participants can provide their input for public and private development projects. However, some degree of flexibility and generality is necessary because the type of public involvement designed will vary depending on the project's scope, budget, and the level of expected public interest or project impact. Use of the Manual is required for developers as they conduct their neighborhood outreach prior to the public hearing process.

For the City of Tempe, a "typical planning process" means there will be slightly different processes for four different project types: private development, capital improvement planning, service planning, or long-range planning.

1. **Private Development Projects:** The level of public involvement in these projects will depend on how much change is being requested and how controversial the projects are. The results of public involvement in private development are recommendations only.
2. **Capital Improvement Projects:** These are projects undertaken by the city to improve infrastructure and facilities such as streets, parks, sewers, fire or police stations. The public can get involved when the 5 year Capital Improvement Budget is considered. When specific projects are initiated, citizens provide input on project design. The size of the project and the type of project will influence how many community members get involved.
3. **Service Planning:** The city's primary purpose is to supply and deliver a wide range of public services. These range from police and fire to planning, transportation, parks, utilities, courts, social and human services, trash, libraries and recreation. Public input is requested by the department providing the service. The public can also address the City Council, pertinent Boards and Commissions and Council Committees.
4. **Long Range Planning:** These are plans that consider issues impacting the whole community or that have a multi-year timeline. The plans which have the greatest opportunity for public input are the neighborhood plans, which include character area plans. The goal is to provide a participatory planning process that will educate and involve the public, allow for public comment, ensure that the planning process is open to all residents and businesses and allow honest expressions of opinion.

The Manual sets expectations for the public on how they can provide input into public and private projects as well as establishing standards for conducting public involvement processes. This manual is an approved document of the Tempe City Council. For help in understanding or using the *TIP Manual*, or to obtain a copy of the complete *TIP Manual*, please contact the Neighborhood Services Division at 480-350-8234 or neighborhoods@tempe.gov.

Boards and Commissions

Aviation Commission*

Board of Adjustment*

Commission on Disability Concerns*

Desert Conservation Commission

Development Review Commission*

Family Justice Commission

Fire Public Safety Personnel Retirement Board

Hearing Officer

Historic Preservation Commission*

History Museum and Library Advisory Board*

Housing Trust Fund Advisory Board*

Human Relations Commission*

Industrial Development Authority of the City of Tempe*

Joint Review Committee

Judicial Advisory Board*

Mayor's Youth Advisory Commission*

Merit System Board*

Municipal Arts Commission*

Neighborhood Advisory Commission*

Parks, Recreation, Golf, and Double Butte Cemetery Advisory Board*

Police Public Safety Personnel Retirement Board

Rio Salado Enhanced Services Commission*

Risk Management Trust Board

Sponsorship Review Committee

Sustainability and Resilience Commission

Technical Code Advisory Board of Appeals

Transportation Commission*

Veterans Commission

(* Asterisk indicates: Tempe Residency Required

If you're interested in serving on a Board or Commission, information is available at www.tempe.gov/clerk or by calling (480) 350- 8241.

APPENDICES**Appendix A – Registration Form****NEIGHBORHOOD SERVICES REGISTRATION FORM**

Neighborhood Association Homeowners' Association Affiliate Association

Name of Association:

Year Established (if known):

Number of Members (households):

Website/Social Media Site:

Neighborhood Boundaries (Streets: north/south/east/west):

Primary Contact Information:

Name _____

Address _____

City _____ State _____ Zip _____

Business (If applicable) _____ Phone _____

E-Mail _____

Alternate Contact Information:

Name _____

Address _____

City _____ State _____ Zip _____

Business (If applicable) _____ Phone _____

E-Mail _____

*****In accordance with the provision of the Arizona Revised Statutes,
contact information will be considered public record*****

Appendix B – Annual Update Form

Dear Homeowners' Association Contacts:

The Neighborhood Services Division is updating our records and we need your assistance to ensure the information we have on record for your association is as accurate as possible.

We also want to know how you connect with and communicate with your neighbors. Please take the time to provide information to help Neighborhood Services offer your neighborhood the resources and tools it seeks to foster or improve resident connections.

The contact information listed below is the most current Neighborhood Services has for your association. Please review it carefully and be sure to **note any corrections** needed.

To complete and submit the form online, please visit

<http://www.tempe.gov/index.aspx?recordid=212&page=2118>

******In accordance with the provision of the Arizona Revised Statutes,
contact information will be considered public record******

Association Name:

Primary Contact (Chair):

Phone:

Address:

E-mail:

Alternate Contact:

Phone:

Address:

E-mail:

Website:

Social media site:

Please describe any other activities your association has participated in (i.e. GAIN, Adopt-A-Park, food drives, etc.) within the past year.