Henderson continues to change to accommodate the ever-growing needs of our community. As a city we are focusing on maintaining economic stability and creating a sustainable future.

Working as an efficient government continues to be our priority along with providing the programs and services essential for our community. We are also taking a progressive approach to environmental issues as we promote a sustainable future. With the community’s involvement, we are working to ensure Henderson remains one of the nation’s foremost desirable cities to live, work, and play.

The resources, tips and hints to build a successful neighborhood association are all here to help you become a partner with us in making our neighborhoods the best they can be. We know that his Toolkit will be an important resource to help enhance your neighborhood and help us work together for the future of our city.

Our city staff is eager to answer your questions and work with you in any way possible to assist you and your neighborhood. We look forward to partnering with you and hope you will take full advantage of the resources this Toolkit and our Neighborhood Services Department have to offer.

Sincerely,

Mayor Andy Hafen
Dear Neighbor-

Welcome to the Neighborhood Leadership Toolkit offered by the City of Henderson’s Neighborhood Services Division. We are excited about the prospect of you working together with your neighbors in order to enhance your neighborhood.

We hope that you will find the content of the kit rich and full of helpful hints, techniques, and resources. Our goal is to help you become the neighborhood you want to be and to build a positive relationship with you in the process.

We look forward to working with you and becoming future partners. Our staff is here to assist you in any way possible.

Please contact Barbara Geach, Programs Coordinator at 267-2004 for additional information, and to discuss any services or programs that would best meet your neighborhood needs.

Best regards,

Skeet Fitzgerald
Manager of Neighborhood Services
**VISION:**
Our vision is to facilitate partnerships between Henderson neighborhoods and City staff, which will result in improved communication, greater connectivity, and increased citizen self-sufficiency.

**ABOUT THE NEIGHBORHOOD TOOLKIT:**
This toolkit was designed to benefit two types of neighborhood groups within our community - those that are interested in forming an association and those that are part of an existing association.

For neighborhoods that are interested in forming an association, the toolkit provides guidance and structure. By establishing an association, neighborhood residents enjoy a common voice on issues that impact them and an increased sense of connectivity with both their neighbors and the City.

It is important to remember that neighborhood associations are not the same as HOAs - they are more loosely formed and do not have covenants, conditions, and restrictions (CC & R’s). The City of Henderson recognizes neighborhood associations and works collaboratively with them on issues of mutual concern.

For established neighborhood groups, the toolkit provides information on a wide variety of available services, programs, and resources.

Regardless of which type of neighborhood group you belong to, we are confident that this toolkit will be a valuable means of enhancing your neighborhood and encouraging a sense of community. We in the City of Henderson Neighborhood Services Division look forward to partnering with you and your neighbors!
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How Do I Form a Neighborhood Association?
**Definition of an NHA**

A Neighborhood Association (NHA) is a voluntary organization of residents who work together to improve and maintain the quality of life in their neighborhood. A NHA can form over a single issue or as a means of enhancing a “sense of community” and operate as a unified voice for neighborhood concerns, issues, and desires. Most are concerned with quality of life issues such as crime prevention, land use, and blight, but NHA’s can also serve to strengthen neighbor-to-neighbor contact through block parties and neighborhood events.
Many homeowners choose their neighborhood based on the fact that it is not in a formalized Homeowners Association. They do not want to pay mandatory dues nor be bound by Covenant, Conditions and Restrictions (CC&R’s).

A NHA, though similar in some respects, is very different from an HOA. A NHA is a loosely formed voluntary organization with no legal authority to force residents to maintain their property and no formalized dues while an HOA is a mandatory entity with the legal authority to enforce design standards.

However, both serve to create a unified voice and a sense of community in a neighborhood. Without a formalized association, a neighborhood’s voice can become fragmented thus negatively impacting the quality of life in the neighborhood.

**How does an NHA differ from an HOA?**

<table>
<thead>
<tr>
<th>NEIGHBORHOOD ASSOCIATION</th>
<th>HOMEOWNERS' ASSOCIATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voluntary</td>
<td>Mandatory</td>
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<tr>
<td>No Dues</td>
<td>Dues</td>
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<tr>
<td>Loosely Formed</td>
<td>More Strict</td>
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<tr>
<td>Guiding Principles</td>
<td>By-Laws (CC&amp;R’s)</td>
</tr>
<tr>
<td>No authority to force residents to do anything</td>
<td>Have the authority to enforce rules and regulations (liens)</td>
</tr>
<tr>
<td>Renters and Homeowners</td>
<td>Strictly homeowners</td>
</tr>
</tbody>
</table>
The Neighborhood Services Division Purpose Statement . . .
To develop “unified and healthy” neighborhoods and enhance citizen self-sufficiency while maintaining their “uniqueness and identity.”

The Neighborhood Programs Purpose Statement . . .
“Make a Difference Everyday” to citizens, neighborhood groups, and city departments, through services, programs, and partnerships that promote a sense of community and improve quality of life.

To help improve the quality of community life, the City of Henderson encourages public participation and civic engagement. We rely on our citizenry to help make Henderson a great place to live, work, and play. We seek collaborative interaction with City residents and other stakeholders and we believe that one way to build a stronger community is through the process of neighborhood associations.

Neighborhood associations are important tools that help neighbors solve problems collectively, creates a unified neighborhood voice, and streamlines communications with the City. A neighborhood association can range from a loosely formed group to a formal Home Owner’s Association.

The City of Henderson Neighborhood Services Division has developed this guide to assist you in the formation of your new neighborhood, but it should not be interpreted as a guarantee of performance or results. If additional questions arise as you organize your new group, feel free to contact our staff at (702) 267-2000. We will be happy to assist you in your efforts.

Congratulations to you and your group for taking this important first step in the neighborhood association process!

WHERE SHOULD YOU BEGIN
The task of getting your neighborhood together may seem overwhelming at first, but if you take the time to understand the basic organizing process, your group may have more success.

Important Questions....

1. The first question you should ask yourself is, “Does a neighborhood association already exist that I can join?” Before you put effort into organizing a new group, we suggest that you do some investigative work. Perhaps a neighborhood association already exists, or has existed in the past and merely needs to be reinstituted? We suggest that you contact us at Neighborhood Services (267-2000) and we can search our registry of associations to determine if a group exists that might fit your needs. Neighborhood Services can assist you with early planning as well.

2. After determining that you do need to form a new group, the second question you should ask yourself is, “Why do we want to come together?” Residents have many reasons for wanting to form a neighborhood association. Historically, neighbors have formed groups as a way of tackling common public issues, solving local problems, and protecting their collective personal interests. During the past several years, we have seen that some neighborhoods are forming groups based on a common vision and shared goals to improve their quality of life and sense of community.

3. How should you go about finding others in your neighborhood who want to become a neighborhood association? One of the best ways to locate others who may be interested in organizing is simple and free - talking to your neighbors! Make contact everywhere you can - at the mailbox, on an evening stroll, at the fitness center, or at a City Council meeting. Community groups often start from these basic connections. Spend some time looking out for your neighbors, and you just might find that you share a common vision for your neighborhood. Margaret Wheatley’s book, Turning to One Another: Simple Conversations to Return Hope to the Future, discusses
create community change. A newsletter describing a neighborhood concern and a suggested course of action can be prepared and delivered to all homeowners within the desired area.

Another strategy to find others who might want to form a neighborhood association is to post an announcement in the Henderson Home News or other local newspaper. Newspapers are usually supportive of community building efforts. Most announcements include the five “Ws” - Who, What, When, Where, and Why.

SAMPLE PRESS RELEASE:
Henderson, Nevada - A new neighborhood association is being formed for residents of the Brookstone community located in Henderson. The group plans to host its first meeting within the next six weeks to determine the group’s purpose and organizational structure. Residents who are interested in learning more about the new group may contact Brookstone1 resident Irene Molitor at 000-0000 or im@xx.com. You may also contact the City of Henderson Neighborhood Services Division at (702)267-2000. - END-

Brookstone is a fictitious name that we have created for example purposes only.

4. Before your first meeting, think about the following basic questions.

• Who can be a member of this group, and how do we establish membership boundaries?

• What is the basic structure of the group?

• Will we become an incorporated entity and be governed by By-Laws and Articles of Incorporation?

• Will we have CC & R’s?

• Will we be informally organized and be directed by Guiding Principles?

• How should we structure our leadership? What positions should we create?

• What are the roles of each position?

• How often should we meet?

• How will we make decisions? By consensus? By vote?

• How will we communicate internally with one another and externally with the membership and other stakeholders?

• Will we charge membership dues? How will we sustain ourselves financially?

• What specific issues should be considered for the group’s attention?

• What outcomes do we want to see?

PLANNING YOUR FIRST MEETING

Remember, first impressions are lasting impressions so you will want to ensure that your first meeting is well organized and goal-oriented. In our experience working with neighborhood groups, the first meeting should be dedicated to exploring the needs of the neighborhood and understanding how your new group will help you produce the types of outcomes your group desires. It is also important to determine the vision, or desired future state, that you want to create for your neighborhood.

Important Meeting Tips:
1. Always prepare and use an agenda. You will want to ensure that the meeting is structured and takes no longer than two hours. Begin the meeting with a welcome and introduction of participants. Consider using an icebreaker such as, “Where were you born and how long have you lived in our neighborhood?”
2. Don’t forget to establish meeting ground rules or follow standard protocol by using Robert’s Rules of Order.

3. Be sure to identify a meeting facilitator and explain his or her role. The role of the facilitator is to keep the discussion productive, focused, and moving forward.

4. Determine the goals of the meeting. What outcomes do you hope to achieve by the end of the meeting? People don’t like attending meetings where nothing gets accomplished.

5. Plan and schedule your next meeting. Identify any tasks that the participants need to accomplish by the next meeting date.

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**Ice Breaker**

Begin by asking each participant, "If you were an animal, what type would you be and why?"

This exercise is a fun way to understand the personality traits of each individual in your group. Someone who replies, "I am a lion because I am very aggressive," will behave differently than someone who says, "I am a dolphin because I am easy-going and like to socialize."

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**FIRST MEETING AGENDA SAMPLE**

*Neighborhood Meeting #1*

**Brookstone Country Estates**

Welcome and Introduction.................................6:00 p.m. - 6:20 p.m.

- Ice Breaker
- Ground Rules
- Purpose of the Meeting
  (To determine residents' interest in forming a neighborhood association.)
- Goals and Expected Outcomes of Meeting
  (To understand current issues facing the neighborhood, to discuss the vision for the neighborhood, and to plan the next steps in the organizing process.)

Discussion of Neighborhood Needs.........................6:20 p.m. - 7:15 p.m.

- Why become a neighborhood association?
- What are the current issues affecting our neighborhood?

Discussion of Neighborhood Vision..........................7:15 p.m. - 7:45 p.m.

- What kind of neighborhood do we want?

Wrap-up and Next Meeting...............................7:45 p.m. - 8:00 p.m.
CREATING A NEIGHBORHOOD VISION
In the early phases of group formation, you will want to determine the mission and vision of your association. Your mission relates to your group’s core purpose and answers the questions, “What is our purpose?” “Who are we?” “Why do we exist?” Your vision relates to what you want to become.

Vision:
We suggest that your group establish two different visions: one tells what your neighborhood intends to become and the other is specific for your group - what your group wants to become. Let’s begin with your neighborhood vision.

Most likely, your group has formed because you have a core group of residents who share a common concern regarding neighborhood issues or a dream for the future of your neighborhood. When you articulate your vision into words, you are creating a vision statement. A vision statement is important because it inspires people and will help to bind your group together. Working together can be difficult at times, but if you have a common direction for the future, you can overcome many obstacles.

Because writing a vision statement is not an easy task, you might want to begin with a simple exercise. Ask your group to list the key phrases or descriptive words that describe the type of neighborhood you want to create. You will be amazed by how much you all have in common. The words or phrases that work the best for your group will become the basis for your vision statement. For example, we worked with a group recently and they told us that rural preservation, safety, self-governance (minimal rules), community spirit, and clout were important to them. From this listing of phrases, the group crafted their vision statement which we have provided for you as an example.

Brookstone Country Estates is an excellent example of a rural preservation neighborhood. The neighborhood seeks an enriched and sustained quality of life where residents feel safe and enjoy the open space, minimal rules, calm atmosphere, and a sense of community. The neighborhood has influence over its development patterns and is empowered through a unified voice and excellent relations with the City of Henderson, Clark County, and the development community.

CREATING A GROUP VISION
After you have developed a shared vision for the future of your neighborhood, you can begin working on a vision statement for your new association. If your group decides that they want to be more organized, pro-active, effective, and respected, your vision statement may read something like this:

Evolving from a grassroots effort, the Brookstone Country Estates Neighborhood Alliance is an effective, structured, action-based association. As a unified voice for the Brookstone Country Estates neighborhood, the group is highly respected by key decision makers. The City of Henderson, Clark County, and the development community routinely present information on capital improvement and development projects to the group prior to taking action. The Brookstone Country Estates Neighborhood Alliance uses communication platforms and methodologies to keep residents informed. The group seeks collaborative interactions with other neighborhood groups, City and County departments, and developers.

CREATING A GROUP MISSION
Now that you have formed a shared understanding of the future of your neighborhood and new group, it’s time to write your group’s mission statement.

Mission:
Your mission should state your group’s name and overall purpose. It should express the ideas that are important to the group. Some mission statements are one sentence long and others are a few sentences. Keep your mission statement short so that your members can keep it in mind as they work on behalf of the group.

Sample Mission Statement:
The purpose of the Brookstone Country Estates Neighborhood Alliance is to sustain the quality of life and residential property values in the Brookstone Country Estates neighborhood located in Henderson by supporting rural preservation principles.

Sample Mission Statement:
Established in 2000, Brookstone Alliance is dedicated to responsible land use, planning, and management of our neighborhood resources. We believe that all land-use decisions and actions are a process in which the entire neighborhood should participate, and we are committed to acting with foresight and strength on behalf of our neighborhood.
GROUP STRUCTURE

Neighborhood associations are either formally structured entities or informally structured groups. Formal organizations are usually incorporated and have an official 501(c)(4) tax-exempt social welfare organization. IRS Reg. 1. 501(c)(4)-1(a)(2)(i) provides that: [A]n association is operated exclusively for the promotion of social welfare if it is primarily engaged in promoting in some way the common good and general welfare of the community. Moreover, Nevada Revised Statue Chapter 116.31158 requires common interest communities (or HOAs) to be registered with the State of Nevada Ombudsman Office. (See www.leg.state.nv.us/NRS/NRS-116.html and www.red.state.nv.us/forms/562.pdf)

There are important organizational and legal advantages as well as possible inconveniences associated with becoming a 501(c).

Advantages:

• Helps your group gain credibility and an aura of "officialdom."
• May offer protection from personal liability.
• Attracts support from funders and community stakeholders.
• Contributions to the group are generally tax deductible which creates an incentive for donors to support your organization.
• Newspapers and newsletters may offer free advertising or public interest announcements.

Disadvantages:

• While not complex, the paperwork required includes filing state and federal incorporation forms, keeping meeting minutes (which you should do anyway!), setting up a formal bookkeeping system (which you should do anyway!), and filing state and federal tax returns. This all takes time, money, commitment, and expertise.

• Even though you can incorporate without the help of legal counsel, we recommend that you consult with an attorney before forming your non-profit entity to ensure legal requirements have been followed. (See State Bar of Nevada at www.nvbar.org)

Incorporating in the State of Nevada

For more information on how to incorporate in the State of Nevada contact:

State of Nevada Secretary of State
Annex Office 202 N. Carson Street
Carson City, NV 89701-4201
Customer Service Information:
(775) 684-5708
Website: http://sos.state.nv.us/

To obtain a State of Nevada Non-profit Corporation Filing Packet go to:
http://sos.state.nv.us/comm_rec/crforms/nopacket.pdf or visit the State of Nevada Corporate Satellite Office in Las Vegas.

State of Nevada Secretary of State
Corporate Satellite Office
555 E. Washington Avenue, Suite 4000
Las Vegas, NV 89101
Voice: (702) 486-2880

To contact the State of Nevada Ombudsman:

State of Nevada
Department of Business and Industry
Real Estate Division—Ombudsman Office
2501 East Sahara Avenue, Suite 102
Las Vegas, NV 89104-4137
Phone: (702) 486-4033
Website: http://www.red.state.nv.us and http://www.leg.state.nv.us/NAC/NAC-116.html

Obtaining Tax-Exempt Status:

To apply for recognition by the IRS of exempt status As an association described in 501(c), use Package 1024, Application for Recognition of Exemption. The application must be complete and accompanied by the appropriate user fee. The association must also request an employer identification number using Form SS-4, Application for Employer Identification Number (even if the organization does not have any employees). For more information, download Publication 557, Tax-Exempt Status for Your Organization from www.irs.gov or dial (703) 368-9694 to received a faxed copy of Pub. 557. You may also contact the local IRS office at 4750 W. Oakey Blvd., Las Vegas, NV 89102. The local IRS telephone number is (702) 455-1046.
Some groups decide that incorporation is not necessary. In this case, the group is usually structured and governed by “Guiding Principles” which contain the group's name, mission, vision, structure, governance, membership requirements, and communication plans. (See the sample “Guiding Principles” on page 9.) Leaders may be elected or appointed and membership may be mandatory or voluntary. There is no one perfect way in which to structure or organize your new group. You will need to create the structure that best aligns with your vision and mission.

Neighborhood associations sometimes begin at a grassroots level as informal neighborhood block clubs. These teams are created at the block or subarea level, and then each area selects a representative to sit on a steering committee. This steering committee can address a variety of concerns brought forth by the larger membership.

**MEMBERSHIP BOUNDARIES**

To facilitate internal and external planning and communication efforts among community stakeholders, the City of Henderson has identified and named numerous neighborhood areas. For example, these areas may relate to the City's neighborhood planning areas, park and recreation tax districts, or rural preservation areas. When determining your group's membership boundaries, you may want to begin by understanding how the City has identified neighborhood boundaries. However, your group's boundaries do not need to follow the City's designations exactly. We encourage you to identify the boundaries that work the best for your group. These boundaries may be defined by geographic landmarks such as major roadways, planned developments, or subdivisions.
COMMUNICATING WITH OTHERS
One of the most important tasks of your group will be building strong relationships with other community groups, neighbors, City staff, City officials, and members of the development community. Remember, people with varied personal and professional interests will interact with your group. Forming strong alliances and learning to communicate effectively with different types of people will be a vital aspect of your group’s long-term sustainability.

Before you launch a communication program, you will need to identify your target audience(s) because the type of audience you will be communicating with will determine the best forms and methods of communication. Typically, most groups routinely communicate internally with group members and also externally with non-participating residents and City staff. You may rely on verbal forms of communication such as one-on-one interviews, telephone calls, or public presentations. You may also rely on various written forms of communication such as newsletters, press releases, e-mail or traditional letters, reports, and/or a website. Regular internal communications with your association membership is particularly important and should occur often. E-mail can be especially effective for accomplishing this.

Communication Tips:
• Stay objective - Try to present the information in a factual manner unless your specific goal is to persuade the audience.
• Use respect - When addressing sensitive issues such as a customer service complaint, use respect and avoid personally inflammatory remarks.
• Remember the 5 “Ws” - If applicable, your information should identify who, what, when, where, and why.
• Be concise - People are very busy and bombarded with information from many sources. Write or speak clearly and concisely.

• Be consistent - For best results, communicate regularly with your membership and City staff. If you publish a newsletter on a quarterly basis, adhere to your schedule.

SETTING GOALS
New groups can be overly ambitious. We suggest that you establish two important goals during your first year. Perhaps you want to increase membership or “get the word out” about your new group. While these two goals sound simple enough, an enormous amount of planning and hard work will be directed toward meeting these goals.

We recommend that you begin with the end in mind. Mentally visualize the end goal and work your way back to the beginning to create the action steps needed to accomplish your goal. Keep your available resources in mind. Be realistic with your expectations and remember that your group is a collection of volunteers and most have full-time careers.

On the next page, we have provided a generalized strategic planning chart for your use.
# A Citizens Guide to Neighborhood Associations

## The Strategic Planning Process

**STEP 1 Desired Future State**
- Begin with the end in mind.
- What do we want to be as a group? What do we want to be in a neighborhood? The visioning process is the picture of the future we want to create.
- How do we want to act? (culture, vision, people, leadership, role, guiding principles)
- Who serves? Who is the future resident? What are the demographics of our neighborhood?
- What is the future, stabilized sector of our neighborhood?
- What new issues will we solve to help our neighborhood? What amenities should our neighborhood include?

**STEP 2 Current State**
- Let’s take a look inside at the good, the bad, the ugly.
- Who are we? Why do we exist? When was our mission?
- How do we function? (organizational processes, management, roles, communication, proximity, neighborhood quality of life)
- Who do we serve? (present audit/peering)

**STEP 3 SWOT**
- Strengths:
- Weaknesses:
- Opportunities:
- Threats:

**STEP 4 Action Plan**
- Set SMART Goals: (Specific, Measurable, Action-oriented, With Responsibilities, and Timed).
- Objectives (Detailed schedule of activities with dates.)
- Resource Allocation (Time, money, space, people needed to implement.)
- Evaluation

**STEP 5 Desired Future State**
- Begin with the end in mind.
- What do we want to be as a group? What do we want for us as a neighborhood?
- The visioning process is the picture of the future we want to create.
- How do we want to act? (culture, vision, people, leadership, role, guiding principles)
- Where should we serve? Who is our future resident? What are the demographics of our neighborhood?
- What are the future, stabilized sector of our neighborhood?
- What new issues will we solve to help our neighborhood? What amenities should our neighborhood include?
RECORD KEEPING

Keeping accurate and timely records of your group’s activities is very important. Good record keeping legitimizes your new group. Even if your group is not incorporated, you will want to establish valid protocols for managing the financial transactions of your group.

- Record and distribute meeting minutes.
- Publish your group’s strategic plan.
- Maintain and update the membership list. As requested by members, keep information confidential.
- Consider using a spreadsheet or database software to track membership names and contributions.
- Determine group positions on matters that are brought before the City or County and keep records.

GUIDING PRINCIPALS FRAMEWORK

Neighborhood Guiding Principals

1. Neighborhood Vision:
   Write a 4-5 sentence vision statement.

2. Group Structure:
   A. Name: The official name of the neighborhood association is __________.
   B. Purpose: The purpose of the neighborhood association is __________.
   C. Operating Intent: Describe the rules of operation.
   D. Organization: Describe the type of an association.
   E. Action: Describe how members will be treated.

3. Membership
   A. Membership Boundaries: Describe your membership boundaries using street names or other prominent visual icons.
   B. Membership Categories: Describe the levels of membership.

4. Governance
   A. Board: Describe how the association will be governed.
   B. Duties of Board: Describe the duties of the board and outline the management principles.
   C. Board Membership and Duties:

      1. Chair: The Chair shall lead the Committee and exercise general supervision and leadership over the affairs and strategies of the Committee. The Chair shall preside over meetings and shall be the community spokesperson for the Committee. The Chair shall be the official liaison between the Committee and other neighborhood entities, City representatives, and development community.

      2. Vice-Chair: The Vice-Chair shall have all the duties of the Chair in the event of absence of the Chair. The Vice-Chair shall work cooperatively with the Chair and be a special advisor who assists the Chair to ensure the mission, vision, and strategies of the Committee are properly implemented.

Resources

The City of Henderson
www.cityofhenderson.com

The City of Henderson Neighborhood Services Division

The Citizens Handbook
www.vcn.bc.ca/citizens-handbook

Community Associations Institute
www.caionline.org

National Charrette Institute
www.charretteinstitute.org

Neighborhoods USA
www.nusa.org

State of Nevada
Department of Business and Industry
Real Estate Division—Ombudsman Office
2501 East Sahara Avenue, Suite 102
Las Vegas, NV 89104-4137
(702) 486-4033
www.red.state.nv.us
www.leg.state.nv.us/NAC/NAC-116.html
3. Recorder: The Recorder shall serve as the Committee’s scribe and shall keep and distribute minutes of Committee meetings as well as help to coordinate all communication activities between the Committee and its membership. The Recorder shall coordinate newsletter and other public information activities as necessary to ensure timely and thorough distribution of information to members and other key stakeholders. The Recorder shall keep an accurate and updated master membership list.

4. Financial Administrator: The Financial Administrator shall coordinate and supervise all financial affairs of the Committee including collection of membership funds with proper depositing and posting of funds into a banking account. The Financial Administrator shall make disbursements of funds, keep accurate financial records, and make routine financial reports to the Committee.

5. Trustees: Trustees shall work cooperatively with the Committee leadership and shall be available to contribute support and expertise as requested by the Chair. Trustees have full voting privileges and may head special committees as proposed by the Chair.

D. Terms: Describe the terms of office.

E. Fair Elections: Describe the election schedule and process.

F. Resignations: Describe the process for resignation.

G. Termination: Describe the process for termination.

5. Meetings
A. Frequency: Describe the frequency and duration of meetings.

B. Emergency Meetings: Describe how emergency meetings will be convened.

C. Procedure: Describe how the meetings will be conducted. For example, will Robert’s Rules of Order be used?

D. Annual Meeting: Describe the purpose and schedule for the Annual Meeting.

6. Modifications
A. Describe the frequency and process for making modifications to the Guiding Principles.

7. Communications
A. Describe the methods of communicating with the members and other key stakeholders.
BY-LAWS
Non-profit corporations have two sets of rules. The Articles of Incorporation is a publicly filed document that states the non-profit purposes of the corporation and its most basic legal structure. The By-Laws are a more detailed, private, and internal set of rules adopted by the board of directors (and/or the members, in the case of a membership corporation) that specify the overall structure and operations of the association.

Here is a checklist to be sure the most important provisions are included in your By-Laws:
• Indemnification - A statement that limits the personal liability of board members.
• Whether the association has members (such as members of a neighborhood or professional association) and if so, what their rights are. In a true membership association, members have the right to elect officers and other rights. Even if you don’t have members with legal rights, you can still have people called “members,” but the distinction should be clarified in the By-Laws.
• Minimum and maximum number of board members.
• The number required for a quorum (how many board members must be present in order for official votes to be taken).
• Terms and term limits. Example: A board term might be two years, with term limits of three consecutive terms (making a total of six years); after a year off, a board member may be permitted to return. Similarly, terms can be “staggered.” For example, 1/3 of the board is re-elected each year.
• Titles of officers, how appointed, and terms. Example: By majority vote at a regular meeting of the board; an officer term is for one year with two consecutive officer terms maximum.
• Procedure for removing a board member or officer. Example: By majority vote at a regularly scheduled meeting where the item was placed on the written agenda distributed at least two weeks ahead.
• Conflict of interest policy.
• Minimum number of board meetings per year. Example: Four, with one in each quarter.
• How a special or emergency board meeting may be called.
• How a committee may be created or dissolved.
• What committees exist, how members are appointed, and powers, if any.

CONCLUSION
You may be feeling overwhelmed with the amount of effort it takes to establish a new neighborhood group. We want you to know that we are here to assist you with the process. We have many City-sponsored programs to help you. If questions arise as you establish your new group, feel free to contact our Neighborhood Services staff at (702) 267-2000. We will be happy to assist you in your efforts.

ACKNOWLEDGEMENTS
Inspiration for this guide came from research on community-building efforts in communities all across the country. The City of Henderson would like to acknowledge the City of Seattle Department of Neighborhood Services and the Clark County, Nevada, Department of Parks & Community Services for sharing their examples of successful neighborhood associations.
Neighborhood Association Formation Evaluation

Neighborhood Services is pleased that you have elected to start a Neighborhood Association (NHA). We believe that by working together we can create an open line of communication that will benefit both our residents and city staff. We hope that you find this Toolkit to be a valuable resource when forming your group.

In our attempt to compile this resource, we understand that there might be some information that has been overlooked. However, we want to make sure we can answer any questions you might have as well as provide a valuable tool in solving any potential problems. We would appreciate your feedback. Please complete the questions below and mail or fax to:

City of Henderson - Neighborhood Services
Mail Stop 132
240 Water Street
Henderson, NV 89015
Fax (702) 267-2001

Feedback:

1. Did this Toolkit provide you with helpful information? Yes ☐ No ☐

2. If no, what information did you feel was not helpful? ______________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

3. If yes, what information did you find to be most helpful? ___________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

4. What additional information would you like to see included in this Toolkit?
____________________________________________________________________________
____________________________________________________________________________
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Comments: __________________________________________________________________
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Thank you for your time. We value your opinions and we will make every effort to incorporate your comments into the Toolkit.

Should you have any questions regarding information contained in this Neighborhood Association Toolkit, please feel free to contact Neighborhood Services at (702) 267-2000.
Neighborhood Associations (NHA) Application

To register your neighborhood with the City of Henderson, please complete and return this form to:

City of Henderson
Neighborhood Services
240 Water Street
Henderson, NV 89015
FAX (702) 267-2001

What is the name of your Neighborhood Group?
__________________________________________________________________________________

What are the geographic boundaries of your neighborhood?
__________________________________________________________________________________
__________________________________________________________________________________

Total units within your community? _________________

Have you secured at least 5 residents committed to forming a NHA? YES ☐ NO ☐

If not, will you attempt to recruit more support from your neighbors?
YES ☐ NO ☐

What year was your neighborhood constructed? ________________

7. What are some of the major concerns affecting your community?
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

8. How do you feel forming a NHA will help your community?
__________________________________________________________________________________
__________________________________________________________________________________

9. What are your expectations of the city?
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

Contact Person Information:

Name: ____________________________________________________________________________
Address: _________________________________________________________________________
__________________________________________________________________________________

Phone: ___________________________ E-mail: ________________________________________

NSNP - 0311 Rev 0409
By devoting your time and talents to your neighborhood, you have taken the first step to becoming a neighborhood leader. It is important to remember that you are a representative of a collective of fellow neighbors and your goal is to build and maintain a sense of community. By providing a vision of positive change and being an effective and ethical leader, you can build a stronger neighborhood.

Maybe you have the desire to be a leader but are lacking the techniques necessary to bring your neighborhood together. Very few people are natural born leaders, but, with a little practice and patience you can be someone that your friends and neighbors look to for guidance.

**A good leader:**

**Practices what they preach:** It is difficult to look up to someone who sends out notices about keeping the neighborhood clean when they have weeds growing in their own front yard. By “walking the talk” you can inspire your neighbors.

**Is passionate about their cause:** Your enthusiasm and dedication will motivate your team to work toward the common goal of making your neighborhood a better place.

**Inspires confidence:** By acting in an orderly and professional manner, a leader can instill a sense of security during times of uncertainty.

**Says thank you:** The use of these two words can go a long way in keeping your neighbors involved in the cause.

**Delegates:** A good leader knows that they cannot do everything themselves.

**Listens to different points of view:** It is important to understand different views and perspectives before making a decision.
Communicating with your neighbors is an integral part of having a cohesive and active neighborhood. From newsletters to phone trees to e-mails, there are numerous ways to keep your neighborhood connected and informed.

**Newsletters**

Newsletters are a great way to stimulate interest and increase participation in your neighborhood. They provide a forum to advertise events, meeting times, and issues of concern. City of Henderson Neighborhood Services has many archived articles available for reproduction. We can also provide new articles on specific topics relating to your neighborhood.

**Benefits of a Newsletter:**
- Keeps members up-to-date about group activities.
- Educates readers about issues and ideas that concern your group.
- Builds cohesion and a sense of pride among members.
- Sparks new interest in, and increases recognition of, your association.
- Offers a format for information.
- Announces your regular meetings.
- Provides meeting summaries.

**Steps to Prepare a Newsletter:**
1. Form a committee and designate an editor.
2. Decide what will be in the issue:
   - Notices of meetings and group events
   - Agendas
   - Report on the group’s activities
   - Issues that affect the neighborhood
   - Community interest articles
   - Community history articles
   - Recognition of volunteer efforts
   - Advertising
   - News from other groups
   - Leader and member biographies
3. Design the layout for the newsletter.
4. Write or have others contribute articles.
5. Edit articles for content, style, and space.
6. Ask others to help proofread.
7. Take final copies to the printer.
8. Check the final copy for errors in printing or editing.
9. Mail or hand-deliver the newsletter.
10. Seek feedback about the issue.

**Tips for Words and Graphics:**
- Keep articles short. Get to the point. Headings and bullet points grab readers’ eyes as they scan. Put important information in boxes.

- Put a “hook” into your headlines. Use puns, rhymes plus movie, TV and book titles into your headlines. For example, if a wind storm tears off a roof, try “Gone with the Wind.”

- Stories should include information on who, what, where, when, and how. If the cover story announces a new rule, explain why the rule was enacted, who it applies to, when it’s effective, and how it will be enforced. Don’t leave them with more questions than answers.

- Use photographs. Photos help neighbors meet neighbors. Black-and-white photos will generally reproduce better than color photographs although using a laser printer eliminates most of the difference. Action shots work best. Include descriptive captions.

- Share the good news. Newsletters are a great way to publicize accomplishments and things to come.

- Standardize your look. Software like Microsoft Publisher and Pagemaker offer attractive templates. Google “newsletter templates” for ideas. Pick one and stick to it.
• Use photographs. Photos help neighbors meet neighbors. Black-and-white photos will generally reproduce better than color photographs although using a laser printer eliminates most of the difference.

• Use white space. White space frames the content and gives the page breathing room.

• Use a readable typeface. Serif typefaces like Garamond, Times Roman and New Century are easier to read than san serif typefaces like Helvetica, Futura and New Gothic. San serif works for headlines. NEVER SET BODY TEXT IN ALL CAPS – it’s difficult to read and intimidating. Use italics and bold sparingly ... mainly for impact. Use no more than three different typefaces to avoid a busy and cluttered look.

• Humorize. Include jokes and cartoons to liven it up.

• Post It Online. The internet is a terrific way to reduce costs and improve efficiency. Anything you can lay out on paper can be done on your association’s website.

Cost Saving Tips:
For groups producing newsletters themselves:

• Consider selling advertising to help cover the costs. This can be as easy as photocopying someone’s business card.

• Determine if you qualify for non-profit status to lower postage rates. Check into bulk mailing and bar codes. The post office can provide more information about reducing postage costs.

• Consider other means of distributing your newsletter besides the mail. Block representatives can hand deliver newsletters.

• Decide how often you really need the newsletter to go out.

• Ask your printer or other newsletter editors how your newsletter can be done for less.

• Move through every step of the process of creating your newsletter carefully, and make sure to edit as you go along. Mistakes are expensive.


Social events are a great way to bring your neighborhood together and build a sense of community. Block parties are one of the most common and best forms of socialization in a neighborhood. But there are plenty of other unique projects and events that neighborhoods can participate in that are not only fun but can make their neighborhood safer and more beautiful.

- **Crime Prevention:**
  Create a Neighborhood Watch Program

- **Beautification:**
  Clean up graffiti
  Clean up trash
  Plant trees/bushes
  Xeriscape

- **Clubs:**
  Exercise club
  Car pool
  Food co-op
  Welcome wagon
  Babysitting pool
  Hobbies (scrapbooking, cooking, reading, etc)

- **Events:**
  Neighborhood yard sale
  Block party
  Progressive dinner
  Youth activities
Planning a Neighborhood Block Party

What if you were baking a cake and ran out of sugar? Would you feel comfortable asking your neighbor for a cup? Do you even know what your neighbors look like? Would you be able to spot a stranger lurking in your neighborhood? With our increasingly hectic lifestyles, we find ourselves rushing from work to daycare to the gym without stopping. When we do get home we drive into our garage, close the door and seclude ourselves away never even saying hello to the person right next door.

Most people will agree that there are advantages to knowing your neighbors. It’s beneficial for the safety of our homes and children that neighbors look out for one another and it’s helpful if neighbors can spot a stranger on the street. Also, creating a sense of community in your neighborhood makes problem solving and dispute resolution easier. Whether your child throws a baseball through your neighbor’s window or your neighbor’s tree is leaning too close to your house, it’s a lot easier to work out a solution if you already have a relationship.

A concerned community helps to create a sense of well being and safety for all. That’s why it is important to meet your neighbors. One way to do this is through a block party. Block parties provide the opportunity for neighbors to socialize and create a sense of community. Even if you don’t become best friends, it becomes a little easier to identify a neighbor from another passerby. If you do run out of sugar you’ll be happy to know you have someone you can turn to.

Getting Started
Don’t try to do it alone. Talk to your neighbors! Form a block party committee consisting of several households and hold an organizational meeting. Assign specific duties to committee members.

Publicity Coordinator:
• Create, distribute, and collect invitations and RSVP’s.
• Compile a list of who is donating what.
• Collect monetary donations
• Provide name tags and pens for the event and make sure each attendee has one.
• Create a sign-in sheet to create a neighborhood mailing list. Once you have everyone’s e-mail, it will be that much easier to promote the next block party.

Food and Refreshments:
• Shop for meat, buns, condiments, soft drinks, and ice. If you are having a pot luck then side dishes, plates, cups, and utensils can be provided by each family.
• Decide and obtain the correct number of grills and determine who will be manning them during the party.

Activities Coordinator:
• Plan and organize events for both adults and children.
• Designate people to oversee each game.
• Provide small prizes for winners; contact local businesses for donations.

Set-up and Take-down Committee Leader
• Orchestrates both setting up and taking down the party. Designate people to help.
• Oversee who is going to lend tables, chairs, and coolers.
• Provide trash bins.

Permits Coordinator
• Oversee obtaining the correct block party permits through the City of Henderson Community Policing.
Get the Word Out
Try to inform your neighbors of the block party at least one month in advance and then distribute reminders. If possible, take the fliers door-to-door. If you have a large area to cover then try dividing your neighborhood into equal sections and working with neighbors to make sure everyone is invited. Posters on your mailbox (if allowed by your CC&R’s) and e-mail are also great options.

Be sure to invite everyone on the block. This is not the time to pick and choose who is invited.

Hint:
Make your flier or invitation catchy and informative. In addition to the date, time, place, list all necessary items to bring such as food, beverages, ice, and paper goods. Suggest extras, such as lawn chairs, coolers, bug spray, sunscreen, and athletic equipment. Don’t forget to list phone numbers of organizers and include a phone number to RSVP. That way you can get an idea of how many people will attend to figure out how much food you will need.

Location
Block parties do not have to be on the street, but because the streets are in the public domain people feel more comfortable. Private yards do not have the same sense of welcoming and may pose a potential liability for the homeowner. If you choose to have the party on the street, traffic must be blocked to ensure the safety of children.

• Contact City of Henderson Community Policing at 267-4501 at least two weeks before the event to apply for a Block Party Permit (see attached).
• You must contact the residents that will be affected by the street closure to obtain their signed permission (see attached).
• Barricades and “Road Closed” signs must be obtained.

Plan the Menu
Food is probably the most essential element of your block party. And the easiest way is to organize a potluck. This way you will have a variety of food to share. Collect money beforehand to purchase the meat. And don’t forget the vegetarians in your group—veggie burgers should be available too. Be sure to cook your food thoroughly. Meat and poultry cooked on a grill often browns very fast on the outside. Use a food thermometer to be sure the food has reached a safe minimum internal temperature. Hamburgers made of ground beef should reach 160°F. All cuts of pork should reach 160°F. All poultry should reach a minimum of 165°F.

Hint:
Assign even-numbered houses to side dishes/salads and odd numbered houses to desserts.

Plan Activities
Make sure you have activities that are age appropriate and safe. Some suggested activities include:
• Obstacle Course
• Watermelon Eating (no hands!)
• Volleyball
• Dominoes and Card Games
• Scavenger Hunts
• Water Games
• Egg Toss
• Face Painting
• Relay Races
• Karaoke
• Potato Sack or Three-Legged Race
• Hire a Clown

Misc.
• Reward children with a prize for picking up garbage at the end.
• Have everyone use their own bathroom to maintain the security in your home.
• Distribute an evaluation form to all of your neighbors to see what you can do to make the next year’s party even better.
• Post signs the day before the event to remind them that the roads will be closed.
• Be safe! Safeguard your children, home, and food.
• Remember that the City of Henderson Neighborhood Services is here to help.
• Have fun!
Instructions: Special Events Permit for a Block Party

Contact the residents that will be affected by closing the road. Each neighbor must give his/her permission for the road closure, and must provide his/her name, address, and signature. (See attached form)

Return the completed and signed Special Events Permit application, along with the Neighborhood Approval Form to the Henderson Police Department. The Special Events Application will then be submitted to the appropriate City departments for processing. Once the special events permit application has been approved or disapproved, you will be notified by phone or fax.

✓ Please note: The completed Application for Block Party Permit Packet must be submitted to the Community Relations Unit no later than 30 days prior to the date of the Block Party.

If you receive approval, you must make arrangements for barricades and signs to close the roadway. Cul-de-sacs require, at a minimum, type II barricades and a “ROAD CLOSED” sign. Through-roads require type III barricades and “ROAD CLOSED” signs at both ends of the closed section of the roadway. Refer to a phone directory listing under “Traffic Signs, Signals and Equipment”, “Barricades”, and/or “Rentals” to obtain barricades and signs. It is your responsibility to provide the necessary barricades and signs. The City of Henderson does not provide them to you.

It is the responsibility of the persons hosting the block party to provide trash containers and to clean up the area after the block party.

Information provided is in accordance with Henderson Municipal Codes 08.10.010 through 08.10.250, copies of which can be obtained from the Henderson Police Department’s Administrative Office.

Submit your Application and Neighborhood Approval Form in person, by mail or by fax.

Phone: (702) 267-5100
Fax: (702) 267-4591
Mail: Henderson Police Department
Community Relations Unit
P.O. Box 95050
Henderson, NV 89009-5050

Office: The Henderson Police Department’s Community Relations Unit is located inside the Galleria Mall, lower level, at the north entrance between J.C. Penny and Mervyn’s. 1300 W. Sunset Rd. #1229. Open Monday through Friday, 10:00am until 6:00pm.
APPLICATION FOR BLOCK PARTY PERMIT

FILL OUT COMPLETELY. ALL BLANKS MUST BE ANSWERED. PLEASE PRINT OR TYPE.
APPLICATION MUST BE RECEIVED A MINIMUM OF 30 DAYS PRIOR TO THE EVENT.

1. NAME OF APPLICANT

ADDRESS OF APPLICANT

CITY STATE ZIP

APPLICANT’S PHONE NUMBER (__) ___________________ FAX (__) ___________________

ON WHOM BEHALF IS THIS SPECIAL EVENT BEING CONDUCTED (Organization, Firm, Corporation)? ________________________________

PURPOSE OF THE SPECIAL EVENT ________________________________

2. CHAIRPERSON AND/OR RESPONSIBLE PARTY FOR THE SPECIAL EVENT: INCLUDE INFORMATION HOW THIS PERSON MAY BE CONTACTED AT ANY TIME DURING THE SPECIAL EVENT

NAME ________________________________

ADDRESS ________________________________ PHONE NUMBER __________________

CITY STATE ZIP

3. TO WHOM IS THE PERMIT TO BE ISSUED?

NAME (PERSON OR ORGANIZATION) ________________________________

ADDRESS ________________________________ PHONE NUMBER __________________

CITY STATE ZIP

4. DATE(S) OF SPECIAL EVENT ________________________________ FROM ______ TO ______

TIME TIME

5. LOCATION OF THE SPECIAL EVENT

If applicable, include a map or diagram showing the route/location to be used

STARTING POINT ________________________________

TERMINATION POINT ________________________________

STAGING (ASSEMBLY AREA) ________________________________

DISASSEMBLY AREA ________________________________

OTHER AREAS TO BE USED ________________________________
6. THE ESTIMATED NUMBER OF PARTICIPANTS IN THE SPECIAL EVENT
   ________________

7. THE ESTIMATED NUMBER OF VEHICLES ___________ AND DESCRIPTION OF SUCH VEHICLES
   WHICH WILL PARTICIPATE IN THE SPECIAL EVENT:
   ____________________________________________________________
   ____________________________________________________________

8. ESTIMATED NUMBER AND TYPE OF ANIMALS INVOLVED IN THE SPECIAL EVENT AND
   DESCRIPTION OF ANIMAL CAGES (IF ANY).
   ____________________________________________________________
   ____________________________________________________________

WILL THE SALE OF FOOD, BEVERAGES OR MERCHANDISE OCCUR AT THE SPECIAL
EVENT? _______ IF YES, DESCRIBE COMMODITIES TO BE SOLD
   ____________________________________________________________
   ____________________________________________________________

WILL CHARITY, GRATUITIES OR OFFERINGS BE SOLICITED OR ACCEPTED? _______

9. STATE THE DATES, TIMES AND LOCATIONS WHICH ANY FACILITIES OR EQUIPMENT FOR THE
   EVENT WILL BE ASSEMBLED OR DISASSEMBLED:
   ____________________________________________________________
   ____________________________________________________________

10. THE TYPE OF THE SPECIAL EVENT, INCLUDING A DESCRIPTION OF ACTIVITIES PLANNED
    DURING THE EVENT:
    ____________________________________________________________
    ____________________________________________________________

11. A DESCRIPTION OF ANY RECORDING EQUIPMENT, SOUND AMPLIFICATION EQUIPMENT,
    BANNERS, SIGNS, OR OTHER ATTENTION-GETTING DEVICES TO BE USED IN CONNECTION WITH
    THE SPECIAL EVENT:
    ____________________________________________________________
    ____________________________________________________________

12. THE APPROXIMATE NUMBER OF SPECTATORS ANTICIPATED _______________________

13. A DESIGNATION OF ANY PUBLIC FACILITIES OR EQUIPMENT TO BE UTILIZED:
    ____________________________________________________________
    ____________________________________________________________

14. ANY ADDITIONAL INFORMATION OR MAPS OR DIAGRAMS THAT THE CHIEF OF THE
    HENDERSON POLICE DEPARTMENT MIGHT FIND REASONABLY NECESSARY FOR A FAIR
    DETERMINATION AS TO WHETHER A PERMIT SHOULD BE ISSUED.
    
    ATTACHED YES ☐ NO ☐

   THE APPLICANT STATES THAT THE FOREGOING INFORMATION IS TRUE AND ACCURATE TO THE
   BEST OF HIS/HER KNOWLEDGE.

   SIGNATURE OF APPLICANT ___________________________ DATE ____________
   
   APPLICANT’S TITLE ________________________________
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HENDERSON POLICE DEPARTMENT AGREEMENT FOR STREET CLOSURE
SUBMIT WITH THE APPLICATION A MINIMUM OF 30 DAYS PRIOR TO THE EVENT

I, THE UNDERSIGNED, AGREE TO THE CLOSURE OF THE STREET IN FRONT OF MY RESIDENCE
ON __________________ FROM __________________ UNTIL __________________ FOR A BLOCK PARTY.

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HENDERSON POLICE DEPARTMENT AGREEMENT FOR STREET CLOSURE
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Programs Available to Neighborhood Associations
Neighborhood Programs sends monthly e-mails to neighborhood leaders and community managers to inform them of programs, services, and upcoming events. Many HOAs include this information in their community newsletters. If you would like to receive these monthly emails, contact Tyler Garland at tyler.garland@cityofhenderson.com or (702) 267-2006.
Building relationships and strengthening communication with Henderson residents through education, interaction, and input.

What is it?
The FOCUS Speakers Bureau is a FREE program offered by the City of Henderson to citizen groups consisting preferably of ten or more members. At the group’s request, city staff attends their function and provides information on their area of expertise.

Who will benefit?
Groups of all types will benefit from the FOCUS Speakers Bureau. Examples of groups who use the program are:
- Schools
- Civic Organizations
- Employer Groups
- Homeowners’ Associations/NH Associations
- Professional Organizations

How does my group sign up?
Choose a topic.
A list of our most popular subjects is included in this flier. If you don’t see what you’re looking for, call us and we will make every effort to accommodate.

Contact Us.
- Get in touch with us at least 4 weeks prior to your event. This will give your speaker time to coordinate the presentation.
- Neighborhood Services will contact you with confirmation of staff attendance.

How will my group benefit from a City of Henderson speaker?
The FOCUS Speakers Bureau allows citizens to learn about programs and services offered by the City of Henderson.

What topics are available?
- Becoming a Fire Fighter
- Becoming a Police Officer
- CPTED (Crime Prevention Through Environmental Design)
- DARE (Drug Awareness Resistance Education)
- Drought and Conservation
- Economic Development
- Employment with the City of Henderson
- Fire & Life Safety
- First Time Homebuyer’s Program
- Grants for Low to Moderate Income Residents
- Henderson Parks & Trails
- History of Henderson
- Housing Repair for Low-Income Residents
- Conducting Successful Meetings
- Starting a Neighborhood Association
- Municipal Elections & Voter Registration
- Neighborhood Enhancement Programs
- Neighborhood Programs in Henderson
- Neighborhood Watch
- Obtaining a Building Permit
- Our Local Legislative Process
- Part-time Employment Opportunities
- Personal Safety and Security
- Planning & Zoning
- Public Safety
- Redevelopment in Henderson
- Senior Fire & Life Safety
- Senior Services in Henderson
- Swimming Pool Safety
- The Business Licensing Process
- The Development Process
- The Downtown Water Street District
- The Public Participation Process
- Traffic Engineering
- Volunteering at the City of Henderson
- Volunteering at the Henderson Senior Center
- What is the Property Maintenance Code (PMC)?
- What’s Happening in Henderson
- Youth Firesetter Intervention Program
The Neighborhood Leadership Forum offers an opportunity for neighborhood leaders and city staff to network and share information with the expectation of building positive relationships and strengthening communication.

The Forum is comprised of three events: the twice yearly Neighborhood Leadership Breakfast and the annual Neighborhood Leadership Recognition and Award Breakfast.

**Neighborhood Leadership Breakfast Meeting**
The City of Henderson hosts a Neighborhood Leadership Breakfast meeting three times a year in February, June, and October.

These meetings provide a venue for neighborhood leaders to not only network with city staff, but to also share information with one another.

Each meeting is designed around a specific topic as identified by our neighborhood leaders. City departments and/or an outside agency are invited to speak on these topics which center on critical issues and concerns of neighborhood leaders within the city of Henderson. In addition to topic presentations, neighborhood and community leaders have the opportunity to share ideas and exchange information during the “round robin” portion of the meeting.

**Neighborhood Leadership Recognition and Award Breakfast**
The Neighborhood Leadership Award Breakfast occurs once a year in October.

This breakfast is an opportunity for the City to recognize neighborhood leaders for their contributions to their neighborhoods and the community at large. Additionally, awards are granted to those HOAs and NHAs that have gone above and beyond in their efforts to better their neighborhoods.

**Qualifications:**
To be considered for an award at the annual breakfast, a neighbor and member of any HOA/NHA, a Henderson citizen, or community manager must complete and submit a Neighborhood Recognition/Nomination Form by September of each year and demonstrate the impact on their community/neighborhood.

And meet at least one of the two following criteria:
- Collaboration of community resources and/or multiple agencies
- Successful resident participation

A neighborhood group can be submitted and considered as many times as they have an event or an activity that meets the criteria.

If you are a neighborhood leader and would like more information about an upcoming meeting, visit our website at www.cityofhenderson.com/neighborhood_services or call (702) 267-2000.
The Neighborhood Liaison Program is designed to establish and enhance relationships with neighborhoods in Henderson. The City has been divided into four service areas, each of which has an assigned liaison who works directly with those citizens as a designated point of contact. By focusing on specific areas of the City, liaisons have a better understanding of the challenges those areas face.

Neighborhood liaisons are available to assist with citizen issues and concerns. Whether it be sweeping a street, replacing a burned out street light, or arranging for weeds in a public right-of-way to be removed, they are there to connect you with the right person to get the job done – with only one phone call! Liaisons can also provide clarification on City policies and programs and periodically attend homeowners’ and neighborhood association meetings. They welcome one-on-one interaction with community managers to discuss issues of importance and proactively identify areas of concern.

Using the map below, you can identify which neighborhood liaison handles your community.

---

**Liaison's Name**

- Barbara Geach
  - barbara.geach@cityofhenderson.com
  - (702) 267-2004
- Emily Lewis
  - emily.lewis@cityofhenderson.com
  - (702) 267-2008
- Heather Rosich
  - heather.rosich@cityofhenderson.com
  - (702) 267-2026
- Tyler Garland
  - tyler.garland@cityofhenderson.com
  - (702) 267-2006
Neighborhood Watch is a crime prevention program which enlists the active participation of citizens in cooperation with law enforcement to reduce crime in their communities.

Neighborhood Watch involves neighbors getting to know each other and working together to identify suspicious persons or circumstances in their neighborhood. Through this program you will receive information on crime prevention which can make your neighborhood a safer place to live.

Neighborhood Watch is not a “citizens on patrol program”; it is simply a way to reduce crime by becoming a better, more aware neighbor.

For more information about the Neighborhood Watch Program call (702) 267-4590 or visit the Henderson Police Department Community Relations office at the Galleria Mall at Sunset.
The City of Henderson’s “Your Neighborhood Matters Newsletter” is an avenue for the City to communicate with our neighborhoods. Produced by the Neighborhood Services Programs Section, this newsletter is periodically distributed to neighborhood leaders to inform them of topics of interest with the hope that they will then filter the information down to their neighbors. Additionally, the newsletter is used to inform specific neighborhoods about large issues or projects that have a direct impact on their neighborhood. If you would like to view examples of our newsletters, please go to neighborhood_services/neighborhood_services_newsletters.php.
Community Resources
City Contact Information

Building & Fire Safety
Main Phone: 267-3600
Fax Number: 267-3605
Mail Stop: 113
Location: City Hall 1st Floor
Hours: Monday-Thursday 7:30 am to 5:30 pm

Major Functions:
Permitting
Permitting assists citizens and the development community by facilitating the permit process.

Building Plans Check
Building Plans Check provides reviews of construction documents and facilitates compliance with adopted codes and standards.

Fire Plans Check
Fire Plans Check provides assistance with code requirements to ensure a reasonable level of life safety and property protection from the hazards of fire, explosion, or dangerous conditions.

Major Functions:
Building Inspections
Building Inspections promotes the safety and welfare of our community by providing professional building inspection services to facilitate code compliance of new buildings and premises through site visits.

Fire Inspections
Fire Inspections ensures compliance with city fire code as well as proper installation and operation of fire systems and hazardous material storage through inspections of new and existing building and premises.

Code Enforcement
Code Enforcement is responsible for citizen compliance with regulatory issues pertaining to “disturbance of the quality of life.” These issues include sign ordinances, storage of vehicles and aesthetic and safety issues relating to illegal dumping and unsightly grounds.

Main Phone: 267-3900
Fax Number: 267-3931
Location: 2101 Moser Drive
Hours: Monday-Thursday 7:30 am to 5:30 pm

Major Functions:
Civil Division 240 Water Street MSC 144
This division provides legal guidance and support for elected City officials, City Departments, and boards and commissions as they conduct the business of the City. The department represents the City before judicial and administrative agencies in civil litigation proceedings; furnishes legal advice and opinions, drafts and reviews contracts and other legal documents; initiates legal action; interprets law.

Criminal Division 24 E. Basic Road MSC 711
This division prosecutes DUS, domestic batteries, traffic infractions, and all other adult misdemeanor crimes occurring in the City of Henderson. In conjunction with the Clark County District Attorney’s Office, this office handles the forfeiture legal proceedings with regard to drug and felony cases. The Victim Advocate program is also a part of the Criminal division.

City Attorney
Main Phone: 267-1200
Fax Number: 267-1201 Civil Division
Fax Number: 267-1371 Criminal Division
Hours: Monday - Thursday 7:30 am to 5:30 pm

Major Functions:
Environmental Programs  
**240 Water Street, 4th Floor MSC 144**  
This division administers the City’s compliance with environmental laws, advises other departments on environmental requirements, and coordinates with local agencies on regional air quality issues.

Court Programs  
**243 Water Street**  
**Basement of Justice Facility MSC 601**  
This division offers a wide range of services to the community. The division assists court-mandated defendants in complying post-sentencing requirements with such programs as Highway Alcohol Awareness (DUI School) and traffic school, and providing program referral and case tracking. This division also has two Substance Abuse Evaluation Technicians on staff to provide written evaluations that are used for sentencing.

**City Contact Information**

**Divisions:**
- Administration [267-1200]
- Court Programs [267-1350]
- Deputy City Attorney [267-1370]
- Municipal Court [267-3300]
- Victim/Witness Program [267-1370]

**City Clerk**

Main Phone: 267-1400  
Fax Number: 267-1401  
Mail Stop: 114  
Location: City Hall 1st Floor  
Hours: Monday - Friday 7:30 am to 5:30 pm

**Major Functions:**
- **Local Legislative Process**  
This is administered through Council and Commission Services. The integrity of the municipal governing process is maintained by ensuring compliance with the Nevada Open Meeting Law and administering the agenda, ordinance, resolution and municipal codification processes for the City Council and Redevelopment Agency. Administrative support is also provided to all Citizen Advisory Boards and Commissions established by the City Council.

- **Records Management and Archive Services**  
This division ensures the accountability necessary for democratic governance by providing cost-effective archives, record management, and reformatting services for all City departments. The City Clerk’s Office also administers a records services program within the Development Services Center.

- **Election Services**  
Administers fair and accurate elections, while providing a convenient and accessible means to vote during all primary, general and special elections. Through student outreach and voter education programs, the Office of the City Clerk promotes voter participation while preserving the integrity of the election process and instilling voter confidence throughout the community.

- **Passport and Public Resource Services**  
The City Clerk’s Office is an U.S. State Department designated Passport Acceptance Facility. Other administrative services include lobbyist registration, public bid openings, lien releases, dissemination of public information, oath administration, notary and certification services.

**Archives & Records Retention**  
- Bid Openings  
- Citywide Election Coordination  
- Council Agendas  
- Council & Commission Services  
- DSC Records 1st Floor  
- Lobby Information Services  
- Lobbyist Registration  
- Minutes of Council & Planning Mtgs.  
- Notary Services  
- Ordinances-Retention & Recording  
- Passport Acceptance Facility  
- Posting of Public Notices  
- Voter Outreach  
- Voter Registration  
- Lobbyist Registration
City Manager

Main Phone: 267-2080
Fax Number: 267-2081
Mail Stop: 141
Location: 4th Floor
Hours: Monday-Thursday 7:30 am to 5:30 pm

Major Functions:
Organizational Leadership
This area is responsible for directing the internal management and oversight for the implementation of policies, goals and objectives established by the Mayor and City Council. The City Manager’s Office works to ensure interdepartmental coordination; increase the capacity of the organization to meet the growing needs of the community; and, coordinates and prioritizes departmental business goals.

Organizational Advocacy
This area is directing and supporting external management issues. The City Manager’s Office supports the Mayor and Council as they serve on regional boards and in negotiations with other governmental agencies.

Public Information
This division works to build positive relationships through meaningful communications. The office is responsible for media relations, web site management, city graphic arts, issue management, emergency communications and is the spokesperson for citywide communications.

Intergovernmental Relations
This division serves as the City’s Chief Lobbyist and is responsible for representing the City’s interests with other governmental and non-governmental agencies at the local, regional, state and national levels.

Community Development

Main Phone: 267-1500
Fax Number: 267-1501
Mail Stop: 115
Location: City Hall 1st Floor
Hours: Monday-Thursday 7:30 am to 5:30 pm

Major Functions:
Property Management
The Property Management Division is responsible for the management, acquisition, and disposition of properties and rights-of-way for the City. The division manages City initiated enterprise projects and is the City’s liaison on matters relating to public lands. This division also provides real estate services to the City of Henderson Redevelopment Agency.

Development Processing
This division performs all plan review and approval, as well as provides recommendations to the Planning Commission and City Council. Development Processing also issues permits and responds to all development related requests.

Planning Services
This division monitors growth and develops plans to address future growth. A comprehensive look at growth is taken by participating in regional planning.

Demographics
This area is responsible for maintaining census information and preparing population estimates.

Certificates of Occupancy
Current Planning
Long Range Planning
Planning Commission Coordination
Zoning
Cultural Arts and Tourism

Main Phone: 267-2171
Fax Number: 267-2177
Mail Stop: 311
Location: 200 Water Street
Hours: Monday - Thursday 7:30 am to 5:30 pm

Major Functions:

Convention Center Sales Division
This division conducts market research, performs analysis, and handles marketing and advertising for the facilities and services available at the Convention Center. This includes the creation of new programs that focus on customer retention and new client development.

Customer Support
This division is responsible for the services provided at meetings and events held at the facility. This includes set up and tear down, security, and management of various functions. In addition, the coordination of outsource services, such as catering, entertainment, and transportation are also handled by this division.

Maintenance
This area encompasses the daily maintenance of the facility and equipment including custodial, HVAC, and preventative maintenance.

Major Functions: Visitors Bureau

Information Provider
Visitor Services oversees this area. This division is responsible for visitor relations, volunteer services, mailing services, inventory maintenance and merchandising.

Sales & Marketing
This division is responsible for networking, media relations, advertising, and market research and development for conventions.

Programs
This section manages the compilation of packages, events and tournaments, as well as monitoring volunteer programs.

Development Services Center - DSC

Main Phone: 267-3600
Fax Number: 267-3605
Mail Stop: 113
Location: 1st Floor of City Hall
Hours: Monday - Thursday 7:30 am to 5:30pm

Major Functions:
One Stop Permitting and Inspection Services
This is an integral part of the development process. This core service includes application processing, review and approval of plans and specifications, and inspection services that are coordinated with plans check. The cashiering and fee collection functions for development related issues are also maintained in this service.

Planning Application
This includes zoning, setbacks and providing public information pertaining to planning issues. Subdivision and mapping are important functions for this core service. Permit review for signs, residential, commercial, tenant improvements and landscape applications are conducted as necessary. Inspections are performed for Certificates of Occupancy and business licenses.
Information and Records Management/Support Services
This division provides for the management of information and records generated, received and maintained by the DSC. Services include development and implementation of records retention schedules, processing and routing of permit records, storage and maintenance of active records, reformatting/microfilming, and storage of inactive records.

Economic Development
Main Phone: 267-1650
Fax Number: 267-1651
Mail Stop: 143
E-mail address: COHEcon@cityofhenderson.com
Location: City Hall 4th Floor
Hours: Monday - Thursday, 7:30 am - 5:30 pm

Main Function:
This office is a division of the City Manager’s Office. Attracting New Businesses to Henderson
This is accomplished through activities, which are oriented to attract companies that fit into select target industries. The City is marketed through direct mail campaigns, brochures, public relations, advertisements, newsletters, e-mail campaigns, sales missions, and providing informational services to prospective companies.

Retain and Expand Existing Businesses
In an effort to retain existing businesses Economic Development has implemented several programs including: One-on-One Business Visitation, Mayor and Council Business Roundtable, Business Survey, and the Business Ombudsman.

Finance Department
Main Phone: 267-1700
Fax Number: 267-1702
Mail Stop: 121
Location: City Hall 2nd Floor
Hours: Monday - Thursday 7:30 am to 5:30 pm

Major Functions:
Accounting
This division is responsible for the processing of accounts payable, accounts receivable, cash receipts, and local improvement district transactions. Financial reporting is an important core service and includes assisting external auditors in the preparation of the City’s Comprehensive Annual Financial Report.

Budget and Strategic Management
The Office of Budget and Strategic Management is responsible for working closely with senior management to facilitate the allocation of City resources in alignment with the strategic direction determined by the citizens, Mayor, Council and City management.
Financial Management Services
This area is responsible for the management of the City’s debt and cash investments in order to maintain or improve the general obligation bond rating, which in turn contributes to a lower cost of debt.

Payroll
This area includes the maintenance of employee master files, time sheet processing, issuance of paychecks, payroll deduction remittance and payroll reporting.

Purchasing
This function is responsible for purchase order processing, within a decentralized purchasing environment, ensuring compliance with state purchasing laws.

Business License
This division provides service to the general public, business license applicants and existing licensees, ensuring compliance with Nevada Revised Statutes and the City’s business license ordinances. They also conduct complaint investigations, license inspections and random audits.

Division of Franchise, Audit and Compliance
This function is responsible for ensuring that proper accountability is maintained over public funds and to assist in the improvement of the efficiency and effectiveness of the City.

Print, Production, and Messenger Services
This is a division of Finance that offers the following services to City departments: mail routing, printing, copying and binding of City documents and the printing and processing of City billings.

Fire Department
Main Phone: 267-2222
Fax Number: 267-2223
Mail Stop: 133
Location: City Hall 3rd Floor
Hours: Monday - Thursday 7:30 am to 5:30 pm

Major Functions:
Emergency Medical
This division consists of four transport-capable Paramedic Rescue units servicing the City 24 hours a day, each staffed with Firefighter/Paramedics. Nine fire engines, one truck company, and one truck tender are equipped and staffed to provide first response services from nine fire stations throughout the City. Henderson is one of three paid fire departments in Southern Nevada that provide complete EMS service, from first response to treatment and transport of victims to area hospitals.

Fire / Rescue Operations
The primary duties of the division are fire suppression and the treatment and transportation of the sick and injured to the hospital. The technical Rescue Team on each shift provides expertise on swift water, confined space, high angle, and trench rescues. Non-emergency duties of the stations include fire safety surveys for local businesses, fire and emergency drills at schools, public education, hose pump testing, and fire hydrant acceptance testing.

Prevention / Education
This division facilitates, coordinates, supports, and provides the department’s current and projected training initiative in an effort to maintain or improve all aspects of organizational effectiveness. The training division provides training according to Federal, State, County and City mandates. Various officers participate in providing safety education to the citizens and business community of Henderson.
Emergency Management Coordination
This area is responsible for coordinating all the components of the emergency management system in the City of Henderson. These components consist of fire, police, civil defense effort, emergency medical service; public information, volunteers and other contributions relating to the management of major emergencies or disasters.

Positive Workplace
The development and management of a comprehensive, cost effective, health, life and long-term disability benefits program fosters a positive workplace.

Employee & Organization Development
This area of human resources coordinates a wide range of training opportunities. Consultation services are available for the evaluation, design and delivery of in-house training and organizational development.

Resource Protection
The City’s resources are protected through Human Resource’s administration of the Risk Management, Self-Funded Worker’s Compensation and Health Insurance programs. This is also accomplished through ongoing risk management and safety consultation, promotion of health and wellness, and a strong focus on loss control and prevention.

Human Resources
Main Phone: 267-1900
Fax Number: 267-1901
Mail Stop: 122
Location: 240 Water Street, 2nd floor
Hours: Monday - Thursday 7:30 am to 5:30 pm

Major Functions:
Positive Recruitment
Human Resources facilitates candidate selection through the coordination of recruitment, advertising, screening, interviewing and testing.
City Contact Information

Mayor and City Council

Main Phone: 267-2085
Fax Number: 267-2081
Mail Stop: 142
Location: 4th Floor
Hours: Monday - Thursday 7:30 am to 5:30 pm

Major Functions:
The Mayor and four City Councilmen are elected at large on a non-partisan basis, although no two councilmen can be from the same ward of the City’s four wards. The Council appoints a City Manager, City Attorney and City Clerk who are directly responsible to the Council. All city department heads, including the Police Chief and the Fire Chief, are hired by the City Manager.

The Mayor serves as a member of the City Council and presides over its meetings. The Mayor is the recognized head of the city government for ceremonial purposes, and performs any emergency duties as may be necessary for the general health, welfare and safety of the City. The Mayor Pro Tempore is elected by members of the City Council and performs the duties of the Mayor during the Mayor’s absence.

The Mayor and City Council decide, by majority vote, on all land use issues, business licenses, city ordinances and expenditures of city funds.

Administration of the City
City Council Meetings
Obtain Handicap Sticker (temporary or permanent)
Presentations to the City of Henderson
Proclamations & Commendations
City-wide Improvements
Major Functions:

**Case Management**
This is the primary service of the Court Operations Division. The staff in this division coordinates public access to the Court using a variety of technologies. The staff processes, manage, and distribute all monies collected by the Court. This division also provides courtroom support to the judges and is responsible for maintaining the official records of the Court.

**Safety and Security**
This is achieved through the use of uniformed personnel in the Justice Center. It is the division’s responsibility to insure appropriate separation of victims, witnesses, defendants, Judges, court personnel, and the public during Court proceedings and at the counter. Environmental security is maintained by the physical screenings and monitoring of all persons entering the facility.

**Enforcement**
This encompasses the field enforcement of all judicial orders. Enforcement is crucial in maintaining the integrity of Court Orders.

**Clark County Justice Court**
Clark County runs Justice Court Department I and II from the Henderson Justice Facility. This Court handles civil, traffic and criminal cases. Civil cases include both evictions and small claims.

Major Functions:

**Citizen Relationship Management**
There are various programs that enhance and support citizen and neighborhood relationships with the City. These programs work with neighbors and neighborhood group organizations to build a network for the exchange of information between the neighborhoods and the City.

**Leverage Resources to Serve Community**
The Community Development Block Grant Program (CDBG) allocates funds by formula among eligible states and local governments to expand economic opportunities ensure decent housing and provide suitable living environment for citizens. Additionally this area continually searches to supplement the City’s financial condition. Staff researches publications, websites, foundation, federal agencies and organizations to tap into additional funds that may benefit a City project or operation.

**Neighborhood Stabilization**
This area focuses on the numerous programs that enhance and assist in the maintenance and expansion of affordable and stable housing opportunities within the community. Many of the programs are supported through grants or low to deferred interest loans and are available to our residents.
City Contact Information

Parks and Recreation

Main Phone: 267-4000
Fax Number: 267-4001
Mail Stop: 411
Location: 105 W. Basic Road
Hours: Monday-Thursday 7:30 am to 5:30 pm

Major Functions:
Parks and Recreation exists to provide quality recreation opportunities to the residents of Henderson. Our program brochure, Henderson Happenings, provides a wealth of information regarding park locations and reservation procedures, extensive class offerings, and general information. Please visit our website for the most up-to-date information on the happenings around town. Following is a list of key sections and personnel to assist the resident in his or her pursuit of recreational activities.

Recreation:
Aquatics: Year round 267-5800 or 267-5870
Located at various recreation centers throughout the City of Henderson, lifeguards are on duty to ensure safety in the water. Swimming and lap swimming classes are offered year round for all ages at the Multigenerational Center Pool and Whitney Ranch Pool. Pools may be rented for private parties on a space available basis. Call 267-5870 or 267-5800 for more details.

Recreation Centers:
Each Recreation Center offers both familiar and unique experiences for the user. Classes for youth are almost endless; classes for adults cover a wide range of interests. Workshops and center-based special events such as bingo, dances, or craft fairs can be found as well. The centers have fitness rooms and most are attached to aquatic facilities. Through our Healthy Henderson program, residents are encouraged to use these facilities regularly to both improve and maintain their health.

Other Recreation Sections:

ACE (Active Children Everywhere): 267-4145
Putting our youth first, this section encompasses several programs and spans all recreation centers: REC Pals, Summer Magic, Teen Trek, Kids Zone, and Specialty Camp.

Bird Viewing Preserve: 2400B Moser 267-4180
Open year-round from 6:00 a.m. to 3:00 p.m. and located within the Water Treatment Facility. The Preserve sits on approximately 140 acres and is home to thousands of migratory waterfowl and numerous resident desert birds.

Cultural Arts: 500 Harris Street 267-4055
Located at Valley View Recreation Center, this section brings a myriad of cultural activities to the city’s residents.

Pavilion: 200 S. Green Valley Pkwy 267-4849 (Ticket Office)
Offering a variety of performances, tickets for all fee Cultural Arts events can be purchased at the Pavilion Box Office or online at www.cityofhenderson.com. Tickets have special distribution methods. Check online or at the box office for specifics.

Safekey:
1000 N. Green Valley Pkwy #720 267-4100
A before- and after-school recreational enrichment program at all Henderson elementary schools. Focus is on crafts, games, cooking, and special activities to enrich the lives of children.

Senior Adult Services: 27 E. Texas St. 267-4150
Offering a wealth of opportunities to Henderson’s senior residents, our Senior Center is located in the downtown area. Some senior activities are also available at the Multigenerational Center in Green Valley.

Multigenerational
Center, 250 S. Green Valley Pkwy 267-5800
Silver Springs, 1951 Silver Springs Pkwy 267-5720
Valley View, 500 Harris Street 267-4060
Whitney Ranch, 1575 Galleria Drive 267-5850

Black Mountain, 599 Greenway Road 267-4070
Downtown Rec. Center, 105 W. Basic Road 267-4040
City Contact Information

**Special Events: 500 Harris Street**  267-4053
Offering all manner of “special” events, field trips (excursions), and holiday events, to round out the recreational opportunity.

**Sports:**  267-5700
Providing active recreation such as baseball, basketball, soccer, golf, tennis, bowling, volleyball, and much more for all ages from PeeWee through Seniors.

**Therapeutic Recreation Services:**
**500 Harris Street**  267-4065
Working to include all persons in our recreational opportunities, this section makes arrangements for special accommodations.

**Parks:**
**Park Administration:**
**105 W. Basic Road**  267-4000
To report occurrences or needs at a local park, contact the Administrative Office. Your request or comment will be forwarded to the appropriate personnel taking care of that park. Specialty programs hosted by our Parks Division include Community Clean-up Trailer and Adopt-A-Park.

**Acacia Demonstration Gardens:**
**50 Casa Del Fuego**  267-4000
The City of Henderson and the Conservation District of Southern Nevada created the 2.8-acre Gardens to showcase the plants, trees and flowers that will succeed in a desert environment. Nineteen distinct gardens offer visitors a wealth of practical knowledge and creative ideas for conserving that most precious natural resource - water. Free workshops are open to the public in the spring and fall.

**Park Reservations:**
**298 Arroyo Grande Blvd**  267-5707
Reservations for covered picnic shelters must be made at least 2 weeks in advance. Within the two week timeframe, usage is on a first-come, first-served, no reservation availability.

**ADMINISTRATION**
**Other Administrative, Marketing, or Planning Issues:**  267-4000
The Administrative Offices of Parks and Recreation will be happy to take your concern or compliment and route the information as needed for prompt, courteous handling. Email messages may be sent to COHParks@cityofhenderson.com

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Police Department

Main Phone: 267-5000
Fax Number: 267-5001
Mail Stops: Main 211 West 212
Location: 223 Lead Street (Main Station)
          300 S. Green Valley Pkwy. (West Station)
          225 E. Sunset Rd. (North Station)
Hours:    Monday-Friday 7:30 am to 5:30 pm

Major Functions:
Patrol
The Patrol function preserves the law, protects life and property and enforces Federal laws, statutes of the State of Nevada, and ordinances of the City of Henderson.

Investigations
This division investigates all crimes, conducts follow up on reported crimes, conducts backgrounds on licensing applications, acts as liaison to the District Attorney’s office and conducts forensic investigations. Investigations Division uncovers the evidence needed to arrest offenders and bring them to justice while protecting the rights of the innocent.

Detention
This division function is to book, incarcerate, house, release, classify and move inmates. The detention facility provides transportation to and from medical facilities, municipal and justice courts. A medical contractor provides the in-house medical services.

Animal Control
390 West Athens 9am to 4pm
Animal control investigates animal cruelty, abuse and neglect calls and strives to protect the public by responding to complaints of animals running loose. This division provides a humane, full-service shelter and animal adoptions. As the rabies control authority for the City of Henderson, Animal Control investigates all animal bites.

Non-Enforcement Police Services

This area incorporates Administration, Communications, Civil Processing, Community Relations and Records. The function of NEPS is to support the Police Department through the use of documents, programs, statistics, administrative duties and other support functions.

| Administration    | 267-4500 |
| Dispatch          | 267-4913 |
| Animal Control    | 267-4970 |
| Investigations    | 267-4750 |
| Civil Processing (Fingerprints) | 267-4720 |
| Police Main       | 267-5000 |
| Desk Officer (Main) | 267-4900 #2 |
| Parking Enf./Traffic Hotline | 267-5099 |
| Desk Officer (West) | 267-4900 #2 |
| Records           | 267-4700 |
| Detention Center  | 267-4652 |

Redevelopment

Main Phone: 267-1300
Fax Number: 267-1301
Mail Stop: 134
Redevelopment 267-1515
Fax Number: 267-1503
Mail Stop: 115
Location: City Hall 3rd Floor
Hours: Monday-Thursday 7:30 am to 5:30 pm

Major Functions:
Redevelopment is a separate political subdivision established by the City to revitalize specific areas of the community. Revenues and expenditures for this core service are accounted for in the Redevelopment Agency Special Revenue Fund. Redevelopment is responsible for developing enduring public/private partnerships that will result in increased economic development, vitality and leveraged resources; creating or maintaining services and facilities to
support and attract new businesses, and retain or expand existing businesses; facilitating appropriate housing densities through research, policies, financial programs, and standards; and creating marketing initiatives to promote opportunities and activities within redevelopment areas to primary markets.

Public Works

**Location:** City Hall 3rd Floor  Administration and Construction Management

- **Main Phone:** 267-3000
- **Main Fax:** 267-3001
- **Mail Stop:** 131
- **Hours:** Monday-Thursday 7:30 am to 5:30 pm

**Location:** City Hall 1st Floor Engineering and Traffic

- **Main Phone:** 267-3068
- **Main Fax:** 267-3051
- **Mail Stop:** 112
- **Hours:** Monday-Thursday 7:30 am to 5:30 pm

**Location:** 486 North Gibson Road Support Services

- **Phone:** 267-3250
- **Main Fax:** 267-3251
- **Mail Stop:** 912
- **Location:** 210 Moser Drive Quality Control and Traffic Maintenance
- **Phone:** 267-3100
- **Main Fax:** 267-3101
- **Mail Stop:** 1011

*Major Functions:*

**New Development and Quality Control**

This area is a developer-driven service and provides plan review, inspections, permits, regulatory compliance and approvals from project development through construction. These services are provided by both engineering and field inspection personnel.

**Construction Management**

This service area provides planning, design, project management and construction management services for City-owned projects.

**Street Maintenance**

Provides repairs and street-sweeping function for city owned streets, both paved and unpaved. Supplemental areas maintained by streets include curbs, gutters and sidewalks.

**Traffic Operations**

This is provided through traffic engineering and involvement on the citizenry traffic control board. Ongoing maintenance services on traffic control devices and street lighting are performed to insure safety. Graffiti removal is also provided to public structures.

**Flood Control**

Hydrology studies and flood zone issues are addressed and capital flood projects are developed in conjunction with the Clark County Regional Flood Control District.

**Facilities Operations**

This area provides ongoing repair and preventative maintenance to the City’s facilities, as well as custodial services.

**Fleet Operations**

This area includes procurement, registration and initial setup of the City’s vehicles and equipment. Ongoing preventative maintenance and repairs are performed as needed.
City Contact Information

Utility Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Works Admin.</td>
<td>267-3000</td>
</tr>
<tr>
<td>New Development/DSC</td>
<td>267-3680</td>
</tr>
<tr>
<td>Construction Mgmt.</td>
<td>267-3007</td>
</tr>
<tr>
<td>Quality Control</td>
<td>267-3100</td>
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<tr>
<td>Engineering</td>
<td>267-3068</td>
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<td>Street Maintenance</td>
<td>267-3259</td>
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<tr>
<td>Facilities Maintenance</td>
<td>267-3280</td>
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<tr>
<td>Street Lights/Traffic</td>
<td>267-3200</td>
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<tr>
<td>Fleet Maintenance</td>
<td>267-3265</td>
</tr>
<tr>
<td>Support Services</td>
<td>267-3250</td>
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<td>Flood Zones</td>
<td>267-3696</td>
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<td>Traffic Engineering</td>
<td>267-3081</td>
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<tr>
<td>Graffiti Hotline</td>
<td>267-3220</td>
</tr>
<tr>
<td>Land Development</td>
<td>267-3022</td>
</tr>
</tbody>
</table>

**Meter Services**
Provides timely installation, maintenance, and reading of the City’s water meters; provides water conservation education and enforcement; and protects the distribution system at the meter connection through cross-connection control.

**Pretreatment**
Monitors processes that reduce, eliminate, or alter the nature of pollutants in wastewater to make it water, sewer and reclaimed water systems; maintains the City’s fire hydrants.

**Electrical Services**
Provides the resources necessary to maintain all electrical equipment, process instrumentation, and automated systems for water and wastewater facilities.

**New Development**
Provides technical assistance on water, sewer and reclaimed water design and construction standards; approves development plans as related to utilities; and provides guidance on installation of required infrastructure to be in accordance with the master utility plans.

**Customer Service**
Provides customer service and support by responding to customer needs and questions; provides information on overall water quality, drought and conservation issues; ensures that accurate bills are generated; and manages bill and fee collection.

**Utilities Serving Henderson**

<table>
<thead>
<tr>
<th>Utility</th>
<th>Phone</th>
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<tr>
<td>City of Henderson – Water/Sewer</td>
<td>267-5900</td>
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<tr>
<td>Cox Communications</td>
<td>383-4000</td>
</tr>
<tr>
<td>Las Vegas Valley Water District</td>
<td>258-3220</td>
</tr>
<tr>
<td>Nevada Power</td>
<td>367-5555</td>
</tr>
<tr>
<td>Republic Services (Trash)</td>
<td>735-5151</td>
</tr>
<tr>
<td>Southwest Gas</td>
<td>365-1555</td>
</tr>
<tr>
<td>Embarq Telephone</td>
<td>244-7400</td>
</tr>
</tbody>
</table>

**Major Functions:**

**Water Operations**
Provides the community with safe, high-quality drinking water; ensures that the City’s water is treated to meet and exceed US Environmental Protection Agency standards; and properly manages and maintains the water distribution system.

**Wastewater Operations**
Operates and maintains the Water Reclamation Facility, wastewater lift stations, and the reclaimed water distribution system throughout the City; ensures compliance with all Federal and State regulations of the City’s water reclamation plants and facilities.

**Technical Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
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<td>Resource Planning</td>
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<td>Technical Support</td>
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<td>Electrical Services</td>
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<td>Field Operations</td>
<td>267-2770</td>
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<tr>
<td>Laboratory Services</td>
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<tr>
<td>Wastewater Operations</td>
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<td>Meter Services</td>
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<td>Water Operations</td>
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<td>Pretreatment</td>
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**Public Works Admin.**

<table>
<thead>
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<tr>
<td>Water Operations</td>
<td>267-2575</td>
</tr>
<tr>
<td>Pretreatment</td>
<td>267-2650</td>
</tr>
</tbody>
</table>
FLOOR 1

1st FLOOR
Conference Rooms:
1. Midway
2. Westgate
3. Sunridge
4. Foothills
5. The Bluffs - A
6. The Bluffs - B
7. The Bluffs – C
8. Water Street
9. Council Chambers
10. Valley View
11. Inspirada
Training Room:
12. Townsite

Information Desk
Public Access Point
Public Rest Room
Elevator
Stairway
2nd FLOOR
Conference Rooms:
1. River Mountain
2. Lake Las Vegas
3. Sunset Village
4. Basic
5. Calico Ridge
6. Lake Mead
7. Cinnamon Ridge
8. Paradise Hills
9. Southfork
10. Mission Hills
11. Whitney Ranch
Training Rooms:
12. South Valley Ranch
13. Green Valley
14. Silver Springs
15. Legacy
3rd Floor
Conference Rooms
1. Hillsboro
2. Tuscany
3. Highland Hills
4. Gibson Springs
5. Horizon Ridge
6. Crystal Ridge
7. Wildhorse

4th Floor
Conference Rooms
1. Mayor/Council Board Room
2. Foxridge
3. Anthem
4. Black Mountain
5. Seven Hills
6. Green Valley Ranch
Contact Henderson

Contact Henderson is a fast and easy way to contact the City for answers to questions ranging from how to obtain a permit to how to request the replacement of a burned out street light.

It’s easy to make contact. Just visit www.cityofhenderson.com and click on “Contact Henderson” in the news section. The Contact Henderson icon is also available on all other City web-pages in the left hand navigation. Click to see a list of topics: as each contains information on programs, events, hours of operation, and answers to many other questions. Making a request, comment, or obtaining additional information is as fast as scrolling down the Contact Henderson page, which walks residents (and non-residents) through the easy steps to contact the City. Contacting the City means just that – access to every department as well as the Mayor and City Council.
Meditation Services

What is the Neighborhood Justice Center?
The Neighborhood Justice Center (NJC) was established by the Nevada Legislature in 1991, and provides no-cost information, referral and mediation services to residents of Clark County who have disputes with neighbors, relatives, businesses, landlords, etc. Mediation services are provided by trained volunteers from a cross-section of the community. The Neighborhood Justice Center has also established innovative youth programs to promote peaceful conflict resolution. These programs include the School Peer Mediation Program, the Culture of Peace Program, and the Conflict Intervention Team.

What does the Neighborhood Justice Center do?
The NJC helps residents of Clark County resolve conflicts at no cost through a comprehensive information and referral program and through mediation services. The NJC can assist in a variety of disputes, including neighborhood disputes, consumer/merchant disputes, employer/employee disputes, family disputes, landlord/tenant disputes, hospital-doctor/patient disputes, and parent/child disputes.

The NJC will not mediate problems that cannot be settled through negotiation, matters involving violent activity, and those in which one of the parties refuses to willingly participate.

Why use the NJC Mediation Process?
Mediation is a process that assists disputing parties to resolve their differences and reach a mutually satisfactory agreement with the help of a trained, neutral third party. This service is available to all citizens of Clark County regardless of income. Mediation is cost-effective and faster than litigation. It is also a personalized process which allows for an in-depth discussion of issues. The outcome is controlled by the parties, and all mediations are private and confidential.

For additional information call (702) 455-3898 or go to their offices between 8 am and 5 pm at 1600 Pinto Lane.
## Meeting Locations

<table>
<thead>
<tr>
<th>Auto Dealerships</th>
<th>Neighborhood Planning Area</th>
<th>Capacity</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courtesy Imports 260 N. Gibson Rd.</td>
<td>Gibson Springs</td>
<td>25</td>
<td>567-8000</td>
</tr>
<tr>
<td>Desert Pontiac GMC Buick 330 N. Gibson Rd.</td>
<td>Gibson Springs</td>
<td>50</td>
<td>558-3300</td>
</tr>
<tr>
<td>Findlay Toyota 925 Auto Show Drive</td>
<td>Gibson Springs</td>
<td>40</td>
<td>566-2000</td>
</tr>
<tr>
<td>Ford Country 280 N. Gibson Rd.</td>
<td>Gibson Springs</td>
<td>10-20</td>
<td>566-1965</td>
</tr>
<tr>
<td>Henderson Chevrolet 240 N. Gibson Rd.</td>
<td>Gibson Springs</td>
<td>60</td>
<td>558-2438</td>
</tr>
<tr>
<td>Saturn of Henderson 310 N. Gibson Rd.</td>
<td>Gibson Springs</td>
<td>50-100</td>
<td>558-8888</td>
</tr>
<tr>
<td>Shack Findlay Honda 933 Auto Show Drive</td>
<td>Gibson Springs</td>
<td>50</td>
<td>568-3500</td>
</tr>
</tbody>
</table>
## Meeting Locations

<table>
<thead>
<tr>
<th>Public Facilities</th>
<th>Neighborhood Planning Area</th>
<th>Capacity</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Community College of Southern Nevada</strong> 700 College Drive</td>
<td>Highland Hills</td>
<td>20-220</td>
<td>651-3163</td>
</tr>
<tr>
<td><strong>Community College of Southern Nevada-Advanced Technology Center</strong> 1560 Warm Springs Rd.</td>
<td>Green Valley North</td>
<td>4-200</td>
<td>651-2643</td>
</tr>
<tr>
<td><strong>Henderson Convention Center</strong> 200 Water St.</td>
<td>Townsite</td>
<td>10-600</td>
<td>267-2171</td>
</tr>
<tr>
<td><strong>James Gibson Library</strong> 260 Water St.</td>
<td>Townsite</td>
<td>30</td>
<td>Children’s librarian 565-8402</td>
</tr>
<tr>
<td><strong>Lydia Malcolm Library</strong> 1475 S. Green Valley Pkwy.</td>
<td></td>
<td></td>
<td>263-7522 end of Jan.</td>
</tr>
<tr>
<td><strong>Nevada State College</strong> 610 West Lake Mead Dr.</td>
<td>Mission Hills</td>
<td>30-150</td>
<td>992-2023</td>
</tr>
<tr>
<td><strong>Paseo Verde Library</strong> 280 S. Green Valley Parkway</td>
<td>Green Valley Ranch</td>
<td>5-200</td>
<td>492-7252</td>
</tr>
<tr>
<td><strong>Pittman Cybrary</strong> 1608 Moser</td>
<td>Pittman</td>
<td>5-50</td>
<td>565-5816</td>
</tr>
<tr>
<td><strong>Wildhorse Golf Club</strong> 2100 W. Warm Springs</td>
<td>Green Valley North</td>
<td>5-200</td>
<td>434-9000</td>
</tr>
</tbody>
</table>
## Meeting Locations

<table>
<thead>
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<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Legion #40 425 Van Wagenen</td>
<td>Townsite</td>
<td>150</td>
<td>565-5433</td>
</tr>
<tr>
<td>The Anthem Center 2450 Hampton Road</td>
<td>Anthem</td>
<td>20 - 1057</td>
<td>614-5800</td>
</tr>
<tr>
<td>Black Mountain Golf &amp; Country Club 500 Greenway Road</td>
<td>Black Mountain</td>
<td>20 - 185</td>
<td>565-7933</td>
</tr>
<tr>
<td>BPOE Elks Lodge #2802 631 E. Lake Mead</td>
<td>Valley View</td>
<td>25-235</td>
<td>565-9959</td>
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<tr>
<td>Courtyard by Marriott 2800 Green Valley Pkwy</td>
<td>Green Valley North</td>
<td>30 - 50</td>
<td>LV EBC</td>
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<tr>
<td>Desert Willow Community Center 2020 W. Horizon Ridge</td>
<td>MacDonald Ranch</td>
<td>24 - 225</td>
<td>270-7006</td>
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<tr>
<td>Fiesta 777 West Lake Mead</td>
<td>Townsite</td>
<td>10-340</td>
<td>567-7329</td>
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<tr>
<td>Fraternal Order of Eagles #2672 310 W. Pacific</td>
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<td>565-2672</td>
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<tr>
<td>Green Valley Ranch Station 2300 Paseo Verde</td>
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<td>617-7716</td>
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<tr>
<td>Hampton Inn &amp; Suites 421 Astaire</td>
<td>Whitney Ranch</td>
<td>96</td>
<td>992-9292</td>
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<tr>
<td>Henderson Business Resource Center 112 S. Water St.</td>
<td>Townsite</td>
<td>10-25</td>
<td>992-7200</td>
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<tr>
<td>Henderson Inn &amp; Suites 910 S. Boulder Hwy</td>
<td>Valley View</td>
<td>20-45</td>
<td>568-7800</td>
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<tr>
<td>Holiday Inn Express 441 Astaire</td>
<td>Whitney Ranch</td>
<td>15</td>
<td>990-2323</td>
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<tr>
<td>Hvatt Lake Las Vegas</td>
<td>Lake Las Vegas</td>
<td>10-2000</td>
<td>567-1234</td>
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</table>
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<td><strong>The Anthem Center</strong></td>
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<td>2450 Hampton Road</td>
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<td><strong>Black Mountain Golf &amp; Country Club</strong></td>
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<td>500 Greenway Road</td>
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<td>565-7933</td>
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<td><strong>BPOE Elks Lodge #2802</strong></td>
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<td>101 MonteLago Blvd.</td>
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</table>
# Meeting Locations

<table>
<thead>
<tr>
<th>Private Facilities</th>
<th>Neighborhood Planning Area</th>
<th>Capacity</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Legacy Golf Club</strong></td>
<td>Green Valley South</td>
<td></td>
<td>897-2108</td>
</tr>
<tr>
<td>130 Par Excellence Dr</td>
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<tr>
<td><strong>Marriott Residence Inn</strong></td>
<td>Green Valley North</td>
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<tr>
<td>2190 Olympic</td>
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<tr>
<td><strong>Sunset Station</strong></td>
<td>Whitney Ranch</td>
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<td>547-7717</td>
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<td>1301 W. Sunset</td>
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<td>Elementary School</td>
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<td>Neighborhood Planning Area</td>
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<td></td>
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<tr>
<td>Bartlett, Selma F.</td>
<td>799-5739</td>
<td>GV South</td>
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<tr>
<td>1961 Wigwam Pkwy</td>
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<tr>
<td>Cox, David M.</td>
<td>799-5730</td>
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<tr>
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<tr>
<td>Dooley, John</td>
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<td>River Mountain</td>
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<td>1940 Chickasaw Dr.</td>
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<tr>
<td>Galloway, Fay</td>
<td>799-8920</td>
<td>Highland Hills</td>
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<tr>
<td>701 Tamarack Dr.</td>
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<tr>
<td>Gibson, James</td>
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<td>GV North</td>
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<td>231 Bailey Island Dr.</td>
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<td>Hills Dr.</td>
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# Meeting Locations

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<tr>
<th>Middle School</th>
<th>Phone #</th>
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<td>Brown, B. Mahlon</td>
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<td>307 N. Cannes St.</td>
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<td>Greenspun, Hank &amp; Barbara</td>
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<td>Mannion, Jack &amp; Terry</td>
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<td>White, Thurman</td>
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<td>1661 Galleria Dr.</td>
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<td>Green Valley</td>
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<td>Liberty</td>
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<td>So. NV Vocation Center</td>
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<td>GV North</td>
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<td>5710 Mountain Vista</td>
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</table>
Neighborhood Services is “Making a Difference Everyday (M.A.D.E)” through various programs and services to our community. The Division focuses on:

**Citizen Relationship Management**

**Leverage Resources to Serve Community**

**Neighborhood Stabilization**

Neighborhood Services is located on the 3rd Floor of City Hall at 240 Water Street, Henderson, Nevada. For further information on our services call (702) 267-2000.
The Housing Division is committed to providing suitable housing for Henderson residents by providing a variety of programs to assist low to moderate income citizens. In addition, non-income qualified programs are available for residents living in Henderson redevelopment areas.

Program funding is provided by the Redevelopment Agency (RDA), Department of Housing and Urban Development (HUD), State of Nevada Housing Division (NHD), Department of Energy (DOE), Housing and Economic Recovery Act of 2008 (HERA), and the American Recovery and Reinvestment Act of 2009 (ARRA). Below is a sample list of programs that are available.

- First Time Homebuyers
- Housing Rehabilitation
- Weatherization Assistance
- Landscaping
- Painting

For more information or to see if you qualify for any assistance call (702) 267-2000 or (702) 267-2010.
The Grants Section of Neighborhood Services assists the Henderson community by providing funds to improve our quality of life. A range of programs and funding are available to assist affordable housing efforts, infrastructure improvements, and non-profits that provide services to Henderson residents.

We are committed to provide for the well-being of Henderson neighborhoods by:

• **Administering the Community Development Block Grant (CDBG) program** – CDBG funds are used for a variety of purposes including improvements and installation of streets and sidewalks, construction of park shade structures, purchase of land for affordable housing, food banks, domestic violence shelters, rental and utility assistance, and groups that care for the needs of the disabled and children.

• **Leveraging funds** – the Grants Section researches and assists in the application of funding for use by City departments, agencies, and non-profit organizations.

• **Participation in groups addressing special issues** – such issues include homelessness, housing needs, and sustainability.
The Neighborhood Programs Section strives to “Make a Difference Everyday” to citizens, neighborhood groups, and City departments through services, programs, and partnerships that promote a sense of community and improve quality of life.

We accomplish this by improving communication and connecting citizens with government through a variety of programs:

- **FOCUS SPEAKERS BUREAU**
  City representatives speak at group events on various topics to inform, promote, and raise awareness of City programs, services, and procedures.

- **NEIGHBORHOOD LEADERSHIP FORUM**
  This program is an opportunity for neighborhood leaders and management companies to meet with the city staff to network, share information, and to discuss common issues and identify possible solutions.

- **CITY HALL AT THE MALL**
  An annual open-house event at the Galleria at Sunset that informs citizens about various City departments’ programs, services, and projects.

- **NEIGHBORHOOD ASSOCIATION FORMATION**
  Neighborhood Programs Specialists will help facilitate the process needed to form a neighborhood association for neighborhoods that are not part of an HOA.

- **“YOUR NEIGHBORHOOD MATTERS” PUBLICATION**
  A periodic publication that goes out to residents and neighborhood leaders to address neighborhood issues, concerns, or to communicate City information, policies, and ordinances.

- **NEIGHBORHOOD LIAISONS**
  Neighborhood Liaisons are a team of four neighborhood specialists that work across department lines to get results for citizen inquiries, request, problems, and questions. The city has been divided into four service areas in order to increase availability, network, build community relations, proactively identify issues, and increase lines of communication.

- **NEIGHBORHOOD ENHANCEMENT GRANT**
  The Neighborhood Enhancement Grant (NEG) is a reimbursement program that provides assistance of up to $2,000 in matching funds to registered neighborhood groups. To be considered, projects must be permanent and benefit the entire neighborhood. Some examples are landscaping improvements, lighting and signage.

- **NEIGHBORHOOD CLEAN-UPS**
  At no cost to the homeowners, Neighborhood Programs will provide dumpsters to registered neighborhood groups.

For additional information about the Neighborhood Services Programs Section call (702)267-2000.
Andy Hafen
Mayor

Kathleen Boutin
Councilwoman

Debra March
Councilwoman

Steven D. Kirk
Councilman

Gerri Schroder
Councilwoman

Mark T. Calhoun, P.E.
City Manager

Skeet Fitzgerald
Neighborhood Services Manager

City of Henderson
Neighborhood Services Division

www.cohneighborhood@cityofhenderson.com