

**REGULATION AND NEIGHBORHOOD AFFAIRS  
COMMITTEE**

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**Department  
of  
Neighborhoods Director's  
Report**

# What has D.O.N. been working on?

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- **Relationships and Communication**
- **Messaging-New Logo and motto**
- **Reviewing Processes- (Standard Operating Procedures, INFOR)**
- **April 2016 Disaster Response and Recovery**

# Relationships and Communication

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- **The Director is scheduled to meet all Houston City Council Members to discuss D.O.N. issues in their districts. The Director continues to meet with key stakeholders within our city departments and communities. The Director has visited with the Super Neighborhood Alliance, responded to citizen complaints and is scheduled to meet with neighborhood associations throughout the city.**
- **The Department of neighborhoods (D.O.N.) will assign specific community liaisons to city council members as their point of contact within our department. These persons will work with council members to resolve D.O.N. issues within their respective districts and at large.**

# Messaging

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- **The Department of Neighborhoods has adopted a new logo called “Super DON”!**



*Department of Neighborhoods is  
SUPER!*

*Service - United - Professional - Excellent - Responsive*

## What we believe: (D.O.N.'s Guiding Principles)

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- **Service**- We are here to serve the citizens of Houston.
- **United**-We are a diverse body that works as a team with internal and external stakeholders to produce desired results.
- **Professionalism**- We work in strict adherence to courtesy, integrity, transparency, and accountability, and are committed to constantly mastering, developing, and improving our skills.
- **Excellence**- we set high standards individually and collectively, to achieve and maintain the highest level of performance in every aspect of our job
- **Responsiveness**- We are quick to respond or react appropriately to situations as they arise.

# Messaging (continued)

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- **Reviewing and revising the current mission statement:**
- **“The Department of Neighborhoods is dedicated to improving quality of life in Houston neighborhoods through the delivery of services, innovative programs and strong community partnerships. “**
- **Each division of D.O.N. has been charged with submitting their mission statements for evaluation and revision if necessary.**

# Processes

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- We are currently reviewing our Standard Operating Procedures to ensure they align with Texas law, and will revise and streamline them where necessary to become more efficient.
- Shadowed an inspector in the field to observe and participate in current process to what works and ways to improve.
- Interviewed inspectors, department and council members' staff to learn issues with INFOR and scheduling follow up meetings with the Information Technology Department to resolve them.
- Inquired about and working to schedule additional INFOR training for IPS Department.
- Researching safety measures for inspectors in the field.
- Working with Information Technology Department to develop a "Nuisance Tracker" for transparency in Department of Neighborhood issues, beginning with dangerous buildings and junked motor vehicles.



# April 2016 Flood Recovery

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- Performed over 2,900 assessments in response to the floods in April 2016.
- Key member of Mayor Turner's flood recovery group and secured temporary housing for nearly 400 flood victims.
- Assisted with crowd control and information gathering at Mayor Turner's Community meetings regarding the flood.
- Served as navigators for senior and disabled flood victims to assist them with immediate needs (food, shelter, clothing, medicine, etc.) and to work in getting families that have applied & received funds from FEMA relocated into permanent housing.

# Questions