



Neighborhood Association Organization Guide





As Mayor of City of Elkhart, I would like to congratulate you on making the first step towards improving the quality of life in your neighborhood. We are providing this *Neighborhood Association Tool Kit* to assist residents in developing and sustaining their neighborhoods into a safe, family-friendly, and clean environment. I have pledged that my administration will provide unparalleled service and create trusting relationships between city services and the constituents of Elkhart.

While understanding the diversity in many of our neighborhoods, this tool-kit will provide a systematic approach towards strengthening our communities. Your involvement as a liaison in your neighborhood can help us improve the targeted areas as well as improve the quality of life for our constituents. I strive to build relationships with each neighborhood to help create a safe, beautiful and united neighborhood.

My entire staff of City employees and I are committed to serving our community, and we strive to make Elkhart the best it can be. We hope this *Neighborhood Association Tool-Kit* will assist in providing a better quality of life for you, your family, your neighbors, and our entire community.

Sincerely,

A handwritten signature in black ink, appearing to read "Rod Roberson". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Rod Roberson, Mayor

My Elkhart 311



What is a Neighborhood Association?

A neighborhood association is a group of neighbors who get together, share ideas, and work cooperatively to make their neighborhood a better place to live. For the purposes of this document, membership in a neighborhood association is voluntary and open to anyone who lives or works in the neighborhood. Neighborhood associations can work collaboratively with neighbors and the City to resolve community issues. Forming a neighborhood association can make a big difference in the quality of life for you and your community.

Why have a registered Neighborhood Association?

Registering your neighborhood association will make it official in the eyes of the City of Elkhart. Registering your association will enable City officials to contact the group about upcoming decisions that may affect your area.

There are many avenues to become involved in your neighborhood and community. The most direct link to neighborhood involvement is the neighborhood association. Neighborhood associations work to proactively enhance the quality of life by unifying the voice of the neighborhood while mobilizing commitment for neighborhood issues and Initiatives.

The neighborhood association provides a place to meet your neighbors, organize social events and bring your voice to the table about decisions affecting your property and neighborhood.

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Introduction

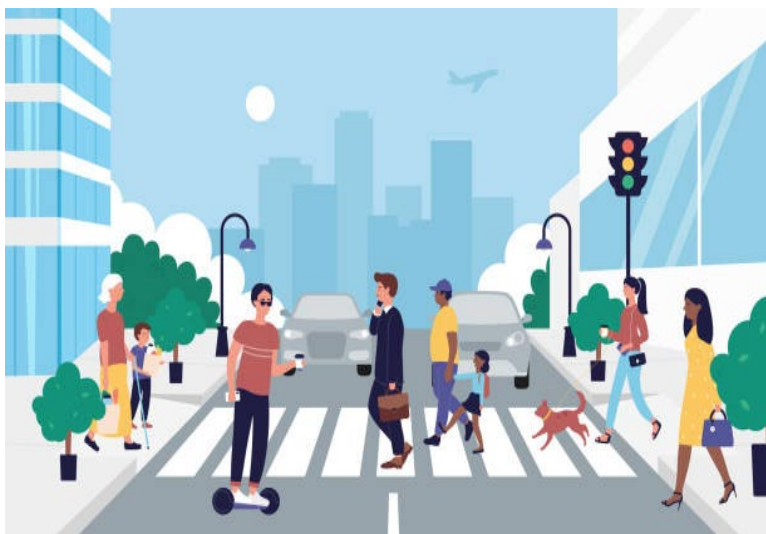
Congratulations on taking the first steps in starting a neighborhood association. A neighborhood association is a group of homeowners, renters, apartment dwellers, and representatives from neighborhood businesses, churches, and schools who organize to improve conditions in the neighborhood. When you start a neighborhood association, the people in your neighborhood get a chance to decide what needs to be done and work together to make it happen. A group that represents the community will have the stability, credibility, and political clout to be an effective force for a better neighborhood.

Some benefits include:

- Facilitating common neighborhood goals
- Providing the neighborhood with a common voice and an effective means of communicating with government officials and other stakeholder groups
- Empowering residents to have input in events happening in their area and to take part in the decision-making that affects their neighborhoods and community
- Preserving, improving, and organizing neighborhood projects
- Planning and holding neighborhood social activities

This Neighborhood Association Toolkit is a guide to assist you in starting a neighborhood association. It is not a rulebook for your neighborhood association, but rather a resource to refer to when needed. Contained in the Toolkit are best practices from cities and counties across the United States.

Block by Block



Organizing a neighborhood association is a big job. The material in this kit breaks down the job into clear steps so that it will be less overwhelming. While it may seem difficult at first, developing your association will be enormously exciting as people come together to address common concerns and learn to work together as a group. Keep in mind some important guidelines as you begin to organize:

1. Building an organization is a process. It cannot be done overnight. Be patient. Identify your priorities and build them step-by-step.
2. Set realistic goals. Start small and build upward. As your organizational capacity grows, start setting your goals higher.
3. How you treat people is crucial to your success. By treating people with respect and honesty, people will be more likely to get involved in the organization.
4. Adapt the ideas and strategies outlined in this kit to the specific needs and circumstances of your community and your organization.
5. People join neighborhood groups for a variety of reasons. One of them is to get to know their neighbors better and to feel a sense of community. So, as you build your organization, be sure to have fun.



Role of Local Government

The preservation and maintenance of an area's quality of life is a shared responsibility. Local government is responsible for ensuring that the common good is protected and public services are carried out in an orderly and efficient manner. Registering your neighborhood association will improve communication between citizens and government and other useful groups.

Neighborhood associations with the City of Elkhart will be notified by city agencies when they will be affected by planning efforts or other actions that will affect the livability of a neighborhood. Through the registering process, the city will be able to provide timely notification of public meetings when an issue will be presented that may affect a neighborhood.

- The city will assist with departmental resources
- The city will post your neighborhood association events on the MyElkhart 311 and City Event Calendar
- The city will use contact information to notify the association of planning efforts and other actions in the area.

Please contact MyElkhart311@coei.org for more information



Conducting Neighborhood Outreach

Conducting neighborhood outreach is the perfect time to become acquainted and reacquainted with new and old neighbors. Engaging one another will foster new relationships within neighborhoods. Contacting potential association members is vital to ensure the success and development of one's neighborhood. Here are some steps to aid in attracting association members:

1. Identify people who can help. For suggestions on how to identify potential leaders in your neighborhood.
2. Conduct a door-to-door canvass of your neighborhood to:
 - A. Inform residents about the desire to establish/grow a neighborhood association. Provide interested parties with the Neighborhood Services Guide, a contact list for City resources (Available online or can be picked up from City Hall email myelkhart311@coei.org)
 - B. Invite interested parties to the next general meeting
 - C. Identify potential block representatives/leadership
 - D. Establish an initial neighborhood database
3. Begin to build on the strengths of the neighborhood (once you have identified and selected your representatives and members)
 - a. Network with other neighborhood associations
 - b. Involve Key Stakeholders, such as:
 - i. School and parents' groups
 - ii. Local clubs or interest groups
 - iii. Churches
 - iv. Law enforcement
 - v. Community Development
 - vi. Non-profits
 - vii. Local businesses
 - viii. Crime-Watch
 - ix. Others with an interest in your neighborhood and its activities



Membership and Recruitment

Recruiting is important for the longevity of any organization. Initially, many groups attract members through well-publicized meetings on issues that concern projects involving lots of people. Once the project is completed or a problem is solved, active members may dwindle away. Many organizations experience this problem, so you need to be creative to avoid this dilemma.

Here are some actions your group can undergo to build membership:

1. Most people will be more likely to meet when there is programming surrounding public safety and crime, like a Neighborhood Watch. Calling the Police and/or Fire Departments to give a presentation on these topics will persuade more attendees to a neighborhood association meeting.
2. Have association members go door-to-door calling their neighbors. This can be a weeklong effort or be done in a day. You could have a membership drive and then have a party for the members that volunteered in the effort. Your members would have fun and have an opportunity to share experiences with each other.
3. Pass out printed materials to encourage residents to get involved. It could be as simple as a letter from the chair or a brochure with details on upcoming events or issues
4. Designate block captains that can pass out flyers and newsletters to prospective new members, welcome new residents, serve as a sounding board for specific problems or issues on the block, and organize volunteers to help with activities they might be interested in assisting.
5. Community gatherings, Farmer's Markets or other events are also a great way to recruit new members. Sponsor a booth at a community festival, Farmer's Market or other community event. This is a great opportunity to talk to people in your area. Have membership sign-up sheets available (sample attached). You can also have information packets about the association to hand out at Events.

Here are some ideas to keep in mind in order to retain active members:

- Help new members find a place in the association, Many will offer to help but will not know where to start. Organize a list of volunteer activities and have those who want to help sign their name next to activities they would be interested in helping with. This will be a great start for your new members.
- Always welcome new members and attempt to make them feel at ease with the group. Officers and other members should watch for new faces at each meeting and event and welcome them, New or potential members should

be introduced to someone who lives near them. Designate an official greeter" at every meeting

- Avoid the appearance of cliques. New people who see the same people running every project will feel excluded and may not return. Different people should be involved. This will help create a sense of belonging.
- Encourage new ideas and input. People who are new in the organization can see things in a new light and provide new solutions to old problems. New perspectives can assist the whole group in problem solving.
- Every meeting should represent the strongest commitment to organization. Busy people will not attend meetings or involve themselves in organizations they consider a waste of time. Having a well-planned meeting, with a set agenda, will also display a sense of accomplishment from the beginning. Have a written agenda for every meeting and stick to it.
- Maintain current membership rewards. Keep a file with members' names, addresses, phone numbers, family members' names, occupations, special talents, areas of interest, etc.
- Being part of a Neighborhood Association is not all work. Have fun as well! Sponsor parties and celebrations to get to know your neighbors better. Your events should appeal to all, including children. This will foster a strong sense of community spirit among your neighbors.



Neighborhood Association Best Practices

To help guide leaders in creating the most cohesive Neighborhood Association, this section provides detailed information about ways to improve your organization. These best practices come from many neighborhood associations from across the country; utilize the information that best suits the members and organization, and tailor it accordingly.

Mission Statement

Mission statements guide organizational actions. Rather than focusing on specific goals of the organization, the mission statement is a broad overarching statement that describes an organization's purpose. The general statement must be specific enough to guide actions without being so restrictive that it unnecessarily stifles neighborhood goals or activities. Although the mission statement should be developed in consultation with other members (as the association grows), it is important to think about the purpose of the association.

Most mission statements will focus on the conditions of the neighborhood ~ however, a commitment to the larger community is also important. A neighborhood is only as good as the community it belongs to, and this will help ensure the interests of the whole are also being considered.

Neighborhood Association Mission Statement Samples

The Woodlawn Area Neighborhood Association, Inc. (WANA) exists to improve the overall quality of life in the WANA area and to support the commonweal of its members, which ultimately enhance homeowner property values. WANA achieves its mission by Building long-term residency, encouraging neighborhood hike renovation and preservation of our homes, supporting properly managed growth and development, enhancing safety & security, promoting volunteer activism, combating community deterioration and building community by joining neighbors together in a common cause.

The Cherrywood Neighborhood Association (CNA) represents all the residents of Cherrywood, homeowners and renters alike, who are automatically members of the association. We affirm our intent to build active consensus, broaden participation, act collectively , capitalize on opportunities, and manage problems. The Cherrywood Neighborhood Association Mission is to promote open discussion of neighborhood Issues, pursue solutions and actions favored by members, and monitor and inform CNA members of private initiatives and public policies significant to Cherrywood.

The Lower Greenville Neighborhood Association (LGNA) is composed of residents dedicated to supporting and promoting a positive quality of life in our neighborhood by: Providing a forum where neighbors can communicate on items of mutual interest; Identifying, encouraging, and promoting interests and concerns of the neighborhood including but not limited to safety and neighborhood improvements; Representing neighborhood interests by acting as liaison to other neighborhood associations, civic entities, and other groups; and Promoting desirable development within and adjacent to the neighborhood association boundaries all in order to protect the residential integrity of the neighborhood.

The Bancroft Neighborhood Association (BA) facilitates community inclusiveness, sustainability, awareness, investment, and involvement to promote a safe, vibrant neighborhood. The primary goals of the BA are to: Build interest of residents in the welfare of the neighborhood, Support the improvement of the neighborhood, Create awareness of issues that affect all residents of the neighborhood, Encourage participation of residents in neighborhood gatherings and initiatives, and Represent the neighborhood and its residents in the wider Minneapolis community.

Bylaws

Bylaws are guidelines that Neighborhood Associations follow to maintain consistency and to ensure a visibly democratic process as members and leaders change. Bylaws address issues such as organizational purpose, membership boundaries, neighborhood association chair (s), standing committees, etc.

Bylaws should reflect the grassroots and democratic nature of neighborhood associations. They should outline democratic processes for decision making that are open and transparent. Good bylaws can help avoid the perception of arbitrary decision making, which can lessen the legitimacy of the association. If an association decides to create bylaws, they should be taken seriously because they are important to the maintenance of order and credibility in the organization. Effective bylaws will:

- Describe how the association will do business,
- Establishes the rules governing the group, and
- The roles and responsibilities of its officers.

There is a sample organizational bylaw outline and sample neighborhood association bylaws in the attachments

Neighborhood Association Chair Elections

Elections should be held annually for your neighborhood association to elect neighborhood association chairs and co-chairs. Any member can identify and nominate another member to a leadership position before the election meeting. Additional nominations can be made from the floor by any member. Residents should be notified through Nextdoor, email, Facebook, flyer, word of mouth, etc. at least 30 days prior to the election of the date, place, time of election, and list of candidates. The elected positions hold the position for a one-year term, with no limit on the number of times they may be re-elected.



All issues and candidates should be voted on by a majority vote of members present at the meeting. A chair is elected if they receive the majority of the votes (50%+1).

Roles within the Association

These officers will handle the business of the neighborhood association throughout the upcoming year. Your association's bylaws should specify the positions and the general framework of your electoral process. Descriptions can outline the responsibilities of the board and other individual officer positions.

There are a number of duties and responsibilities involved in forming an organization. It is important to have enough people on the board to delegate the many tasks that need to be completed.

Qualities of an Effective Neighborhood Association Chair or Co-Chair

Commitment to the Neighborhood

- Strong commitment to the neighborhood and the neighborhood association
- Knowledgeable about the neighborhood, neighbors, and their interests

- Openness and Collaboration
- Inclusive and welcoming; encourages participation from all neighbors
- Works well with others; listens to and respects others' opinions
- Flexible and open to change and new ideas
- Encourages open, productive and respectful discussions among members; takes into account differing views and encourages consensus
- Facilitates dialogue and discussions
- Freely shares information
- Respectful and kind to others
- Models the behavior expected of others

Leadership

- Motivates people to take collective action
- Guides others in setting goals and taking steps to reach solutions
- Follows through on commitments

Communication

- Communicates ideas and concerns clearly to others
- Practices active listening by making a conscious effort to hear not only the words that another person is saying but, more importantly, the complete message being communicated
- Work to bridge and connect online and physical neighborhoods
- Time Commitment
- At a minimum, plan and coordinate one formal meeting and one fun event annually

The following positions are suggestions for the governing board of your association. Each position should be defined by your association. Each role can be combined to encompass other roles; for example, the chair may also fill the role of secretary, or, a co-chair may also be the treasurer,

Chair

This person is responsible for the overall leadership of the association board, sets the agenda and facilitates all meetings. It is important for this person to be objective and judicial. A chairperson should never dominate discussions. The chair keeps the meeting running smoothly while allowing participation and is the person who makes sure people keep to the agenda, both in content and timing.

Some duties that are usually the responsibility of the chairperson are.

- Making sure members are notified about meeting dates, times, and locations
- Represent the association in a public capacity

- Keep the meeting focused and within the allotted time frames as outlined in the agenda
- Mediate arguments between members as they arise
- Clarify decisions made by the group
- Have an organized agenda
- Bring the issues to a vote as needed and in an orderly manner
- Review tasks and make assignments
- Ensure that all members follow bylaws and procedures
- Give credit and recognition for accomplishments
- Follow up on decisions made at meetings
- Meet with your successor and transfer records, files, etc.

Co-Chair

This person assists the chairperson. The person serves in an advisory capacity to the chair. In the absence of the chairperson, a co-chair conducts the meetings and exercises all of the usual duties of the chairperson. A co-chair should also be a person with strong leadership qualities.

Some of the responsibilities of the Co-Chair are:

- Effectively manage and facilitate meetings in the absence of the chair
- Step into the chair position in the event that the chair is unable to complete his or her term
- Follow-up on tasks assigned to members of the association

Secretary

The secretary records the minutes of the meetings and makes sure that copies of the minutes, agendas, and other records are available for the board and the public.

Some responsibilities for the secretary are:

- Record the minutes during all association meetings
- Maintain current and comprehensive membership records
- Record all of the official correspondence of the association
- Pass along important information to be included in association newsletters

Treasurer

The treasurer is responsible for the funds of the neighborhood association. Most boards do not require anything but an occasional status report from the treasurer. Someone should be selected that will take the duties of the position very seriously since the fiscal condition of the association is crucial to the future well-being of the group.

Typical duties of Treasurers are to:

- Pay all of the association's expenses in a timely and accurate manner

- Collect and deposit all funds received by the association
- Maintain a financial accounting system that is adequate and thorough for the association
- Collect voluntary dues from members of the association and/or manage grant funding

Committees

Neighborhood associations serve many purposes and work to achieve many goals. Committees make that work easier. A committee is a group of people, from the larger association, who are appointed to work on a specific task.

Committees can be standing, meaning that they are always working on a task or towards a goal, Membership, Welcoming, Beautification, and Grievance committees are all examples of committees that would be standing.

Other committees may only need to be temporarily formed. If the association is participating in a one-time event, or dealing with a one-time problem, a temporary committee that is dissolved when the task is completed is more appropriate. Temporary committees may turn into standing committees and standing committees, may at some point, need to be dissolved.

Whatever the purpose of the committee, it is important to find the right person to lead the committee and the right members to be on the committee. Members who are passionate, knowledgeable, or who have connections that would be helpful in addressing the purpose of the committee should be strongly considered.



Effective Meetings

Meetings

Successful meetings can build an organization; poor meetings can erode even the best organization. The way that meetings are run will affect how members become and stay involved in the association. If meetings rarely start on time or are dominated by a few people, members will become frustrated and will stop coming to meetings. When meetings are well run, people's opinions are respected, and the agenda is followed, members will feel more willing to participate in other activities of the association.

FIVE RULES FOR MEETINGS

1. Time is Everyone's Most Valuable Commodity - To keep the meeting on task set a time limit for each speaker
2. The Reason to Hold a Meeting Is to Plan Action
3. Pre-Plan the Meeting Carefully
4. Have a Printed/Posted Agenda
5. Have Well-Thought-Out Alternatives for the Membership to Choose From

Three Types of Meetings

Business Meeting:

As the leader of the meeting, the chair should;

- Initiate items or proposals for the members to consider; bring up matters on which the group may wish to take action.
- Frequently, when members are informed ahead of time on the agenda and proposals, they will be more equipped to participate intelligently.
- Facilitate the deliberations and actions of the group, to make it easier for them to conduct business
- Follow an agenda



- Orient and guide the group in the conduct of their business
- Encourage and bring about a free and complete discussion of matters brought before the meeting
- Act as a consensus builder when debate heats up
- Summarize, clarify, and restate motions made and considered by the group before voting

Round Table Discussion

The leader or facilitator will:

- Help the group get acquainted: State the problem or help the group state it
- Stimulate and direct the discussion: Promote participation by all members Summarize when necessary
- Bring the group to a conclusion: Create a plan of Action



Brainstorming

The leader must ensure that the people involved understanding the ground rules, the problem is stated and that participants are ready to present ideas. The brainstorming session is a freewheeling, fast-moving succession of ideas; no one criticizes or comments, and all ideas are accepted, or as improved upon by a subsequent speaker. Keep a record of everything; and finally, evaluate the suggestions made in the session and determine which will turn into action.



Agendas

Every meeting must have an agenda or purpose. Spend time before the meeting deciding not only what to discuss, but also how long and in what order you will discuss the items. It is sometimes useful to put emotional or controversial issues at the end of the agenda. This will allow you to take care of small, but necessary decisions early in the meeting. When listing agenda items, it is always good to list a time limit. It is possible that you'll

go over or under the time limit on some items but will tend to keep the meeting on track

Do not overload the agenda. Try to stay within 1-- 1.5 hours and allow some time for refreshments and mingling.

Running a Meeting

Start the meeting on time, Do not penalize those on time by making them wait for latecomers. Go ahead and start the meeting with less important agenda items. By doing this, you will reinforce the behavior of those who arrive on time without excluding those who are late.

Make sure someone takes the minutes and records the meeting so that those who were unable to attend can still keep up with the activities of the association. If you do not have a secretary, rotate this task.

Participation

Set realistic expectations about attendance. You may not need large attendance at every meeting. Do not focus on what you consider poor attendance. Concentrate on coming up with techniques to increase attendance. Set a tone at meetings where everyone's ideas are welcome and respected and no one is put down.

Consider establishing a Membership Committee to focus on recruiting new members. Be realistic about what people can do given their other responsibilities. Respect all contributions, no matter how small.

Reports and Records

Reports are a necessary part of any meeting. Through reports, an organization knows if it is functioning properly and being informed about all progress and activity. A report is a concise statement of activities done during a given period. A good report should include:

- Name of activity
- Summary of accomplishments description of methods, if useful - and then only briefly and in general terms
- Announcements of future activities - project ideas for next period, etc.
- Any special information that a committee feels is of interest to the chairperson, but is not part of the body of a report, should be written on a separate sheet of paper and given to the chairperson

Meeting Arrangements

The best arrangement for a community meeting is a circle of chairs, People sitting in a

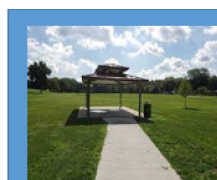
circle can communicate better. Tables often form barriers and are easy to hide behind. Avoid using tables unless they are needed for maps or handouts. Choose a neutral room

that will just barely accommodate everyone. This will allow the energy of the group to stay within the group and add to your feelings of enthusiasm.

Meeting Locations

Choose somewhere close that is located within the neighborhood association boundaries. Meeting locations could include a neighborhood church or community center, a member's home, or a favorite local restaurant, or a park pavilion.

The following parks have shelters that can be used by neighborhood associations if they are not already reserved. If the association would like to secure the building for use in advance, a fee would be required. Contact the Parks Department for more information: 574-295-7275 <https://elkhartindiana.org/government/parks/>



Walker Park



Island Park Shelter



McNaughton Pavilion



High Dive Pavilion



Roosevelt Park Shelter



Pierre Moran Pavilion



Willowdale Pavilion



Studebaker Pavilion



American Park Shelter

Virtual Meetings

Virtual meetings are another great option to connect residents. Neighborhood Associations can offer hybrid meetings with an in person and online option.

Zoom - Zoom has free meetings for up to 40 minutes
Sign up for a free account at [zoom.com](https://zoom.us)



Webex - The City of Elkhart has a Webex account that neighborhood associations can use it to hold their meetings. Contact myelkhart311@coei.org to set up a webex meeting.

Ending the Meeting

It is surprising how many meetings are allowed to just fizzle out. Meetings should end with a plan of action. Ask committees to research an issue and report back to the group. Summarize what has been decided. Then, decide on the date, time and place of the next meeting before members leave.

And, most importantly, in addition to addressing concerns in the neighborhood, plan enjoyable neighborhood activities that will bring the neighborhood together, such as a block party, neighborhood garden, or card club. If those in the neighborhood see the exciting activities happening around them, they will be more likely to want to participate in your neighborhood association.



Communications

What can you do to inform your community? Being able to connect with neighbors and association members is key to providing relevant and timely information regarding meetings and events. Having open lines of communication also provide mechanisms for community members to voice their concerns. Often, one person's voice at a City Council meeting will not be as powerful when there are tens or hundreds of voices behind one issue. These are some ideas to keep communications channels open and accessible by all members and residents.



Utilize Social Media

- Stay engaged on Nextdoor, invite neighbors to join Nextdoor and have a presence on other social media platforms as well (Instagram, Twitter, etc.)
- Create a Facebook group or page to highlight your neighborhood
- Sponsor ads on Facebook to notify those closest to your neighborhood that you exist
- Facebook live your meetings! (Attached is a 'How-To' share meetings live on Facebook)

Create relevant paper and email newsletters

Writing an events email quarterly or bi-annually will ensure that people know about the events and meetings you are having in the neighborhood. Flyers and posters can achieve the same effect; but, if you have gathered an email list of members and interested residents, sending out periodic email newsletters will be the most direct way of sharing event invitations and details.

June 10, 2022 E-newsletter
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5 SIMPLE MARKETING IDEAS THAT GET YOU NOTICED

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1. Offer Congratulations

Scan local news in print, on social or online for success stories. For professionals who achieved milestones, received awards or secured a promotion be sure to give them a shout out. This makes you memorable and helps to build rapport.

2. Provide a personal touch

To really make an impact, print out open house invitations and present them rolled up with a ribbon, hand delivering them at people's doors. A thoughtful invite is flattering and memorable!

3. Create video content

You can create videos on video hosting sites like YouTube and Vimeo to share your listings. Or create videos explaining different communities or neighbourhoods and who it's ideal for.

4. Location-based social media

Sites like GoogleMaps aren't just for checking in to local areas. You can use them to leave helpful tips and information! You can focus on locations your ideal clients frequent to leave a great impression.

5. Become a valuable resource

Identify topics your ideal clients care about, set up Google alerts for those topics and then pass new insights and updates along to them via email or social. This will help you stay up to date, and also reassure your clients that you're informed.

Knock on Doors

Going to your neighbors' houses and talking to them at their door is the simplest and easiest way to get to know the people who live in your neighborhood and find out who is interested in joining the association.

Post information at local hotspots

Coffee shops, local grocery stores and businesses typically have an events board or poster board where people may hang informational brochures. Spending one hour going to a few small businesses in the neighborhood and hanging event flyers will increase turnout for your events and/or meetings.

Find ways to engage with different populations and organizations

Be Creative! As your association grows, be sure to identify the different strengths and interests your members and volunteers have. Conducting brainstorming sessions with a few key people can vastly improve your organization's visibility. Make sure your association is catering to all different types of people, age groups and demographics. If you cast a wide net, more people will be inclined to join your organization.



Neighborhood Projects

One of the best ways to attract attention and form group unity is to focus on an important issue in your neighborhood. Neighbors do not attend meetings or become interested in your association unless you are doing worthwhile projects for their benefit or the benefit of their area. It's important that you determine the needs of your neighborhood and focus on those needs until you demonstrate success.

Determine the needs of your neighborhood through meetings and personal discussions with neighbors during a walk-through. After you construct a list of possible needs, discuss them in reasonable depth to identify the issues. When you have identified the issues, discuss each one and agree on the priority of each issue. Sort the issues into short-term or long-term projects and begin to evaluate how your association would like to approach each issue.

In developing your neighborhood projects, focus on a specific issue that will demonstrate action and results and that will be visible in the neighborhood. Get the whole community behind the project by promoting the issue as much as possible. This will provide lots of participation for you to establish a large membership base. If you are successful in achieving your goals or effecting change on a single issue, it demonstrates that your association is an effective group. This establishes the credibility and worthiness of your association, characteristics which are important to long-term survival. Unfortunately, one problem with concentrating on a single issue is that when that problem is solved, everyone leaves. Therefore, it is important to introduce other issues at the same time and get people to work on them in addition to the main issue. As each issue is resolved, focus on new, short- and long-term projects.

In planning projects, keep the ball rolling with a list of projects and activities that will maintain participation and interest. This requires a lot of anticipation and organization by association members. The best approach is to plan around a calendar. Do not suffocate your members with more projects than time will allow. Choose a pace and stay consistent. Slow progress is often better than no progress at all, but keep in mind that one large gap in activity could cost you the participation of a large majority of your

membership because of lack of interest. Be careful how you plan and coordinate all projects. Keep people involved in all levels and give people specific jobs (with specific time frames) to do. Everyone is willing to contribute a little bit of time. Do not give too much responsibility to one person when it can be easily delegated to several. one large gap in activity could cost you the participation of a large majority of your

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Have Neighborhood Events?

Promote your organization or
neighborhood events/meetings with us!

INRC.org/neighbor-events



Project Ideas

The following is a list of possible short- and long-term projects:

- Neighborhood Clean-up
- Community Garden, tree planting, flower planting
- Back-to-school party and school supply drive
- Murals or neighborhood art project
- Neighborhood scrapbook or video
- Crime watch program
- Scholarship exchange (Example: Ex-boxer in the neighborhood sets up an afternoon boxing program for neighborhood kids.
- The kids mow and care for his yard).
- Block party or festival
- Neighborhood entrance signs
- Security lighting
- Tool lending libraries
- Tutoring program for youth
- Home tours
- Neighborhood cook-out, picnic, or potluck
- National night out celebration
- Holiday celebration
- Neighborhood t-shirts
- Yard of the month award
- Neighborhood newsletter, web site, directory, or telephone/email tree
- Paint up/fix up projects
- Paint swap



- Speakers on topics of interest to the neighborhood
- Representative to attend city council, school board, and planning commission meetings
- Philanthropic projects, such as "adopting" a family who needs help with Christmas dinner
- Flower and plant exchange
- Create a buy nothing group
- Garage Sale



Neighborhood Watch

The Neighborhood Watch program works closely with the Elkhart City Police Department and focuses on advising individual neighborhood groups on the best strategies designed to discourage, deter and prevent crimes, as well as build effective collaboration between the police and neighbors that leads to the apprehension of criminals. Property crimes such as burglary, auto theft, and identity theft are frequently discussed; however, Police Department staff will also tailor presentations to fit individual neighborhood needs, including discussions on personal safety, crime-fighting technologies and effective neighborhood networking.

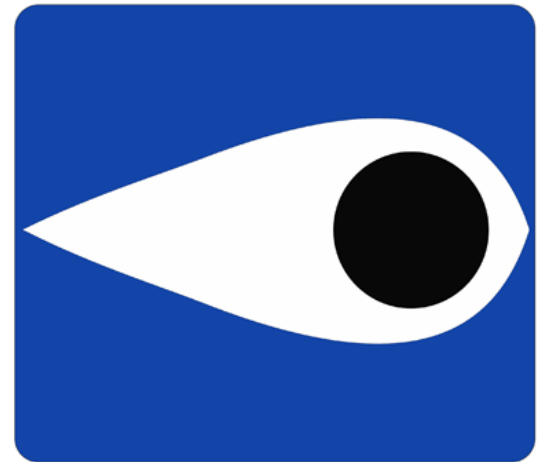
The City's Neighborhood Watch program is community-driven and lead by the neighborhood associations with facilitation provided by Police Department staff. While police staff members will appear at presentations and provide insights, crime trends and expert advice, the Neighborhood Watch program is designed to be perpetually maintained as a cohesive working group of neighbors who look out for one another. A variety of favorable outcomes result from sustained engagement by Neighborhood Watch groups, such as a familiarity with the police officers that work in their area and the posting of Neighborhood Watch signs declaring that the neighborhood is actively engaged in crime-fighting efforts. The basic principle behind the Neighborhood Watch program is bringing communities and police together to achieve the common goal of preventing crime.

Volunteers

Recruit people to events and activities--not to business meetings, Sign-in sheets, nametags, and follow-up recruitment calls should be standard procedure in your organization. Give new members a chance to participate through activities such as passing out information at meetings, working on a neighborhood project, delivering the newsletter, stuffing envelopes, or contacting their friends to come to the next event. These activities should make the volunteer feel useful and productive. When recruiting to an activity, try to consider the volunteer's needs. Try to provide childcare,



NEIGHBORHOOD WATCH



WE LOOK OUT FOR EACH OTHER

transportation, or a mentor if the volunteer needs it.

When recruiting volunteers, enthusiasm is important. Show confidence by knowing what you would like the volunteer to do and be enthusiastic about the task at hand. Practice explaining your request in a concise, up-beat fashion. In just a few sentences, you should be able to convey the essence of the organization, the purpose of the task, and how the task will enhance the organization and the neighborhood. Here are the six steps to successful recruitment.

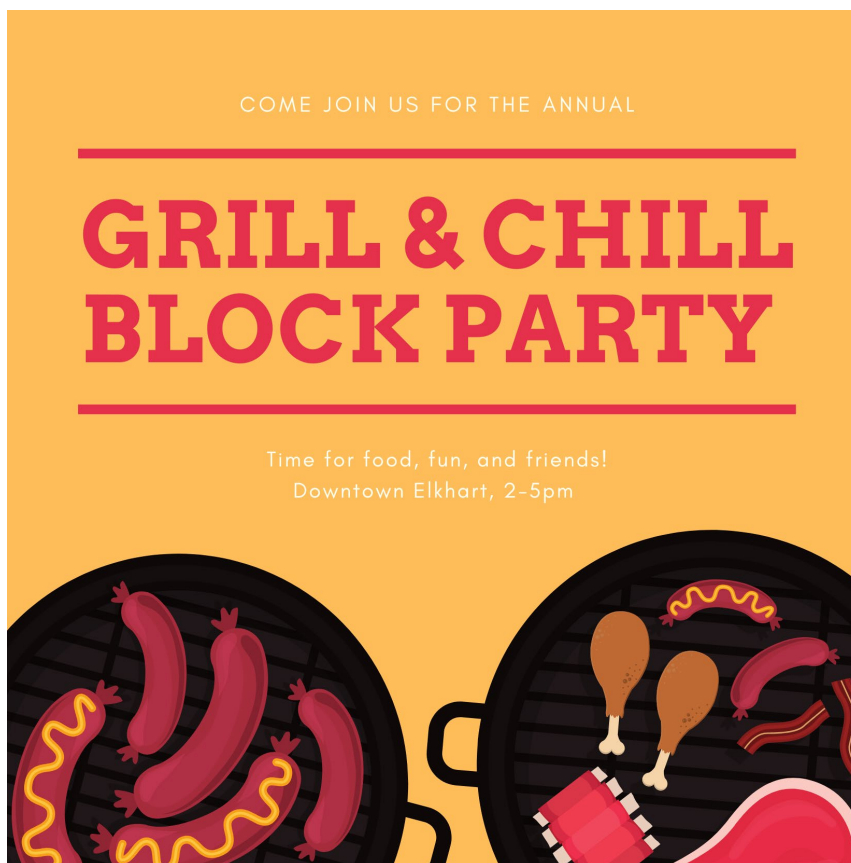


1. Be prepared - Have in mind a mini-strategy consisting of how you will explain your goal and what you want the person to do. Review what you know about the person, such as interests, experience, and family. Look and listen for clues as to what interests this person.
2. Legitimize yourself - You need to gain quick credibility. Find a common background or a mutual friend. Explain that you have the same problem that they do. Mention people that they might know. Explain why the person's participation will make a difference.
3. Listen, listen, listen - Draw people out. Listening is more important than just not talking. It is asking good questions, providing encouraging remarks, and using body language that says you are interested. Be sure to listen for special skills, useful contacts, and organizational networks that can be useful to your organization.
4. Challenge - Encourage people to produce change. Challenge people to care about the organization's goals.
5. Get a commitment - Never leave a conversation open-ended. Get a commitment with a firm deadline. Write it down, make a note for follow-up and clarify exactly what should happen next.
6. Follow-up - There is nothing worse than making a big fuss over people while recruiting them and then ignoring them once they show up. Have greeters or a welcoming

committee at meetings, introduce new people to experienced volunteers, and keep the lines of communication between you and your volunteers open at all times.

Keeping volunteers is just as important as recruiting them. Recruitment has to be backed up by an organizational plan with clear goals and expectations of what volunteers will do. Have a committee or program designed especially for volunteer and membership issues. This program should include training, supervision, recognition, and leadership development. Always explain the organizational importance of each task and assign tasks to fit the time that the volunteer is able to give. Recognize volunteers and make them feel a part of the team.

Recruiting and keeping volunteers is something that is learned through practice and experience. Have fact sheets for each recruiter addressing such things as how to overcome objections to volunteering, the purpose of the task they are recruiting for, organizational information, and a brief description of the task. Growing, thriving organizations must train leaders on how to recruit others and build recruitment strategies into their ongoing program work.



Marketing Your Neighborhood

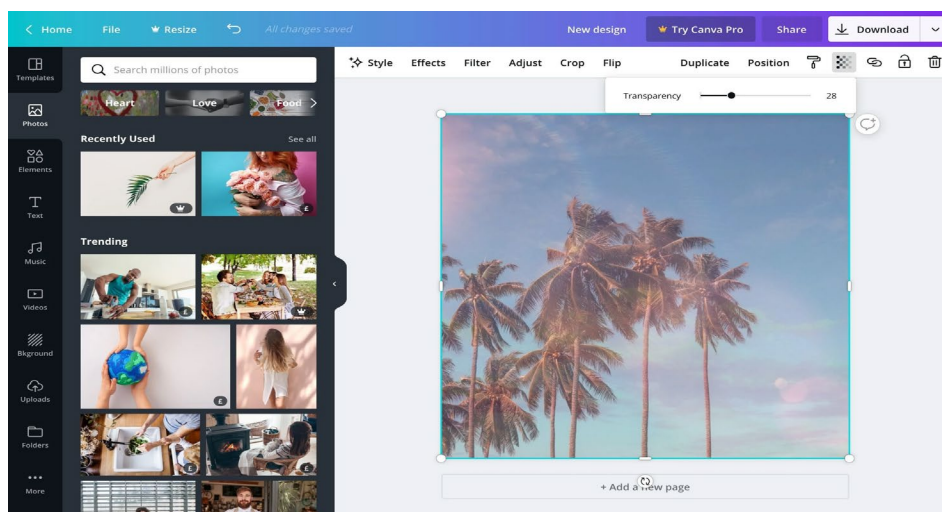
The establishment of a good communications and publicity network is absolutely essential to any group. Whether it is a simple flyer, newspaper announcement advertising a meeting, a short telephone call, or an email, groups must take advantage of all media (including word of mouth) to make people aware of activities.

Utilizing the internet for your neighborhood association is essential. Not only does it keep the neighborhood informed of events, but it is also a good way for the leadership of the organization to communicate with each other and city representatives. As groups create their own online communities, the neighborhood associations section on the city's website will be updated with accurate URLs to assist the organizations and the community members connecting to one another.

One of the most effective ways to establish a manageable and affordable network is using the following forms of communication:

Flyers - Any activity, project, or goal of the group can be announced in a flyer. When designing a flyer, be sure the wording is bold enough to be read from a distance of 10 feet. Use colorful paper. If possible, arrange for the use of a church or school copying machine. Or better still, have them quick copied as a donation by a local print shop. Post flyers in markets, laundromats, schools, beauty shops, and other places frequented by the people you want to reach.

- A free resource to create artistic flyers and marketing material is [canva.com](https://www.canva.com). Canva has free templates from posters to social media posts.



walk-through - This is one of the most effective ways to begin a relationship with your neighbors and get them interested in your association. Organize a group of at least four to six people to cover a specific region of your neighborhood. Assign pairs to go door-to-door and introduce the association and its goals. Ask them about their concerns and respond with how your association can help them effect a change in their situation. Ask them to attend the next meeting to voice their concerns. Also, ask them to bring some of their neighbors. Be sure to leave a flyer with the information about the next meeting. If no one is home, leave a flyer in a visible, but secure location (do not place flyers in mailboxes as it is against federal law).

Surveys - Surveys are a keyway to bring new members into the association. Use a survey when you are just getting started. At your first general meeting, distribute a survey to residents to find out what issues are important to them and what direction they want the group to take. When developing a survey, keep in mind the information you want to get from community residents:

- What are the most important issues in the neighborhood?
- What are the issues people are willing to work on?
- What kinds of skills do people have?
- What are the best meeting times and locations?
- What is the family structure and occupation make-up of the neighborhood?

These are just suggested questions. Brainstorm and come up with questions that fit your neighborhood.

Telephone tree/email list - Individuals who want to contribute but have little time may volunteer to be on a telephone tree or email list. Give each person at least six people to contact by phone with a short message. Or, place a neighborhood member in charge of setting up an email database. Information may then be sent out as the need arises. These are easy ways to establish a communication network that is fast and very effective.

Block representatives - Establish one or two individuals from each side of a street or block to serve as a liaison with your association. They can inform neighbors about what your association is doing and how to get involved. They can also recruit neighbors to support your association and communicate with them by word-of-mouth or telephone. This is a big help when your neighborhood association covers a large area.

Newsletters - A monthly or quarterly newsletter can be an effective tool in communicating with your members. Short, informative articles that are of interest to the entire neighborhood will keep neighbors up-to-date. Newsletters can be paid for through association dues or by advertising dollars and can be produced fairly inexpensively.

A good newsletter might contain the following information:

- Notices of important meeting dates and group event

- Information about city services
- Recent accomplishments of your group
- Notification of special events
- Recognition of volunteers
- Information about the schools in the neighborhood
- Profiles of neighbors
- Crime/safety information
- Birth/death announcements
- Graduation announcements
- Anniversaries
- A welcome to new neighbors
- Articles of community interest
- Advertising

The newsletter editor will write articles, review articles submitted by others and set deadlines. The newsletter committee should assist with typing, soliciting advertising, and arranging for printing. Decisions will need to be made regarding the title of the newsletter, the number of pages, paper stock, and the arrangement of copy. Consider asking a local printer to donate printing services. Decide how to distribute the newsletter. Newsletters can be sent home with students. Also, consider utilizing boy or girl scout troops or block captains to deliver the newsletters. If you decide to mail the newsletter, call the US Post Office regarding a bulk mail permit.

Nextdoor App - It is where communities come together to greet newcomers, exchange recommendations, and read the latest local news. Where neighbors support local businesses and get updates from public agencies. Where neighbors borrow tools and sell couches. It is how to get the most out of everything nearby. Sign up at www.nextdoor.com or download the app. See attachment 6 for more information on how to sign up and use Nextdoor.

G Suite - Managing projects and your organization can be easy and free through Google, Sheets, Docs, Drive, Calendar, and Slides can all be used in a variety of manners to suit the needs of your neighborhood association. The G Suite is set up as live sharing of these documents. The leadership team in your neighborhood association will be able to edit, view and share project plans, create Gantt charts to manage the projects, and communicate instantly with each other. When you need to share information with your team, you can create a Groups email list to add everyone, and then send updates and resources at once using one email address, G Suite can be used on its own OR in combination with a professional website, Facebook page, blog, etc.

Professional Website - Tap the resources of those members who may be well versed

and willing to put a little bit of time into developing a website for your organization. This is where identifying strengths and opportunities of your membership base comes into play. The website does not need to be anything flashy or showy, but a basic communication tool with links and potentially photo displays of people in the

neighborhood at events. Utilizing a website also gives your organization more autonomy over content and management.

There are a number of free web site resources available for non-profit groups like neighborhood organizations.

- Designed specifically as a neighborhood organization resource, Neighborhood Link (www.neighborhoodlink.com) is an Internet-based community network that enables every neighborhood in participating metropolitan areas to create their own free, interactive Web sites.
- An easy-to-use platform that has a free option is wix.com Wix has many free website templates that can be edited to fit the needs of a neighborhood association such as a community calendar, map of the association boundaries, a gallery to show pictures, and more.



Facebook - Creating and operating a Neighborhood Association Facebook page is a good use of social media to promote and connect with community members. Here are six tips for creating and managing it so it does not backfire.

1. Think about whether you want a neighborhood association website that everyone can see events and information and/or a Facebook page that people may not be able to access
2. Know that it may draw in members who otherwise would not pay attention

3. Understand the issue of the easy sharing on social media. People can comment, forward, post and do anything on social media - so long as the page is open and not restricted
4. Have a social media policy in advance
5. Think about whether you want to have a closed or open page - Some people who do not live in the neighborhood may want to see information about events. Send invites to all residents so everybody knows the page is available and encourage those who do join to check your page regularly to stay informed
Provide helpful documents - Create a tab on your Facebook page where you post important documents like the bylaws, rules & regulations, meeting minutes, agenda items, etc

EASTRIDGE NEIGHBORHOOD *Newsletter*

Celebrating the Unique Character of Eastridge

JUNE 2019



Neighborhood Garage Sales

WHEN Thursday-Saturday, June 6-8, 2018

The Eastridge Neighborhood Association will be advertising for you, putting signs at main intersections, and providing maps with all the sales in the neighborhood for shoppers at no cost.



Follow this event on Facebook.

Membership Raffle Winners

Thanks to everyone who paid their neighborhood association dues. These allow us to host events for the whole neighborhood to enjoy and to make Eastridge a better community. The winners are:

\$100 HY-VEE GIFT CARDS

- Mark Duggan
- Sheryl Marra

POOL MEMBERSHIP

- Michelle Buller

Congratulations to all!

Keep Eastridge Safe, Clean

School is out and summer near, so let's keep our neighborhood a safe place to live and play. Please slow down and watch for pedestrians, especially children, pets, and seniors.

- The majority of speeders on your street live right in the neighborhood.
- A person hit by a vehicle traveling 30 mph is three times more likely to die than one traveling 25 mph.*

Also, please be sure and pick up after your pets. Speaking of another kind of waste, it is a city ordinance that residents are required to clean up curbside. That means no grass clippings, dead plant material or free floating garbage. Clean up — your neighbors will appreciate it and our neighborhood will look better for it!



Eastridge Presbyterian Playground

Besides the new Taylor Park playground many of our neighborhood churches welcome the public to use their playgrounds, including the Eastridge Presbyterian Playground pictured here.

* Statistics courtesy of KEEP KIDS ALIVE DRIVE 25*

Fund-Raising

Neighborhood associations need to raise funds for regular operations and special events and projects. The ways in which groups can fundraise is limitless. The group can raise funds from within itself and the community, through private donations, or private and government grants. There is a variety of methods for fundraising: grant writing, membership drives, admission to special events, mail solicitation, and annual campaigns asking for donations.

Forming a fundraising committee will be the first step in reaching the monetary goals by assigning the committee to prepare a budget and oversee the projects. Often people who are well known and liked in the community are successful project leaders. This person should also have good contacts in your local business area. Most importantly, the person should have the time to dedicate for the fundraising. Here are some examples of fundraising that has worked well for neighborhood associations:

Donors

Make a list of prospective donors - residents, adjacent neighborhood residents, local businesses, churches, service clubs, local government programs, sympathetic businesses and corporations, banks and lenders, civic organizations, etc.

Explore the methods of approaching prospective donors and select the method that will work best for your group. Some methods to consider are telethons, direct mail appeals, door-to-door campaigns, and sales.

Garage Sales

1. Form a committee of people responsible for the event.
2. Saturdays and Sundays are the best days to hold the sale. Have the sale in the garage of someone who lives on a corner or near a main street.
3. Decide beforehand what percentage of the profits will go to the association and to the individuals who gave items for the sale.
4. Try to have a good variety of items. Televisions, dinette sets, dressers, and beds draw great crowds. Keep junk items to a minimum. Include knickknacks, glassware, dolls, and children's clothes.
5. Advertise on Facebook Marketplace and with cardboard signs. If you can, invest in an ad in the local free paper.



QUAKERTOWN BOROUGH
Community
YARD SALE

MAY 12, 13, 14 | 9:00 am - Dusk
Fee: \$5.00

This sale does not count toward your 2 times a year garage/yard sale limit

| Registration | Borough Hall Parking Lot - Saturday Sale |
|---|--|
| <ul style="list-style-type: none">● Applications are available online at www.Quakertown.org/YardSale or can be picked up at Borough Hall● Applications should be dropped off or mailed to the Borough Hall● Participation in the event includes your yard sale address listed in the Borough 'Yard Sale Guide' that will be advertised on the Borough's website & social media | <p>Residents who do not want to hold a yard sale at their property have the option to reserve a spot in the Borough Hall parking lot on Saturday, May 14 for an additional cost of \$5.00. Parking spots are limited and are on a first come first serve basis.</p> <p>The Borough Hall parking lot yard sale location will be open to bargain hunters from 8:00 am to 2:00 pm. Residents with a parking lot permit may begin setting up at 7:00 am.</p> |

Keeping Interest in the Association

- Business and social events in which to participate.
- Issues of importance to discuss
- Clean and visible accomplishments
- Organized, competent leaders
- Events to recognize participants

Once your Neighborhood Association has been up and running for a while, the group should think about how to find and encourage new leadership within the organization. If the group stays with the ill god same leadership year after year, there is a very real risk of "burning out." This is hard on both the people and the organization. Although nurturing new leaders takes time and effort, the results are worth it - a healthy organization with leaders who are fresh and enthusiastic.



- Collect new and updated information - for example, using a sign-up sheet at each Neighborhood Association activity, and
- Record and organize the information - using a computer spreadsheet or data base or index cards - whatever technology works best for the person collecting information.

- Why did you join the Neighborhood Association?
- Are there any projects you would like to participate?
- Would you ever be interested in serving on the board of directors or as an officer?

Incorporation and Nonprofit Status

Steps for Filing Articles of Incorporation

If your neighborhood association plans to apply for nonprofit status, you must first file Articles of Incorporation with the Secretary of State.

For more information about the incorporation process, visit the Secretary of State's Web site at <https://inbiz.in.gov/BOS/Home/Index>

Applying for Nonprofit Status

Articles of Incorporation do not make an association a nonprofit organization. Nonprofit status is given by the Internal Revenue Service. The decision to apply for nonprofit or 501(c)(3) status with the IRS is a big step for a neighborhood association and should be considered carefully. Applying for and maintaining nonprofit status requires a great deal of paperwork and record keeping.

The following are benefits of nonprofit status:

- Enables your neighborhood association to accept tax-deductible donations.
- Allows you to avoid paying sales tax on your purchases.
- Allows you to avoid paying income tax on interest earned in the association's bank account and on qualified non-profit income.

A neighborhood association is eligible for nonprofit status if:

- It is incorporated by the state as a non-profit corporation.
- It is organized solely for charitable purposes.
-

To apply for non-profit status, you must file IRS Form 1023 seeking tax-exempt status and charitable organization status. IRS Publication 557 explains how to complete Form 1023. The IRS requires the submittal of a filing fee along with Form 1023. To determine the appropriate filing fee for your organization, complete Form 8718 User Fee for Exempt Organization Determination Letter Request. Many organizations find that professional assistance in filing these forms is necessary.

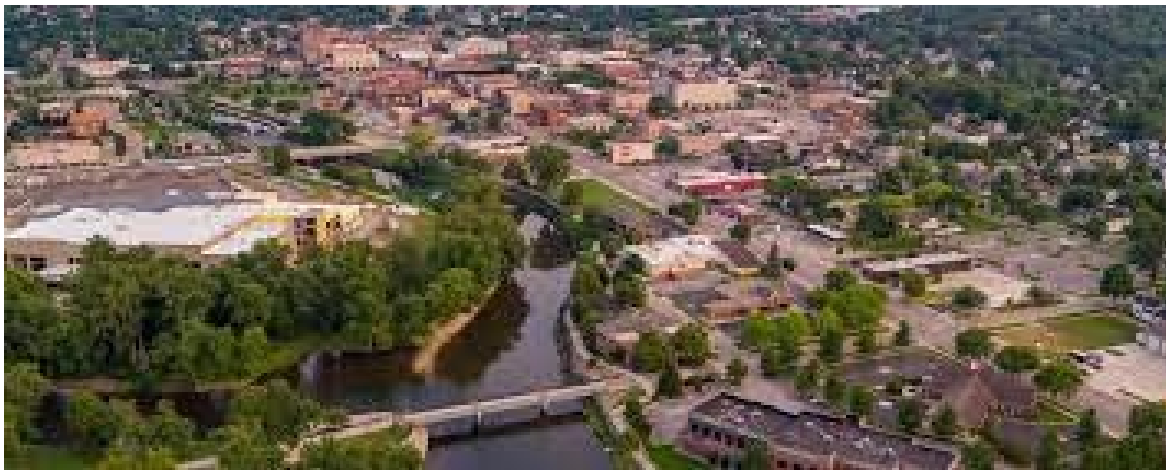


COMMUNITY SERVICE

Neighborhood Association- Neighborhood Associations all have one common theme: neighbors working with neighbors to make a Page 38 positive impact on their community. These associations regularly sponsor events like community cleanups, public meetings, social gatherings, and crime watchers. To register or start an association, call 574-294-5471 ext. 6731 or ext. 1061

Water and Sewer- If you experience problems with your water or sewer service, call 574-293-2572.

Street Tree Planting- The city sponsors spring and spring tree planting programs to plant shade and ornamental trees within the public right-of-way no cost to the homeowners. Call the Forestry Division at 574-970-0542.



Sidewalks- The city offers a Sidewalk Program designated to offer you savings as you repair your sidewalk. Program, call the Street Department at 574-293-5518

Housing Rehabilitation Program- If you qualify, based on income and location, you may obtain a direct or forgivable loan from the city. The program lends money to cover the cost of improvements necessary to ensure a property meets public standards for health and safety. Interested? Call 574-294-5471 ext. 1022

Fair Housing Assistance Program- The City Human Relations Commission investigates housing discrimination on the basis of race, color, national origin, religion, disability, sex and familial status. If you feel like you have been discriminated against or would like landlord tenant assistance please call 574-294-5471 ext. 1014

Attachments

Attachment I: Sample Membership Application

NAME: _____
ADDRESS: _____
TELEPHONE: _____ EMAIL: _____

Our Neighborhood Association depends upon you, its members, to make it effective. In order to attain what your interests and skills are, would you please provide us with answers to the following questions. Thank you.

INTERESTS: Please check what you wish to be involved in

- | | |
|--|---|
| <input type="checkbox"/> Committee activities | <input type="checkbox"/> Officer activities |
| <input type="checkbox"/> Projects or events | <input type="checkbox"/> Neighborhood Watch |
| <input type="checkbox"/> On an ongoing basis | <input type="checkbox"/> Children's activities |
| <input type="checkbox"/> Occasional activities | <input type="checkbox"/> Social get-togethers |
| <input type="checkbox"/> Fund raising | <input type="checkbox"/> Other interests: _____ |

SKILLS: Please check the skills you can bring to our Neighborhood Association.

- | | |
|---|--|
| <input type="checkbox"/> Artistic design/decoration | <input type="checkbox"/> Hospitality |
| <input type="checkbox"/> Clerical | <input type="checkbox"/> Newsletter writing/editing |
| <input type="checkbox"/> Computer skills | <input type="checkbox"/> Public relations/speaking |
| <input type="checkbox"/> Experience as a committee member | <input type="checkbox"/> Experience as a committee chairperson |
| <input type="checkbox"/> Fundraising/grant writing | <input type="checkbox"/> Other interests: _____ |
| <input type="checkbox"/> Financial planning/management | |

Do you have access to equipment, such as computers, copy machines, etc. which could help the association? _____ If so, what? _____

Attachment 2: Sample Bylaw Organizational Outline

Article I. Purpose

Section I. Name of Organization
Section 2. Purpose of Neighborhood
Interest
Association

Article II. Membership

Section I. Membership Qualifications
Section 2. Membership Voting

Article III. Meetings

Section I. General Membership Meetings
Consideration
Section 2. Special Membership Meetings
Section 3. Agenda
Section 4. Quorum
Section 5. Participation
Section 6. Procedures
Members

Article IV. Board of Directors

Section I. Number of Board Members
Section 2. Terms of Office
Section 3. Eligibility for Board Service
Section 4. Duties of Board Members
Section 5. Election of Board Members
Section 6. Board Vacancies
Section 7. Duties of Board Officers
Section 8. Board Meetings
Section 9. Emergency Powers
Section 10. Termination for Non-Attendance

Article V. Committees

Article VI. Conflict of Interest Procedures

Section I. Definition
Section 2. Declaring the Conflict-of-
Section 3. Abstention from Voting

Article VII Grievance Procedures

Section I. Eligibility to Grieve
Section 2. Complaint Receipt
Section 3. Final Resolution

Article VIII. Procedure of Proposals

Section I. Submission of Proposals
Section 2. Notification
Section 3. Attendance
Section 4. Dissemination

Article IX. Public Meetings/ Public Records Requirements

Article X. Boundaries

Article XI. Non-Discrimination

This section should describe the a
association's commitment to
include all members of their
Neighborhood as defined under t
the "Boundaries" section of the
bylaws. Be as inclusive as
Possible.

Article XII. Adoption and Amendment of Bylaws

Attachment 3: Sample Neighborhood Association Bylaws

Bylaws of the Neighborhood Association (, Inc.)

ARTICLE I. NAME AND PURPOSE

Section 1.01: NAME. The NAME of this organization shall be the _____.
Neighborhood Association, hereafter referred to as THE ASSOCIATION.

Section 1.02: PURPOSE. The Bylaws shall govern the Association and its members and facilitate the fulfillment of the purposes of running a Neighborhood Association.

ARTICLE II. MEMBERSHIP.

SECTION 2.01: ELIGIBILITY FOR MEMBERSHIP. Any current resident, business, employee of, or owner of property in, the (Neighborhood), as described in the City Neighborhood Association map, is eligible for Membership in the Association upon completion of an Application for Membership form.

ARTICLE III. OFFICERS.

Section 3.01: OFFICERS. The Association shall have the following officers:

Chair,
Co-Chair.
Treasurer, and
Secretary.

Section 3.02: ELECTION OF OFFICERS. The Officers shall be elected by majority vote at the annual meeting of the full membership.

Section 3.03: TERM OF OFFICE. The Officers shall serve a one-year term, with no limitations on future terms.

(Some Associations organize with a General Membership and a Board of Directors (comprised of a Chair, Vice-Chair, Treasurer and Secretary). In this case, the Board of Directors is usually given more decision-making powers than this proposed organizational structure. You may also want to provide for Assistant Officers, especially the Treasurer and Secretary, in the event these officers are temporarily unable to attend to their duties. The term of office shall commence upon election and continue until successors are elected at the annual meeting.)

Section 3.04: DUTIES. The duties of the Officers are as follows:

The **CHAIR** shall be the principal executive officer of the Association and shall preside over all meetings, represent the Association on public occasions, and make such committee appointments from the membership as shall be deemed advisable for the effective conduct of the work of the Association.

The **CO-CHAIR** shall assist the Chair as the Chair requests and represent the Association on appropriate occasions. The Co-Chair shall also, in the absence or disability of the Chair, perform the duties and exercise the powers of the Chair of the Association.

The **TREASURER** shall collect, safeguard, disburse and make periodic reports of all funds collected in the name of the Association.

The **SECRETARY** shall keep attendance records and record the proceedings of all meetings, maintain adequate records of the Association activities, and conduct such official correspondence as shall be required.

The duties of the officers shall not be limited as enumerated above, but they may discharge in addition such duties as are assigned by the Association Membership. Unless so authorized, no officer shall have any power or authority to bind the Association by any contract or engagement, to pledge its credit, or to render it liable pecuniarily for any purpose or in any amount.

Section 3.05: MANAGEMENT. The Association shall be managed by the Officers so elected, with powers consistent with these Bylaws of the Association.

ARTICLE IV. ELECTIONS.

Section 4.01: NOMINATIONS. Any member shall identify and invite officer nominees and shall present the ballot at the General Meeting. Additional nominations for any office may be made from the floor by any member.

Section 4.02: NOTIFICATION. All residents shall be notified by the Association newsletter or other appropriate means of communication, at least 30 days prior to each annual election, of the date, place, time of election, and list of candidates.

Section 4.03: VOTING. All issues shall be decided by a majority vote of members present at the meeting.

Section 4.04: ELECTIONS. An officer is elected if they receive the majority of the votes, i.e. 50%

+ 1 of the members in attendance at the meeting. Officers elected at the General Meeting shall take office [select a date when new officers will begin their term], to be completed no more than 30 days after the election.

Section 4.05: TERM LIMITS. No officer shall be elected to the same office for more than two succeeding terms. (Set a term limit suitable to your Association.)

ARTICLE V. OFFICER VACANCY.

Section 5.01: CHAIR VACANCY. In case of resignation, removal, or inability of the Chair to complete the term, the Co-Chair shall complete the Chair's term.

Section 5.02: OFFICER VACANCY. Any vacant office, other than Chair, shall be filled by a member, appointed by the Chair, who shall serve until the end of the current term of office.

Section 5.03: REMOVAL FROM OFFICE. Any Officer may be removed by a majority vote of the members of the Association (excluding the Officer to be removed). Upon the death, removal.

resignation, or incapacity of an Officer of the Association, a majority of the Association shall elect a successor.

When no Chair is identified, the city will assist in appointing new Chairs.

ARTICLE VI. MEETINGS OF MEMBERS.

Section 6.01: PLACE OF MEETINGS. Meetings of the Members shall be held at (Location of meeting) or at any other place the Chair or a majority of the Members may from time to time select.

Section 6.02: REGULAR MEETINGS. Regular meetings of the Association shall be held quarterly, at a time and place designated by the Chair.
(Decide how often you want to meet. Remember, there will be times when you might get too busy to meet as often as you like.)

Section 6.03: ANNUAL MEETING. An annual meeting of the Members shall be held in the month of (Insert Month] of each year, if possible. At such meetings, the Members shall elect the Officers of the Association, receive reports on the affairs of the Association, and transact any other business, which is within the power of the Members. If an annual meeting has not been called and held within six months after the time designated for it, any Member may call the annual meeting.

(Decide what month (or season of the year) would be best for your major annual meeting.)

Section 6.04: SPECIAL MEETINGS. Special meetings of the Members may be called by the Chair, by a majority of the Officers of the Association, or by five percent (5%) or more of the Members.

Section 6.05: NOTICE OF MEETINGS. A written or printed notice of each meeting, stating the place, day, and hour of the meeting, shall be given by the Secretary of the Association, or by the person authorized to call the meeting, to each Member of record entitled to vote at the meeting. This notice shall be given at least seven (7) days before the date named for the meeting, with the exception of Regular Monthly Meetings for which, once a firm date, time and place have been publicized to all the members, no further notice shall be required.

You may want to specify the method of delivery of the notices (i.e., by mail or physical delivery).)

Section 6.06: QUORUM. The Members present at any properly announced meeting shall constitute a quorum at such meeting.

(This section is important if you want to accomplish anything, because it is difficult to get a majority of members to be present at any given meeting..... you might want to specify a percentage (such as 10%) of members who must be present to ensure a quorum. Decide how often you want to meet. Remember, there will be times when you might get too busy to meet as often as you would like. Decide what month (or season of the year) would be best for your major annual meeting.)

ARTICLE VII. COMMITTEES.

Section 7.01: AUTHORIZATION TO ESTABLISH COMMITTEES. The Association may establish committees as deemed necessary to pursue its stated objectives. Members of Committees shall be appointed by the Chair. (Read information in manual regarding forming committees.)

ARTICLE VIII. FINANCES.

Section 8.01: EXPENDITURES. Expenditures of funds amounting to over One Hundred Dollars (\$100) in any month must be approved by majority vote of the Membership present at any properly announced meeting of the Membership.

(Printing of the Neighborhood Newsletter, Neighborhood Informational Notices and the Neighborhood Directory are exempted by this rule. The figure you choose to insert here will depend on the amount of your budget and your anticipated monthly expenditures.)

Section 8.02: FINANCIAL REPORTS. Quarterly and Annual Financial Reports shall be prepared by the Treasurer and presented to the Members at the quarterly and annual meetings. /Financial reports should be given at every scheduled meeting, especially if you charge dues. People need to know that their contributions are being well spent.)

ARTICLE IX. AMENDMENTS.

Section 9.01: PROCEDURE. These Bylaws may be amended by a two-thirds majority vote of those present at any regular meeting of the Members of the Association, provided seven days written notice of the proposed amendment and of the meeting is given.

(You may want to specify a two-thirds majority vote of the entire membership, rather than of those present at a meeting.)

ARTICLE X. ACCEPTANCE OF BYLAWS.

Section 10.01: VOTING. Acceptance of these Bylaws shall be by a two-thirds majority vote of those present at any regular meeting of the Members of the Association, provided written copies of the Bylaws and written notice of the meeting is given to all Members at least seven days prior to the meeting.

ARTICLE XI. LEGISLATIVE OR POLITICAL ACTIVITIES.

Section 11.01: POLITICAL ACTIVITIES. The Association shall not attempt to influence legislation or participate to any extent in the political campaign for or against any candidate for public office or ballot measure.

Section 11.02: CAMPAIGNING. The Association shall not have campaign speeches from candidates at Neighborhood Association meetings and/or events. Any resources received from the City of Redwood City shall not be used for campaigning purposes. City Council candidates may attend and participate at Association meetings but may not use the opportunity to promote their campaign.

ARTICLE XII. AMENDMENT TO BYLAWS

Section 12.01: AMENDMENTS TO THE BYLAWS. Alterations or amendments to the Bylaws may be made at any meeting of the Association by a two-thirds (2/3) vote of the members present, providing the members have received notice of the proposed change (s) at a previous meeting or in writing through the newsletter or other appropriate means of communication at least three (3) days before the date of the meeting.

ARTICLE XIII. NON-COMPLIANCE WITH BYLAWS.

Section 13.01: NON-COMPLIANCE PENALTIES. Noncompliance with the Bylaws of the Association may result in termination of membership for the offender, upon a two-thirds majority

vote by the membership of the Association. Under no circumstance will noncompliance with any section of these Bylaws constitute the forfeiture of the rights of the Association to exist or the rights of the Association to enforce the Bylaws of the Association.
(Again, you may want to specify two-thirds of the entire membership, instead of just those present.)

Attachment 4: Sample Feedback Sheet

"Your Neighborhood Association Name"

Tell us what you thought of today's event! Please include any ideas you have for how we can work together to make our neighborhood even better.

| Name | Address | Phone Number | Thoughts on today's event? Ideas you have for our neighborhood? Things you would consider leading? |
|------|---------|--------------|--|
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Attachment 5: How to Use Facebook Live

Step 1: Go to your neighborhood Facebook page

Step 2: Tap the "Live" icon, which looks like a human silhouette

Step 3: Give Facebook access to your camera and microphone when prompted; you will stop receiving prompts after the first time you use it.

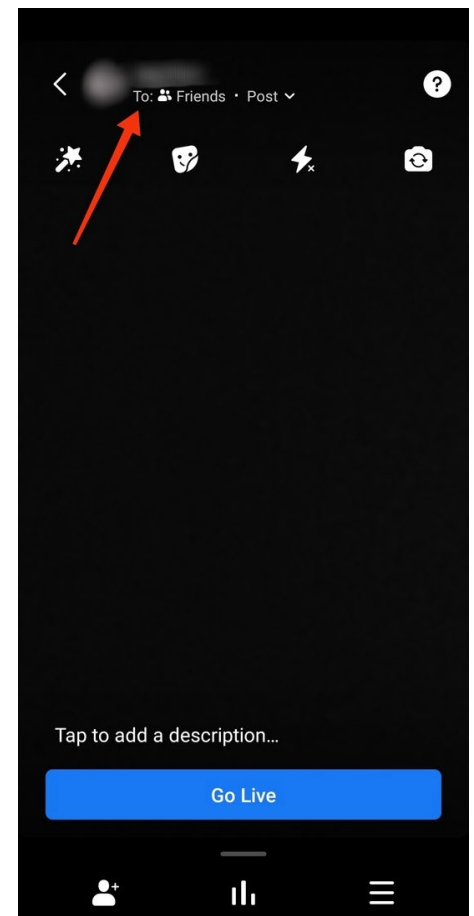
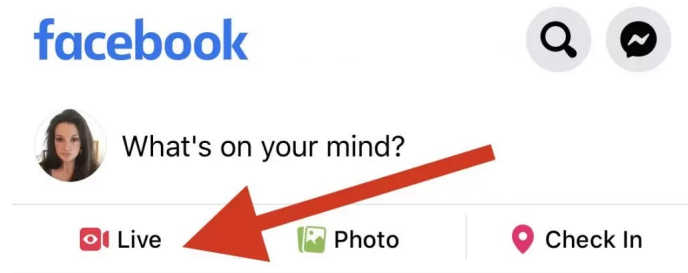
Step 4: Press the blue "Continue" button on the introductory page do Live

Step 5: Give your live broadcast a description, which will show up on your followers News Feeds similar to a status update. Perhaps make it about the top items the group will be discussing in the meeting to catch your followers eyes in their Feed.

Step 6: Before you click "Go Live" make sure your camera is pointing the direction you want it. You can switch the view using the two arrows at The top right corner.

Step 7: Click the "Go Live" button to start your broadcast. Once you click it, Facebook will give you a countdown to the start. As soon as you start streaming, your video will appear on the Neighborhoods Facebook page, and in the feed.

Step 8: Don't forget to interact with your viewers and commenters! Respond to all comments promptly to answer questions and be able to include their questions in the conversation. Hosting meetings on Facebook Live is a great way to include those who could not attend in person.



Attachment 6: How to Use Nextdoor

Nextdoor is a private social network for you, your neighbors, and your community. Having a presence on Nextdoor will open your Neighborhood Association to more tools and resources to grow, enhance, and promote your organization.

General Nextdoor Use

Who Can Join Nextdoor:

You can join and verify in a neighborhood if you:

- Rent or own a home
- Own a second home
- Own property where you are planning to build a home, or
- Own a rental property in the neighborhood

Get started in Five Steps (on a computer browser):

6. Join your neighborhood

7. To connect with your neighbors, you will need to create an account on Nextdoor. You do not need an invitation to join Nextdoor. If you did receive an invitation, follow the instructions below and enter your code when requested.

7.1 Visit www.nextdoor.com

7.2 Enter your residential street address* and email address
(insert image)

7.3 Select Find your neighborhood. At this point, since all the neighborhoods in Redwood City. are represented on Nextdoor, you will automatically be assigned to that neighborhood.

7.4 Complete all of the required fields

7.5 If you received an invitation to join Nextdoor, select Have an invitation code? and enter the code on the postcard in order to give your neighbor credit for inviting you

7.6 Click Sign Up

7.7 Finally, verify your address.

*Nextdoor does not support the use of P.O. Boxes. Members must join using their physical address. If you own multiple homes, follow the instructions to join Nextdoor at your second home.

8. Verify your address

Before you can gain access to your neighborhood's Nextdoor site, you must verify your address. There are several ways* to verify:

- Phone number
- Credit or debit card
- Postcard
- Last 4 of SSN
- LexisNexis
- Lead approval
-

For complete instructions, visit the Nextdoor article on verifying your address.

*Not all verification methods are available for all addresses.

9. Confirm our email address

When you join Nextdoor, you must confirm your email address by clicking on the confirmation link that Nextdoor sends to you in an email. Email confirmation is separate from address verification.

If you do not confirm your email address right away, a red banner will appear at the top of your Newsfeed as a reminder. Eventually, you will stop receiving emails from Nextdoor altogether if you do not confirm your email address. You can change your email settings at any time.

10. Get Nextdoor on any device

Some of Nextdoor's best uses, such as posting Crime & Safety news you just witnessed, sharing photos of items you're giving away, and looking for dinner recommendations happen when you're away from your desk. Download the Nextdoor app on your iPhone, Android, or iPad to take Nextdoor wherever you go.

11. Introduce yourself

After you verify your account and are granted access to your neighborhood's Nextdoor site, you will be given the opportunity to post an introductory message, like the one below.

Hi neighbors! My name is Sally Smith and I just moved to the neighborhood. My husband, Trent, and I have 3 kids and 2 loving dogs. We love hiking and cooking. Hope to see you around the Neighborhood!

You can choose which neighborhoods can see your posts on Nextdoor. For more information, watch the introduction video on Nextdoor's website.

Neighborhood Lead (s)

The Lead of your neighborhood may have been granted the status because of being the "FoundingMember" when the neighborhood launched with 10 verified member, being the most active inviter in a recently launched neighborhood, or the Existing Lead(s) promoted a member.

From Nextdoor's website, "In addition, Nextdoor reserves the right to grant Lead status to members who hold real-world leadership positions within the neighborhood (e.g. Neighborhood Association or Homeowners Associations leaders, Neighborhood Watch Captains, CERT leaders) or members who have made extraordinary contributions to the success and growth of their Nextdoor website through quality contributions to discussions and successfully inviting members."

Leads do not have the ability to remove members, place members in read-only mode, or affect a member's account in any way. Only Nextdoor Support can take those actions.

In addition, please keep in mind that it is inappropriate to complain about moderation in the main feed. If you have concerns that a Nextdoor Lead is abusing their powers (for example, by inappropriately removing messages that do not violate the Guidelines or by using their Lead powers to favor one side of a debate over another), you should either message them privately to discuss your concerns, use a Nextdoor Policies group to discuss the issue with your neighbors, or contact Nextdoor Support.

Members wishing to become Leads for their neighborhood should contact their current neighborhood Leads to inquire about how they can help with the management of their neighborhood.

If you're a member in a neighborhood with an absentee or problematic Lead, please contact Nextdoor.

Special note for G Suite accounts

To find or create web forums within your organization that are not public, go to Groups and click My Groups > Switch organization view to yourdomain.com before doing the following tasks.

1. In Groups, click CREATE GROUP and enter your information, such as the group's email address.

- If you're creating a group within your organization, your group's address will end with yourdomain.com.
- If you're creating a public group, your group's address will end with googlegroups.com.

2. At the top of the page, click CREATE.

3. Add people to your new group. For more information on adding people to groups, see Get started with Groups.

4. Select content that you want to share, such as calendars, sites, docs, and files stored in Drive.

5. Find the sharing feature for your content:

Calendar: Under My Calendars, go to your calendar and click More options more_vert > Settings. Go to Access permissions and choose your sharing options. If you want to send a shareable link to your calendar, at the bottom, click Get shareable link > Copy Link. If you want to share your calendar with a specific person, go to Share with specific people and click Add people.

- Sites: Click Add people person_add.
- Classic Sites: Click Settings settings > Sharing and Permissions.
- Docs, Sheets, and Slides: Click Share in the upper corner.
- Forms: Click More more_vert > Add collaborators.
- Drive: Click Share person_add.

Enter your Groups address (such as tuliptreeneighborhood@gmail.com) where prompted and confirm your sharing permissions.

With Google Groups, multiple people can be managers, content can be shared, create a virtual bulletin board to stay connected, and web forums can be used to discuss concerns, share ideas, etc.

Another benefit to G Suite is the Calendar. It contains task lists, reminders, ability to send notifications of event changes to all guests, and basic calendar functions to keep track of meetings and events.

With Google Forms, your Neighborhood Association can easily send out surveys to the community and receive the responses/data straight to your shared Google Drive.

Should your Neighborhood Association choose to subscribe to the G Suite, taking some time to go through the tutorials and the G Suite Learning Center will set your team up for success. For help with G Suite, visit <https://gsuite.google.com/learning-center/#/>.

Fun Ideas:

- Block party
- Kids performance/play
- Battle of the bands
- Kite flying
- Games - ultimate Frisbee, basketball, foursquare, whiffle ball, etc.
- Yard sale
- Nature walking tour

Food and Drinks

- Pancake breakfast
- Bake sale/competition
- Backyard BBQ
- Pizza party
- Cocktail party
- Picnic at the school
- Neighborhood lemonade stand
- Cookie exchange

Service Projects:

- Paint a classroom/floor/school
- Canned goods food drive
- Yard Cleanup - help a senior citizen with a yard spruce up
- Beach Cleanup
- Bicycle tune-up

Civic Engagement:

- Voter registration drive
- Invite your Mayor, City Councilmembers and/or other elected officials to attend - they will love to do this!

Neighborhood Beautification Projects:

- Build or tree planting
- Invasive species clean up in your park
- Bike or walking trail repair
- Paint a neighborhood mural
- Neighborhood cleanup

Community Agencies:

- Invite neighborhood firefighters and/or police officers to your gathering - great way for you to meet and learn the names of the people

who protect and serve your neighborhood;

Fun Ideas:

- Block party
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- Build or tree planting
- Invasive species clean up in your park
- Bike or walking trail repair
- Paint a neighborhood mural
- Neighborhood cleanup

Community Agencies:

- Invite neighborhood firefighters and/or police officers to your gathering - a great way for you to meet and learn the names of the people who protect and serve your neighborhood; plus kids love it when the fire truck comes to Gatherings!
- Invite the community health center to set up a resources table at your gathering, hand out information and brochures, answer questions, discuss services, etc.

Media:

- Invite the local newspaper, radio or TV station to do a story about 'community building'
- Ask them to sponsor a portion of your event
(radio stations can broadcast from events)

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Attachment 9: Running a Successful Meeting

Before the Meeting

1. Set Goals: At your executive or planning committee meeting, decide what you want to accomplish during the meeting. Prepare an agenda that reflects this.
2. Review the minutes of the last meeting:
 - a Who was assigned what task? Are they prepared to make a report? Where do they fit in the agenda? How much time is needed for the presentation?
 - b What issues are unresolved?
 - c Which issues are you now prepared to make decisions?
3. Collect Information: Collect all new information received by the committee. Put it online so all committee members have the same information.
4. Resources and Information: Confirm speakers/presenter. Also, ensure that all information needed to pass out is obtained and copied for distribution.
5. Sending Notices of the Meeting: Notify participants and attendees of the time, date, and location of the meeting at least one week in advance.
6. Prepare an Agenda: Please see an example agenda. Items should include:
 - a. Reviewing occurrences from prior meeting i.e. review approve minutes
 - b. Introductions
 - c. Itemization of topics/issues to be discussed at current meeting

Attachment 10: Sample Agenda

Palm Park Neighborhood Association Meeting

September 17, 2018

7:00 PM

Veterans Memorial Senior Center

| | |
|---------|---|
| 7:00 PM | Call to Order Minutes of previous meeting |
| 7:10 PM | Chair's Report |
| 7:15 PM | Standing Committee Reports\ <ul style="list-style-type: none">- Finance- Membership-Traffic Control- Beautification-Social Services/Crime-Business Development |
| 7:30 PM | Old Business (items left from previous meetings) <ul style="list-style-type: none">a.b. |
| 8:00 PM | New Business |
| 8:30 PM | Announcements Adjournment |

Notes:

Attachment 11: Sample Committee Information Sheet

COMMITTEE TITLE: _____

REPORTS TO: _____

TERM OF THE COMMITTEE: _____

CHAIRPERSON: _____

DESCRIPTION OF THE RESPONSIBILITIES OF THE COMMITTEE:

QUALIFICATIONS OF THE MEMBERS:

REQUIREMENTS: _____

ADDITIONAL INFORMATION:

Attachment 12: Sample Committee Report

Name of Committee

Date of Board Meeting

(date)

Committee Members

(list by name)

Agenda Item Number

(corresponds to board agenda)

Options

(list at least 2 or 3 options that were considered by the committee with the advantages and disadvantages of each)

Recommendations

(specify which option is being recommended and why)

Action Required

(define what actions are needed by the board)

How to Download

311 on Cellphone

Download the App from your Google Play Store or Apple App Store

1st & 2nd Screen

- Click orange (+) button
- Click “Camera” if you want to take the photo of area in concern
- Click “Most Recent” or “Photo Library” if you have photo saved in phone saved in phone to upload
- Click “ No Photo” if you don't want to include photo

3er Screen- Location

- Enter the address
- Note: if GPS is allowed for app, you will see address already provided
- Click “Next” in top right hand corner once address is provided

4th Screen- Category

- Type in the area being request or
- Scroll the department that you are requesting services and select
- Click “Next”

5th Screen - Report

- In the “Description” are write any details of the request that will assist the department
- If citizen want request to be confidential answer YES to “hide your identity from public”
- Submit once all information is complete