

Neighborhood Assistance Center



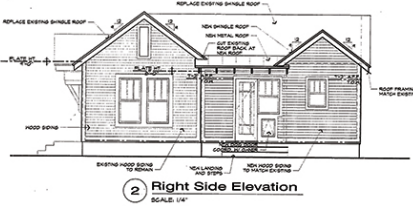
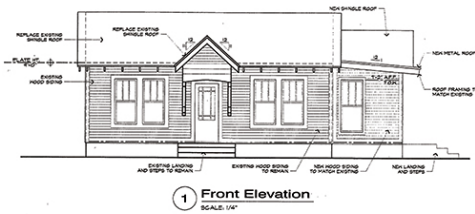
Development CITY OF AUSTIN
SERVICES DEPARTMENT

Building a Better and Safer Austin Together

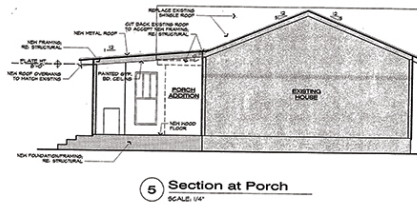
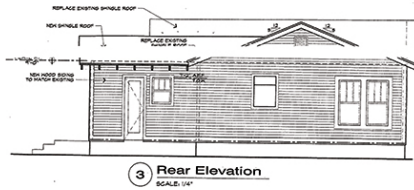
About the Neighborhood Assistance Center (NAC)

- Created in 2009 and staffed by two Neighborhood Advisors
- Moved to Development Services Department in October 2017
 - ❖ Provide education about the City of Austin's development services and processes
 - ❖ Facilitate effective communication between neighborhood organizations and City of Austin staff
 - ❖ Provide training, consultation and referral services for neighborhood organizations and individuals choosing to participate in City processes

Education about Development Services



- Subdivision process
- Site Plan process
- Residential permitting
- Inspections



Communications with Neighborhood Organizations

The NAC advisors are available by phone, email and appointment and are here to bridge the gap between staff and neighborhood groups to facilitate and understand the development process.

Austin is home to:

- Over 300 Neighborhood Associations
- Over 30 Neighborhood Plan Contact Teams (responsibilities defined by City Code)
- Over 100 Homeowners Associations (HOA's)
- Over 100 Community-based Coalitions (Civic, Education, Environment, Housing, Business, Neighborhood-based)



Training, Consultation and Referral

The advisors can provide specialized training, consultation and referral services for neighborhood organizations and individuals choosing to participate in city processes.

- **Austin Build + Connect (AB+C)**
austintexas.gov/abc
- **Property Profile Tool**
austintexas.gov/GIS/PropertyProfile
- **Online Tools & Resources**
austintexas.gov/dsdtools
- **Public Records Search**
austintexas.gov/edims/search.cfm
- **Community Registry**
austintexas.gov/cr



Contact a Neighborhood Advisor

www.austintexas.gov/neighbor



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