



NEIGHBORHOOD SERVICES

# FISCAL YEAR 2013/2014 REPORT

**Barbara Geach, Neighborhood Relations Manager**

Neighborhood Services makes a difference in the lives of our residents by offering premier services, programs and resources that enhance our neighborhoods and community.



# COMMUNITY DEVELOPMENT & SERVICES

## ORGANIZATIONAL CHART

FISCAL YEAR 2013/2014

**Neighborhood Relations Manager**  
Barbara Geach

**Neighborhood Outreach & Enhancement**  
Emily Lewis

**Housing & Grant Administration**  
Mike Husted

**Code Enforcement**  
Jeanine Abramo

**Neighborhood Specialist**  
Heather Virtuoso

**Neighborhood Specialist**  
Stephanie Bruning

**Housing Specialist II**  
Rita LeFever, Stacy DiNicola,  
Gilbert Medina, Stacey Youngblood

**Housing Specialist I**  
Michael Wood

**Lead Hazard & Healthy Home Specialist**  
Jennifer Berger

**PT Housing Interns**  
Abigail Wade, Angel Sepulveda

**Administrative Assistant I**  
Barb Austin

**Administrative Assistant II**  
Holly Van Leeuwen

**Code Enforcement Specialist**  
Dion Segler

**Code Enforcement Officers**  
Scott Anderson  
Kami Beckswith  
Jason Esau  
Brian Estep  
Jason Fennema  
Nicole Pinch  
William Simmons



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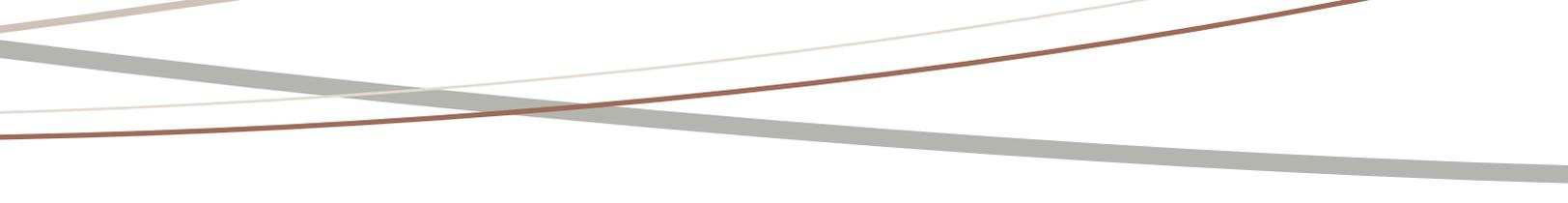
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# **CODE** ENFORCEMENT

## Code Enforcement

The City of Henderson Code Enforcement Division ensures safe and properly maintained buildings and properties for those who live, learn, work and play in our community.

In fiscal year 2013/2014, 5,061 Code Enforcement cases were opened with a total of 6,175 violations (many complaints include multiple violations) – a 72% increase from last year. From time of receipt, officers had an average response time of only 1.25 days. Over 94% of cases were closed through voluntary compliance.

**Working with Public Works, Code Enforcement addressed 1,550 complaints of overhanging trees that obstructed drivers' views.**



**Before**



**After**

**A total of 3,680 Illegal signs were removed from public right-of-way in fiscal year 2013/2014!**



**Before**



**After**

## Property Abatement

When vacant properties are in violation of municipal code and the owner is unable or unwilling to address the issue, it often becomes necessary for Code Enforcement to move forward with abatement.

Abatements are handled in one of two ways:

### Abatements by contractors

For larger projects such as the boarding up of vacant homes, the City hires a contractor to perform the work. In fiscal year 2013/2014, 135 properties were addressed in this manner.

### Abatements by Alternative Sentencing

Projects related to aesthetics, including the cleaning up of litter and weeds, In fiscal year 2013/2014, 44 properties were abated by Alternative Sentencing, for an approximate cost savings of \$18,364.



## Abandoned Residential Real Property Registry

The purpose of the Abandoned Residential Real Property Registry is to establish a registration program to oversee residential properties that have been abandoned or are in danger of becoming abandoned.

In February 2014, the City of Henderson adopted and codified language related to the Abandoned Real Property Residential Registry. This ordinance, within the Henderson Municipal Code, is intended to reduce and prevent neighborhood blight, to mitigate conditions that threaten the health, safety, and welfare of the public, and to promote neighborhood stability.

There are two parts to the registry:

- 1) The registering of abandoned properties or those in danger of becoming abandoned
- 2) The routine inspection and maintenance of said property

The City contracted with Applied Analysis to provide the registration portion, while Code Enforcement is responsible for the enforcement arm.

**The administrative citation process is one more valuable tool that will assist the City in garnering code compliance.**



## Board of Appeals

In fiscal year 2013/2014, Code Enforcement successfully expanded the role of the Building and Fire Safety Board of Appeals to include the hearing of issues related to the Property Maintenance Code and Abandoned Residential Real Property Registry.

Having an appeals process in place will allow Code Enforcement the ability to utilize the administrative citation process rather than relying solely on criminal citations. The administrative process can be more appropriate in getting the attention of minor code violations, where property owners are being uncooperative. Administrative citations also allow for the assessment of fines and fees; this funding is returned to the Code Enforcement budget to help with future abatements.







# HOUSING



## Community Development Block Grant (CDBG)

Every year, the CDBG Program Advisory Committee (PAC) meets to review grant applications, hear oral presentations and formulate funding recommendations to the City Council for the award of CDBG funds. City Council then makes the final project award selections for submission in the form of a One Year Action Plan, which HUD must approve before final award agreements are executed. In fiscal year 2013/2014, the City received \$1.2 million in CDBG monies.

Funded public service projects included:

- Blind Center of Nevada
- Boys & Girls Club of Henderson
- Boys Town Nevada
- Catholic Charities
- Hopelink
- Living Grace Home
- S.A.F.E. House



## First-Time Homebuyer Program

The First-Time Homebuyer Program provides zero-percent interest deferred loans to be used for down payments, closing costs and rehabilitation of homes located in Henderson.

To qualify, applicants must:

- Meet the annual income requirements
- Have worked and/or resided in Henderson for the last year
- Not have owned a home in the last three years
- Attend a homebuyer education program
- Make a minimum investment of \$1,500 of their own funds

Proposed properties must be within Henderson city limits and be below the HUD area median purchase price of \$199,491.

In fiscal year 2013/2014, \$89,460 was provided for the purchase and rehabilitation of Henderson homes. Since the creation of the First-Time Homebuyer program in 1994, over 200 low-income families have received assistance.



## Home Rehabilitation

The City provides grants and low-interest loans to assist low-income residents with necessary home repairs. Applicants must have owned their homes for a minimum of one year and must not exceed maximum assets.

### Emergency Repair Grant

Grants will provide up to \$2,500 for emergency repairs to owner-occupied homes or mobile homes. Funds can be used for repairs of hazardous conditions that threaten the health and safety of Henderson residents, such as repairs of roofs, plumbing, electrical and HVAC.

### Deferred Payment and Low-Interest Loans

The City will provide deferred or low-interest loans to improve owner-occupied homes. Loans can be written for up to \$45,000 and may be used for a variety of improvements including HVAC units, carpet, cabinets, energy-efficient appliances and room additions.

In fiscal year 2013/2014, 11 residents were assisted through the home rehabilitation programs for a total cost of \$ 28,400.



## Lead Hazard Control Program

Although the City's housing stock is relatively young, thousands of our children are at risk of lead poisoning. In recognition of the significant risk exposure, Neighborhood Services was awarded a \$2.3 million Housing and Urban Development (HUD) Lead-Based Paint Hazard Control Grant to be used over the next three years.

The project will prioritize households that include children under age six and will provide funding for:

- Outreach and education
- In-home lead assessments
- Childhood blood-level testing
- Temporary relocation
- Construction work

Additionally, it will cover the removal of existing lead hazards in 80 homes in a designated target area as shown below. The area includes over half of the City's residential structures built pre-1978 (4,616) and meets HUD definitions of a low income area.

In fiscal year 2013/2014, 41 lead-based paint inspections and risk assessments were provided at no cost to residents. By decreasing exposure, we are progressing toward the elimination of childhood lead poisoning in our City.



**During construction**



**After construction**

**The lead program has partnered with the non-profit organization Rebuilding Together, which will match \$20,000 per year – a total of \$60,000.**

## Multi-Family Housing Program

Through the use of HOME Investment Partnerships Program (HOME) and Low-Income Housing Trust Fund (LIHTF), the City provides developers with gap financing to assist with the creation of multi-family housing.

Henderson Family Apartments is an example of public-private partnerships coming together to bring affordable housing together in our community. The total development cost of the project is \$29 million and the City's commitment of \$1.5 million in HOME and LIHTF funding coupled with allocations of Low Income Housing Tax Credits and other sources are bringing 210 new affordable units of family apartments to our community.

Groundbreaking on the project occurred in September 2013 and the first phase is scheduled for occupancy by December 2014. The 2 bedroom/2 bath and 3 bedroom/2 bath apartments are targeted for families at or below 60% of area median income with rents established at \$738 and \$855 per month. Project amenities will include swimming pools, clubhouses and picnic areas. Onsite management will be provided by the project developer, Fore Property Company.



## Regional Homeless Assistance

**Through the Regional Homeless Program, the City is engaged in collaboration with local municipalities, public agencies and service providers to address the issue of homelessness in Southern Nevada.**

The Regional Collaboration's emphasis is on serving chronically homeless individuals and families and developing permanent supportive housing options. Several initiatives are emphasizing "housing first" models which place chronically homeless individuals directly into permanent housing while simultaneously coordinating "wrap around" services from several partner agencies to assist the formerly homeless person to remain housed and moving toward independence. The Regional Collaboration is implementing coordinated intake procedures with single homeless individuals and anticipates full implementation of community-wide coordinated intake by the end of 2014. Coordinated intake will match homeless persons with appropriate service provider openings, replacing the existing process of homeless individuals seeking-out providers on their own.

Every two years since 2007 a census of the homeless population has been conducted, partially in fulfilling requirements to maintain funding for homeless services and partially to measure progress toward reducing the homeless population. In 2014 the Collaboration obtained additional funding and plans annual census counts going forward. These censuses includes three elements: a physical count of homeless persons observed on the streets and housed in shelters in a single evening in January, a telephone survey of residents inquiring if they are housing persons who would otherwise be on the streets, and a face-to-face survey of homeless persons to gather demographical information. Both the telephone and face-to-face surveys are reliable statistical samples and results can be applied to reflect the overall homeless population.

A comparison of the January 2011 to the January 2013 census demonstrated the efforts were showing results. Overall, the homeless population decreased 22%. The 2014 census showed a 28% increase in the homeless population over the 2013 results. The sheltered population increased 35% and the unsheltered population increased 15%. On any given night in 2014 it is estimated that approximately 9,400 individuals are homeless and approximately 36,700 individuals will experience homelessness this year in Southern Nevada.



## Weatherization Assistance

The Weatherization Assistance Program was established in 1977 to assist low-income residents reduce their utility bills by providing energy conservation measures. Assistance is provided free of charge and no liens or financial obligations are placed on individuals using the program.

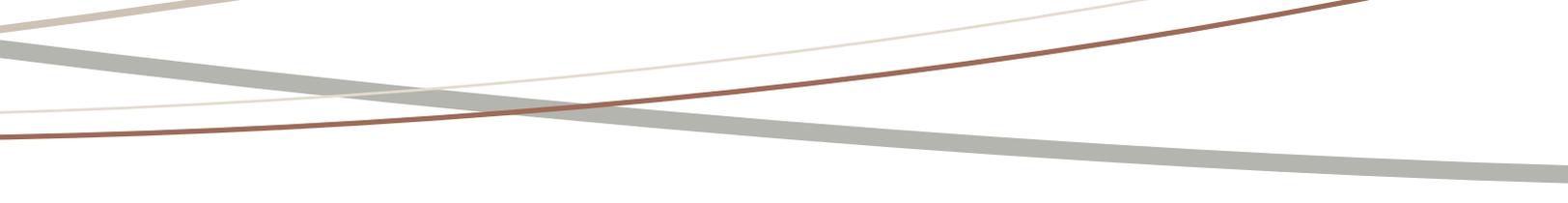
A total of 43 homes and mobile homes received weatherization assistance in fiscal year 2013/2014.

Typical measures include:

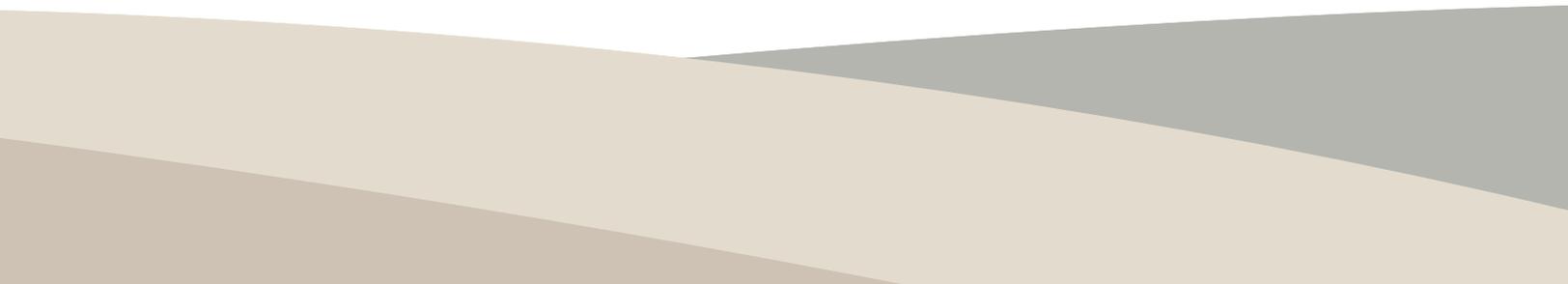
- Attic insulation
- Duct Sealing
- Replacement of broken windows and doors
- Water heaters
- Solar screens
- Heating and cooling systems
- Compact fluorescent lights
- Refrigerators
- Water-saving showerheads
- Carbon monoxide detectors

**Energy savings include  
334,553 kilowatt hours and  
7,766 total therms!**



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# **NEIGHBORHOOD RELATIONS AND ENHANCEMENT**

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## Block Wall Repair Loan Program

The City of Henderson provides low-interest and interest-free deferred loans to qualified homeowners to assist with the rehabilitation of perimeter block walls throughout the City that are determined to be structurally unsound.

In 2009 and 2010, City Council had authorized \$300,000 to be used for loans to assist property owners in the Whitney Ranch and Royal Oaks subdivisions with block wall repair. In 2014, Council further authorized these funds to be used for wall repair throughout the City.

Requirements to utilize the program include:

- The wall must have been deemed structurally unsound
- The applicant(s) must be the owner of the property
- Total annual household gross income must be at or below 120% of area median income (AMI) for low-interest loans
- Total annual household gross income must be at or below 80% of area median income (AMI) for interest-free, deferred loans
- Total applicant assets shall not exceed \$25,000 (excluding 2WD vehicles, the proposed property and its furniture and fixtures)

**Through a partnership with Alternative Sentencing, approximately 5,000 linear feet of block wall have been painted.**

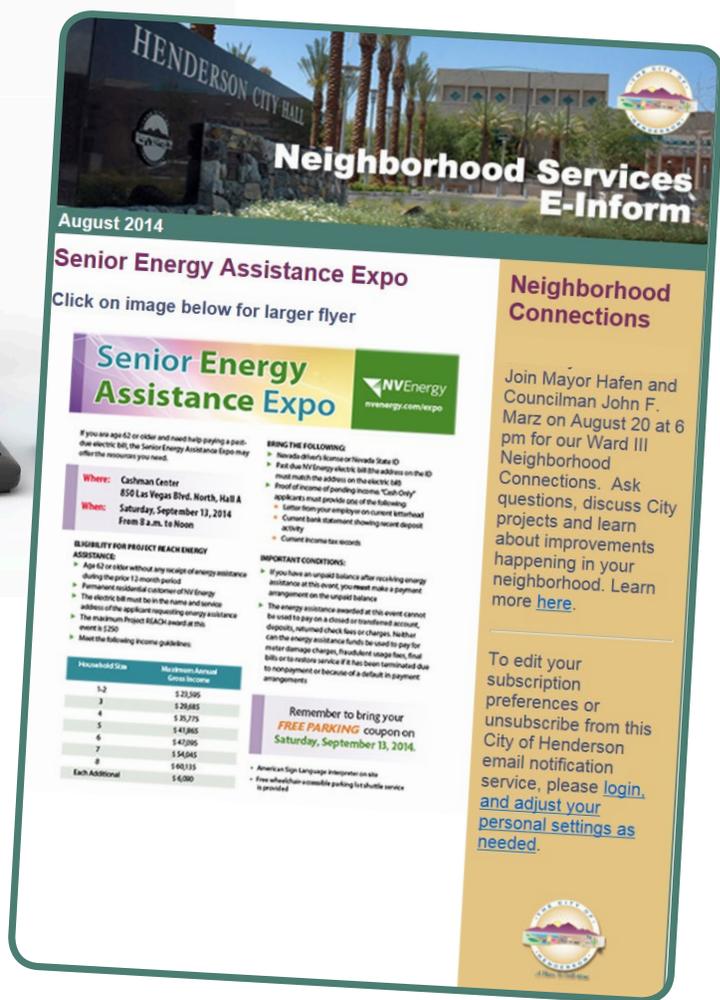
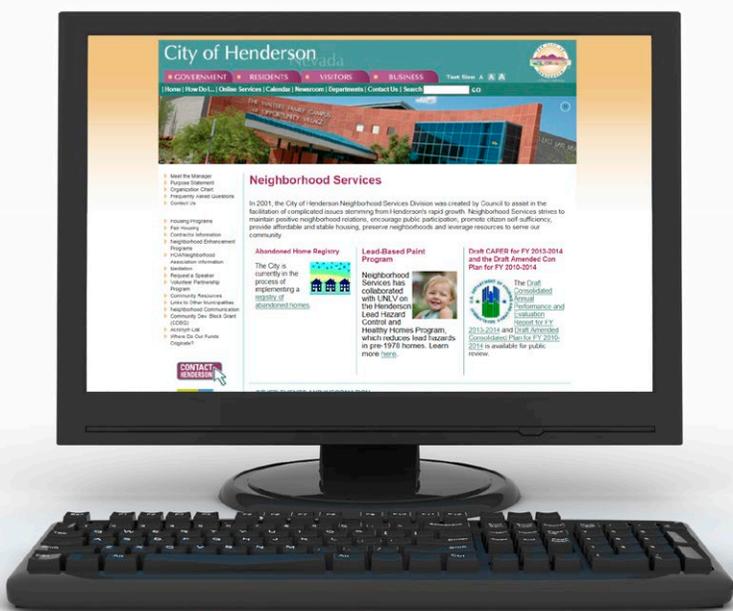


# Citizen Outreach

By reaching out to residents through our monthly E-Inform, Neighborhood Services disseminates important information on City programs, policies and projects.

Each month, the Neighborhood Services electronic newsletter is sent to neighborhood leaders and community managers throughout Henderson. Sent to over 800 residents, E-Informs communicate upcoming events, new programs and services and address community-wide areas of concern.

Examples of the important information distributed through the E-Inform include the Special Budget Ad Hoc Committee and change in start time for City Council meetings.



## City Hall at the Mall

Held in November, City Hall at the Mall is an educational event at the Galleria at Sunset where residents are encouraged to meet with City staff to discuss current programs and services.

In fiscal year 2013/2014, the following 11 departments/divisions participated in event:

- City Clerk
- Cultural Arts & Tourism
- Fire
- Municipal Court
- Neighborhood Services
- Parks and Recreation
- Police - Community Relations Unit
- Police - K9
- Police - SWAT
- Public Works
- Utility Services

As a way to encourage residents to visit each table and take full advantage of the information offered, a City Hall at the Mall “passport” was distributed to all attendees. While browsing the various tables, residents had their passports initialed by staff and, once they had stopped by all tables, the passport was used as a survey and raffle entry. Based on calculations of participating departments, over 300 individuals visited the event.



## Henderson Cares Employee Volunteer Program

The Henderson Cares Employee Volunteer Program provides City employees the opportunity to volunteer their personal time on projects that benefit our Henderson community while working hand-in-hand with their fellow employees.

A variety of local organizations have benefitted from the generosity of Henderson employees, including:

- USO Las Vegas
- Project Green
- S.A.F.E. House
- Spread the Word Nevada
- Serving our Kids

**City employees donated  
over 300 hours in fiscal year  
2013/2014!**

Employee volunteers also assisted with City events, such as the Stroll 'n Roll, Henderson Shines and the Senior Center Father's Day Barbeque.



## Henderson Shines

The Henderson Shines community cleanup provides residents with the opportunity to dispose of unwanted items while learning about the importance of sustainability.

On Saturday, May 3, 2014, we held our fourth annual Henderson Shines in the Pavilion parking lot.

Over 250 residents dropped off unwanted items and received information on recycling, drought-tolerant landscaping and energy efficiency.

A variety of organizations participated, allowing residents to conveniently drop off household hazardous waste, tires, books, cell phones, electronic waste and gently used items. Free shredding services were also provided.



**HENDERSON SHINES!**

**COMMUNITY CLEANUP AND EDUCATION DAY**

Get a Jump Start on Your Spring Cleaning!

**Saturday, May 3 • 9am-1pm**

Henderson Pavilion • 200 S. Green Valley Parkway

**Safely and Conveniently Dispose of ...**

- Paint
- Oil
- Batteries
- Books
- Cellular phones
- Tires
- Compact Fluorescent Lights (CFLs)
- E-Waste, such as TVs, computers and monitors
- Gently used clothing and household items
- Documents will be collected for secure off-site shredding

Logos: Community Village, Henderson Pavilion, Henderson Libraries, Republic Services, PaperPros, Blind Center of Nevada, City of Henderson (Facebook, Twitter, YouTube), QR code.

**cityofhenderson.com | 702-267-2000**

Schedule is subject to change or cancellation without prior notice. Management reserves all rights.

With the help of Republic Services, residents disposed of 13,800 pounds of paint, oil, batteries and bulk items.

## "If I Were the Mayor of Henderson..." Essay Contest

The annual "If I Were the Mayor of Henderson..." Essay Contest is open to all Henderson fifth-graders. Five winning essays are selected based on spelling, grammar, originality and understanding of local government.

For our seventh annual essay contest, we received 622 entries. Upon review by a panel of judges, the following five winners were announced:

- Allison Brockelman – Frank Lamping Elementary
- Wyatt Huerta – Vanderburg Elementary
- Michael Jacobus – Estes McDoniel Elementary
- Alex Langen – Estes McDoniel Elementary
- Julie Watts – Green Valley Christian School

At a presentation moderated by Mayor Andy Hafen, students read their winning essays at the November City Hall at the Mall event at the Galleria at Sunset. They were then treated to a \$50 mall gift card and lunch at Red Robin compliments of the Galleria. Later, winners were recognized at City Council, where they received an engraved plaque.



**If I Were The Mayor Of Henderson...**

**Attention Henderson Fifth-Graders!**

**What would you do if you were the Mayor? Let us know by participating in our "If I Were the Mayor of Henderson..." Essay Contest!**

- Contest is open to Henderson fifth-grade students
- Essays are limited to 100 words
- Entries will be judged on spelling, grammar, originality and understanding of local government
- A signed parental waiver must accompany each entry

**Entry deadline is: Friday, October 18, 2013**

For more information, please call (702) 267-2000 or visit [cityofhenderson.com/neighborhood\\_services/](http://cityofhenderson.com/neighborhood_services/)

cityofhenderson.com

## Henderson Mediation Program

Launched on October 1, 2013, the Henderson Mediation Program provides free community mediation services to Henderson residents in convenient, neutral locations.

**In the first year, 101 cases were scheduled through the program. Of those that went to mediation, parties reached agreement in 72%.**

Over the last few years, Neighborhood Services staff became aware of an increased trend in community disputes where city regulatory departments were being used as vehicles for retaliation. Answering and investigating these disputes, where often no violations were found, resulted in a significant loss of staff time. This equated to a waste of taxpayer dollars.

It was clear that a new, creative solution was necessary. With its low cost and relative ease of implementation, the Henderson Mediation Program was created.

While almost any type of conflict can be mediated, the Henderson Mediation Program focuses exclusively on community disputes, such as:

- Noise
- Animals
- Property
- Landlord/tenant
- Employer/employee
- Merchant/consumer

**At the annual Neighborhoods USA (NUSA) Conference, the Henderson Mediation Program was awarded the organization's grand prize for Best Neighborhood Program.**



**2014  
Best Neighborhood Program  
Grand Prize Winner**



## Neighborhood Cleanup Program

The Neighborhood Cleanup Program provides 20 cubic yard dumpsters at no charge to Henderson neighborhoods for weekend cleanups.

In fiscal year 2013/2014:

- 159 dumpsters were placed (see appendix for locations)
- 295 tons (590,000 pounds) of debris were collected
- An average of 1.9 tons (3,800 pounds) of debris were collected per dumpster placed

**Over 15 neighborhoods are repeat users of the Neighborhood Cleanup Program, requesting dumpsters on a regular basis to keep their properties looking good!**

Cleanups are initiated by dedicated residents who contact Neighborhood Services to request dumpsters. To encourage maximum utilization they distribute fliers, provided by the City, to their neighbors.



## Neighborhood Enhancement Grant

The Neighborhood Enhancement Grant provides up to \$5,000 in matching funds to Homeowners' Associations (HOAs) and registered neighborhood groups.

Seven grants totaling over \$24,000 were awarded in fiscal year 2013/2014. In accordance with program requirements, grants were matched in either cash or sweat equity, calculated at \$18 per hour. HOAs and neighborhood groups used funds for landscaping improvements, new signage, security cameras and pool repair. Over 5,500 Henderson residents benefitted from projects in their neighborhoods that were completed with the help of the Neighborhood Enhancement Grant.



## Neighborhood Leadership Forum

The Neighborhood Leadership Forum is a venue for HOA board members, community managers and City staff to share views on issues and challenges facing our community.

Three forums were held in fiscal year 2013/2014, with a total of 148 neighborhood leaders in attendance. Events focused on the following topics:

### August 2013 – “Legislative Updates”

Representatives from the Intergovernmental Relations Division and the Ombudsman’s Office summarized the 2013 Nevada Legislative Session. The forum highlighted the legislative process and discussed bills that directly impacted HOAs and the city of Henderson.

**Special guests at our forums included Congresswoman Shelley Berkley, Senator Mark Manendo and Assemblywoman Ellen Spiegel.**

### December 2013 – “Nuisance Neighbors – What Can You Do?”

City staff presented practical solutions on improving neighborhood relations, obtaining information on local ordinances and dealing with common community nuisances.

### April 2014 – “Our Economic Future – Where are We Headed?”

Attendees learned about Southern Nevada’s current economic status, tourism trends, our job market, the future of real estate, business and industry.

**Every year at our December forum, we recognize deserving Henderson neighborhoods with our Premier Community Award. Our 2013 winners were:**

- Bluffs Homeowners Association
- Coventry at Anthem Homeowners Association and Coventry Kids Club
- Mountainside Homeowners Association
- Newport Cove Homeowners Association
- Sentosa Homeowners Association
- Sun City Anthem Community Association
- Trailside Point POA



## Property Cleanup Assistance Program (PCAP)

The Property Cleanup Assistance Program (PCAP) assists Henderson residents who have received a Code Enforcement violation and are unable to bring their property into compliance due to their age, income or a disability.

In fiscal year 2013/2014, 29 properties that had been cited under the Property Maintenance Code (PMC) were brought into compliance through the use of the PCAP. Residents received assistance with landscape maintenance, litter removal and pool draining. The Property Cleanup Assistance Program is not advertised; recipients are referred by Code Enforcement officers during the citation process.

**To maximize resident investment, when feasible, we encourage them to request dumpsters and complete cleanups themselves.**



## Resource Tools

Neighborhood Services' resource tools allow both internal and external customers the ability to obtain important information.

The Neighborhoods USA (NUSA) award-winning Neighborhood Toolkit is available on the Neighborhood Services webpage and by mail upon request. The toolkit is a resource guide designed to help both residents interested in forming a neighborhood association and those who currently live in an HOA to learn more about the City and its services.

Located on the City website, the HOA/NHA interactive map captures all registered neighborhood groups within the City of Henderson. Audited and updated continuously, the information is useful to those seeking contact names and locations.

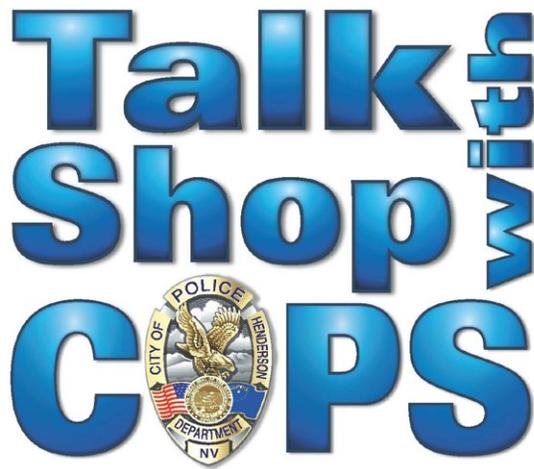


## Talk Shop with Cops

Held three times each year, Talk Shop with Cops events give residents the opportunity to meet with officers who work specifically in their service areas.

Talk Shop with Cops was created to provide a friendly, convenient venue where Henderson residents can interact with our police department. Events begin with a presentation by the area Captain and are followed by brief presentations on a variety of topics such as personal safety, traffic concerns and neighborhood watch. Time is also allowed for a question and answer period.

Neighborhood Services handles the logistics for Talk Shop with Cops and moderates each session. Now in its second year, residents consistently express their appreciation for the program and the opportunity to meet with officers to learn information specific to their neighborhoods.



## Volunteer Partnership Program

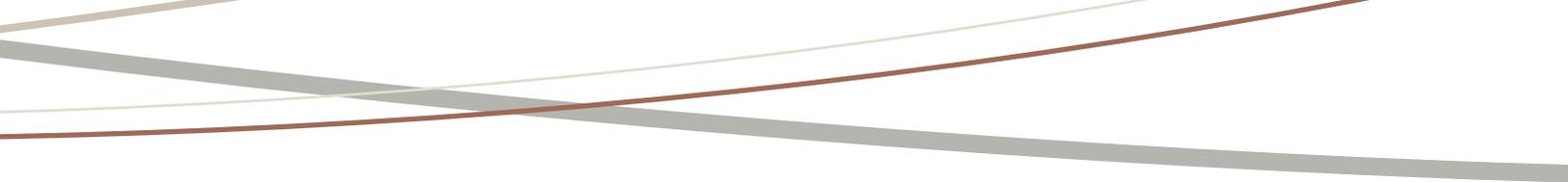
The Henderson Volunteer Partnership Program (VPP) is an online service that matches groups that need assistance with volunteers who want to give back locally. Though projects do not have to be located in Henderson, they must benefit Henderson residents.

Since being launched to the public in December of 2009, thousands of searches have been made by potential volunteers. Primary areas of interest consist of working with children, education, senior services and assisting City of Henderson departments.

In the same time period, numerous projects were registered on the site. Examples of groups Seeking volunteers through the VPP include:

- United Way
- Ironman Triathlon
- Heaven Can Wait Animal Society
- Clark County Museum
- Hopelink
- Henderson Senior Center
- TIP (Trauma Intervention Program)



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# FISCAL YEAR 2013/2014 **HIGHLIGHTS**

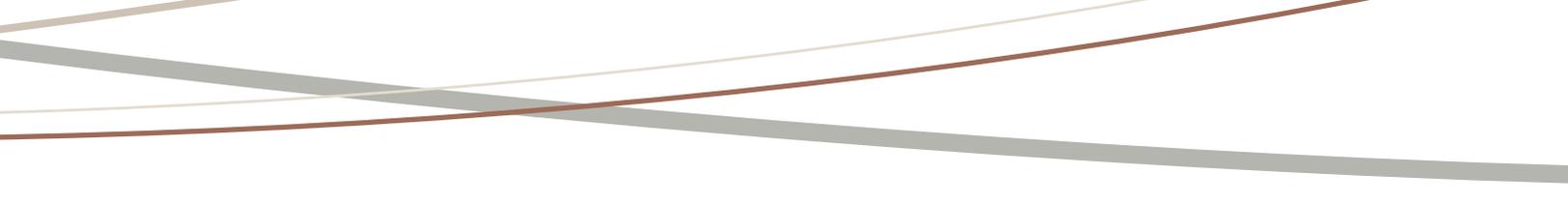
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## FISCAL YEAR 2013/2014 HIGHLIGHTS

- Code Enforcement addressed 3,655 complaints and resolved over 95% through voluntary compliance.
- \$1.1 million in CDBG monies was used to fund community projects.
- Under the First-Time Homebuyer Program, \$78,312 was provided for the purchase and rehabilitation of Henderson homes.
- Home Rehabilitation Programs assisted 19 residents for a total cost of \$49,237.
- \$2.2 million was received through HUD's Lead-Based Paint Hazard Control Grant.
- \$8 million in funds from the Neighborhood Stabilization Program continued to be disbursed.
- 36 homes received Weatherization assistance.
- Each month, over 750 E-Inform Newsletters were sent electronically to HOA board members and community managers.
- 12 departments and divisions met with over 300 residents at City Hall at the Mall.
- Employees logged 122 volunteer hours in just in three months through the Henderson Cares program.
- Over 400 residents dropped off household hazardous materials and other unwanted items at Henderson Shines.
- 333 students from 14 elementary schools participated in the "If I Were the Mayor of Henderson..." Essay Contest.
- 129 dumpsters were placed through the Neighborhood Cleanup Program, collecting 274 tons (548,000 pounds) of trash.
- Over 2,500 Henderson residents benefitted from improvement projects in their neighborhoods with the help of the Enhancement Grant.
- The Property Cleanup Assistance Program helped 27 residents who were not able to address their Code Enforcement violations due to age, income or inability.



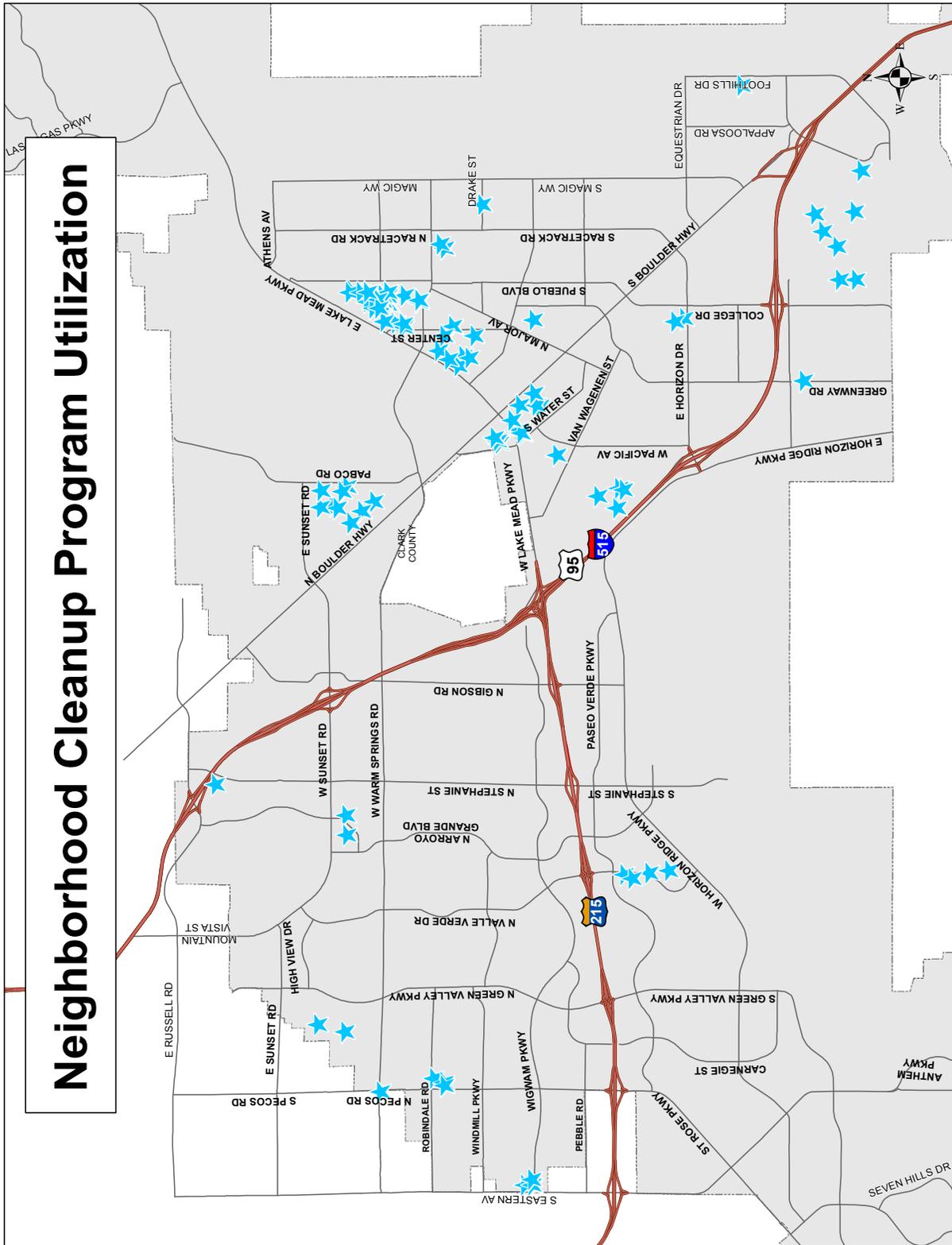
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# APPENDIX

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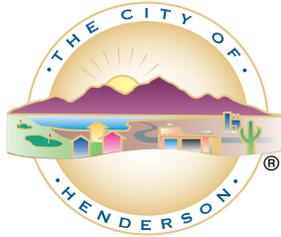
# Neighborhood Cleanup Program Utilization



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*A Place To Call Home*

**Andy Hafen**  
Mayor

**Gerri Schroder**  
Councilwoman Ward I

**Debra March**  
Councilwoman Ward II

**John F. Marz**  
Councilman Ward III

**Sam Bateman**  
Councilman Ward IV

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**Jacob L. Snow**  
City Manager

**Barbara Geach**  
Neighborhood Relations Manager

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**CITY OF HENDERSON**

240 Water Street  
Henderson, NV 89015  
702-267-1419