



A Newsletter from the Department of Neighborhood Services and Community Development

"Building Better Neighborhoods... Block By Block"

COMMON GROUND



Mayor Ron Littlefield

A Letter from the Mayor

There are a variety of city services that are available to all citizens, but none as popular as 311. Over 190,000 calls were handled by 311 service representatives in the past year. On average, 140 calls per day are handled by each customer service representative with requests ranging from the removal of discarded appliances to needing a new garbage container, to reporting the need for sidewalk repair. The City of Chattanooga's 311 Service Center makes Chattanooga one of only a few mid-size U.S. cities to implement a "One Call to City Hall" program.

It's easy to use too. To speak to a customer service representative, all you need to do is simply dial 3-1-1 or 425-6311 from any phone including cell phones, Monday through Friday from 8:00 a.m. until 6:00 p.m. If you ever have *continued on page 2*

World Changers

In a day and time with so much talk about the results of negative influence on our youth, can you believe that there are still a few young people so devoted to serving others that they would sacrifice the last few weeks of their summer vacation to come help someone that they have never met before?

These students are volunteers with World Changers, a ministry of the North American Mission Board of the Southern Baptist. The organization's mission has been to provide Christian youth and adults with opportunities to meet the physical needs of others through practical learning experiences teaching servanthood and personal commitment to missions. Based in Alpharetta Georgia, World Changers began in 1990 in Riceville, Tennessee with 137 participants. *continued on page 3*



A team of World Changers student volunteers preparing a house on Newton Street for painting

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Neighborhood Services and Community Development

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A Letter from the Mayor *(continued from page 1)*

trouble just dialing 3-1-1, be sure to try the additional 425-6311. Once connected to a customer service representative, you will be asked basic contact information and to identify the problem that needs to be corrected. Be sure to ask for and write down your individual tracking number for any future question in regard to your request that may arise.

You can also visit www.chattanooga.gov and click on the 311 logo prominently displayed on the screen. 311 is available via the City of Chattanooga website 24 hours a day, 7 days per week. After completing the simple service request, users will receive a follow-up email confirming their problem has been entered into the system and providing a tracking number.

With over 80,000 requests to date, the most asked for 311 service is "Trash Flash." This service provides for the pick-up of furniture, appliances, and other bulky items curbside for city residents. "Trash Flash" requests are routinely completed within 24 to 72 hours. Traffic sign maintenance, information on city court, the reporting of illegal dumping or

abandoned vehicles, where or how to apply for a business license and the reporting of dangerous or nuisance animals

are just a few of the many services available from 311.

In addition to improving the city's ability to connect with citizens, 311 has given the city an important tool for measuring performance. City managers now have a centralized data collection and reporting vehicle to help them analyze trends in service requests and the timeliness and effectiveness of service delivery. Directors and supervisors use 311 data during the budget planning process to help determine resources needed for the upcoming fiscal year.

If you have a request for services or a question about the City of Chattanooga, call 311. Liz Henly, Call Center

Coordinator is available to attend neighborhood meetings and explain the process for using 311 as well.

This simple to use service has and continues to be one of the most popular city services available for the citizens of Chattanooga. Just dial 3-1-1.

With over 80,000 requests to date, the most asked for 311 service is "Trash Flash."



Beverly P. Johnson, Administrator

A Letter from the Administrator

There is a strong initiative going on within city government to connect with neighborhood leaders and focus on the needs of their communities. Police Chief Freeman Cooper is hosting a city-wide meeting

Communicating:

Neighborhood to Neighborhood on Monday, August 13th at 5:30 in the Chattanooga Police Department Community Room, 3410 Amnicola Highway. Topics include the feasibility of expanding the Community Policing Interactive Committee (CPIC) program into additional police sectors and developing solutions for the betterment of all Chattanooga neighborhoods.

On Tuesday, August 14 at 6:00 p.m. the Department of Neighborhood Services and Community Development will host a Neighborhood Strategic Planning meeting at Parkridge Hospital Diagnostic Center (see the announcement on the back page) to develop strategies to stabilize, preserve and redevelop Chattanooga communities. I hope that residents and businesses alike will come out and offer their suggestions for improvement.

You can make a difference in your community by attending these meetings. The city is asking for your input on issues that need to be addressed in YOUR neighborhood, and suggestions for strategies you think will best resolve those issues. Now is the time your voice can be heard, and your city government is listening! Let's work together and find that common ground to insure the health, safety and welfare of Chattanooga's citizens and neighborhoods. We look forward to seeing you at the meetings!

World Changers *continued*

(continued from page 1) Bill Kagay, National Missionary for the North American Mission Board reports that World Changers enlisted a total of 23,000 volunteers across North American during summer 2007.

On July 24, Mayor Ron Littlefield declared July 21 through July 28, 2007 “World Changers Home Repair Week” to publicly recognize the volunteers for their work in Chattanooga. This marks the 5th year that World Changers has come to Chattanooga providing free home repairs to over 160 senior citizens and other deserving residents in our city.

Over 160 applications were received this year by the Department of Neighborhood Services and Community Development and Front Porch Alliance. In order to meet the eligibility criteria, homeowners must be either elderly, disabled or low income. After weeding out the list of applications, home visits were conducted by Carter Adams, Chattanooga resident. “I’ve been a part of World Changers for seven years – as a crew chief, supervisor, and a coordinator, but this year it has been so refreshing to talk to and work with all involved with this year’s project. Especially rewarding is to work with and meet residents from your own city and help them address their housing concerns. We accomplished a lot in Chattanooga and it was a great project!”



Mayor Littlefield expresses his gratitude to World Changers volunteers for their hard work.



The project, in part funded through Community Development Block Grant (CDBG) programs, is administered by the Department of Neighborhood Services and Community Development and awarded to the Front Porch Alliance. Front Porch Alliance is also providing additional funding toward the project. Other partners are Brainerd Baptist Church who provide lodging, and the various local churches who provide lunches and snacks to the volunteers throughout the week.

This year’s project brought with it approximately 367 youth and adults from various cities across the nation yielding repairs such as carpentry, roofing and painting to 33 homes within the Chattanooga city limits. One such deserving recipient was Mrs. Corine Welborn who turned 99 years old this past April. Mrs. Welborn’s daughter, Wilena Woods, who assists Mrs. Welborn with many of her day to day needs and business affairs was impressed with the volunteers from the moment that they pulled in her neighborhood. “I saw this big tour bus and I thought that some celebrity was arriving in neighborhood! To see youth excited about working was a joy. The volunteers were very well-mannered and polite. To think that young people would leave their home to serve others is almost unheard of but a blessing indeed.”

Thank you, World Changers, for showing Chattanooga what a difference our youth can make.

To apply for
**Neighborhood
Partners Projects**
funding, please contact
Darius L. Swoope
(423) 425-3700

2008 Neighborhood Partners Projects (NPP)

The Department of Neighborhood Services and Community Development announces the availability of funding for the 2008 Neighborhood Partners Program (NPP). In keeping with Mayor Littlefield's commitment to "nourish neighborhoods", funding is available for projects that focus on neighborhood development, safety and beautification efforts. Proposed projects must demonstrate civic participation and create community-based solutions that will substantially improve Chattanooga neighborhoods as well as nurture relationships among neighbors. Eligible applicants are neighborhood associations or civic organizations located within the Chattanooga City limits. Applications will be available August 16th at the Neighborhood Services and Community Development office at City Hall or online at www.chattanooga.gov.

New Neighborhood Associations

Hillcrest Heights

Hillcrest Heights is a lovely neighborhood nestled behind Hillcrest Elementary School near the intersection of State Highway 153 and Bonny Oaks Drive. Leaders in the Hillcrest Heights neighborhood participated in Mayor Littlefield's meeting of City Council District Five. After the meeting, leaders to decide to organize a neighborhood association to help address their concerns. With the support of Neighborhood Services and Community Development Department's Team Two, led by Chief Inspector Ed Graham, follow-up meetings of the group have been held monthly at Oakwood Baptist Church.

Congratulations are due to each resident participating in this important work! We look forward to continuing to work with area neighbors and expect to see outstanding outcomes from the efforts made by residents of Hillcrest Heights.



Stormwater Management Inspector Adam Reynolds speaks to the new Hillcrest Heights Neighborhood Association

Hamilton Acres

Neighborhood Relations Coordinator Debbie Johnson has been meeting and working with the citizens in the carport of a resident's home for the last two months to organize a new neighborhood association. The goal was concise — they wanted to build a community of fellowship with all residents. Hamilton Acres is small community in the East Brainerd area and has rich diversity within its borders. They had their first official meeting July 9, 2007. The bylaws were presented in both English and Spanish, due to the number of non-English speaking residents. The group embraces its diversity and wants to ensure that all the residents are included in the association. They have already hit the ground running and are making plans to participate in National Night Out on August 7.



Councilman Jack Benson (back) with Officers of the new Hamilton Acres Neighborhood Association, left to right: Arnold Green, Communications Officer; Steve Wallace, Secretary; Mary Hensley (and grandson), President and Meyling Dolmoz, Vice President

Share your neighborhood news. Send us your information -
Include pictures if you have them!
Due to limited space, we reserve editorial rights.

E-mail to: Dottie Swasey, Editor
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Chattanooga, TN 37402

Neighborly News from...

Department of Public Works

“Recycle Right,” the new Chattanooga recycling theme, has been welcomed by residents with gleaming success since the city’s new recycling programs started this past January. More people are using recycling convenience centers each month and the materials collected from curbside recycling are cleaner. Chattanooga residents have proven that they are taking the time to recycle right. To help you learn more about recycling, visit www.recycleright.org. Remember, if we’re not recycling right, we’re not recycling!

Recycling Center Locations

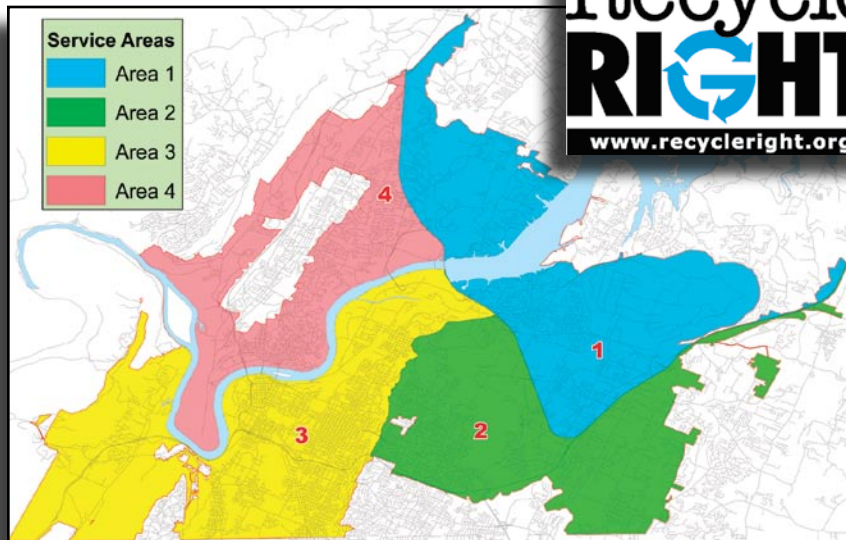
Warner Park, 1254 E 3rd Street
 John A. Patton Recreation Center, 3202 Kelly’s Ferry Road
 East Brainerd Ball Fields, Batters Place Road
 Access Road Refuse Collection Center, 4500 N. Access Road

Questions About Recycling?

Call 311 or visit

www.recycleright.org

**Recycle
RIGHT**
www.recycleright.org



Guidelines for Curbside Collection

Collected once a month on the Wednesday of your area’s scheduled brush collection week
 Recyclables must be at curbside by 7:00 a.m. on day of collection

All items must be in blue bags, clear bags or a covered bin

Items do not need to be sorted – all curbside recyclables may be placed in same bag

Lids do not need to be removed from plastic recyclables

Aluminum cans do not need to be crushed

Tabs do not need to be removed from aluminum cans

Historic Glenwood

Glenwood is one of the oldest, if not the oldest, neighborhood in Chattanooga. It got its beginning during the Cherokee exile in 1838 when concentration camps for gathering the Cherokees were located in what is now Glenwood. It wasn’t until 1863 that Glenwood became an established neighborhood and in 1970 the Glenwood Neighborhood Association was formed.

It was the first neighborhood in Chattanooga to use the “Ideal Neighborhood Unit Concept”, which later became the standard of neighborhood planning for many American cities. It consists of sidewalks, open space, tall trees, stone bridges and culverts to heighten attractiveness and minimize auto-pedestrian conflict. Also significant is its Historic District, established in June 1985 when 159 homes in Glenwood were accepted in the National Registry. Most of these homes were constructed prior to 1941 and their unique architectural styles consist of Colonial Revival, Bungalow/Craftsman, and Tudor Revival. The first house to be built in Glenwood was an impressive Classical Revival style residence, built and occupied by former Tennessee Governor and United States Senator James B. Frazier.

Today, Glenwood’s residents relish in the tradition and history of this wonderful community. The Glenwood Neighborhood Association invites others to visit our neighborhood and welcomes your ideas, suggestions and recommendation on how we can continue to grow and develop our community to better serve the City of Chattanooga.



Neighborly News from...

Department of Education, Arts & Culture



Councilman Benson, Representative Dean, Mayor Littlefield and Councilwoman Rutherford at the Heritage House opening

Heritage House Opens

Heritage House, a mansion built in 1963 and located in Heritage Park in East Brainerd, celebrated an open house on Saturday, July 14th. The house was open to the public from 11:00 a.m. until 2:00 p.m. and instructors for upcoming fall programs were on hand to demonstrate and answer questions. Entertainment was also on hand and ranged from a harpist to a rock band.

Fall programming begins soon, and the house is available for rentals as well as being a popular location for wedding receptions. It is also equipped with the Walker Hanging Art System and can be used to house an art exhibition. For more information regarding Heritage House's hours, programming and rental fees, contact Chris Holley at (423) 855-9474.

Parks and Recreation Department

Dance Alive!

The "Dance Alive" program sponsored by the Parks and Recreation Department and Ballet Tennessee celebrated its 11th summer of dance instruction for children ages 8 through 14. 65 participants from neighborhood recreation centers were selected for the 2 week program. Ballet Tennessee Directors Anna and Barry VanCura, along with their company's professional dancers, instructors, and guest talent put the "new" dancers through a disciplined training and presented a free public recital on the final Friday of the program. Bravo!



Football Camp!

Over 300 enthusiastic football players ages 6 to 18 enjoyed a full day of training from professional players Josh and Daniel Bullock and their group of NFL players and coaches who provided this special skills camp at no charge to the kids.

Chattanooga Neighborhood Association Council (CNAC)

Chattanooga Neighborhood Association Council (CNAC) is experiencing great excitement from the new energy that surfaced during their last two monthly meetings. Members from various neighborhoods have come to express their views about CNAC's role in the community. Under the leadership of its officers and members, a focus group was enlisted to analyze and evaluate the organization. Using the SWOT Analysis, which are Strengths, Weaknesses, Opportunities and Threats, interesting dialogue has been established to make CNAC more visible and user friendly in accessing information for neighborhoods.

CNAC is positioning itself to become the first responder for neighborhoods, city services and government to thwart problems in their initial state. Recently there has been a thrust to broaden CPIC (Chattanooga Police Interaction Committee) to more neighborhoods through CNAC due to common crime and safety issues. CNAC also participated in a focus group on basic transportation in Chattanooga neighborhoods for CARTA (Chattanooga Area Regional Transportation Authority) in response to the current rise in fuel costs, air quality issues and improving service to the community.

COMMONGROUND

August Calendar of Events

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2 10:00AM Environmental Court 6:00PM Glenwood Nhood Watch Meeting 6:00PM Missionary Ridge Nhood Assn Meeting 7:00PM Lookout Valley Nhood Assn Meeting	3	4
5	6 3:00PM Environmental Court 6:00PM East Lake Neighborhood Association Meeting 7:00PM Community Association of Historic St. Elmo Meeting	7 National Night Out	8 Curbside Recycle Area 1 10:00AM Board of Zoning Appeal Meeting 11:00AM East Lake Senior Citizens Meeting	9 10:00AM Environmental Court 6:00PM Clifton Hills Nhood Improvement Committee Meeting 7:00PM Cedar Hill Improvement League Meeting	10	11 2:00PM Churchville Nhood Assn Meeting
12	13 1:00PM Regional Planning Agency Meeting 3:00PM Environmental Court 5:30PM City-Wide Neighborhood Leaders' Meeting	14 6:00PM Sector 2 Community Policing Interactive Committee (CPIC) 6:00PM Glass Farms Nhood Assn Meeting 6:00PM Rushtown Nhood Assn Meeting 6:00PM Foxwood Heights Nhood Assn Meeting 6:00PM Lupton City Nhood Assn Meeting 6:00PM Neighborhood Strategic Planning Meeting	15 Curbside Recycle Area 2	16 10:00AM Environmental Court 6:00PM Menlo Park Nhood Assn Meeting 7:00PM Highland Park Nhood Assn Meeting	17	18
19	20 3:00PM Environmental Court 5:30PM - 8:00PM Neighborhood Leadership Institute, Session 6 6:00PM Avondale Nhood Assn Meeting 6:00PM North Brainerd Nhood Assn Meeting	21 6:00PM Orchard Knob Nhood Watch Meeting 6:00PM Orchard Knob Nhood Assn Meeting	22 Curbside Recycle Area 3 10:00AM Demolition Hearings 11:30AM Court Watch Partners	23 10:00AM Environmental Court 5:30PM South Broad Redevelopment Group, Inc. Meeting 6:00PM - 8:00PM Sweet Diversity 6:00PM - 7:00PM Glenwood Nhood Assn Meeting 7:00PM Ridgedale Nhood Assn Meeting	24	25
26	27 3:00PM Environmental Court 6:00PM Chattanooga Nhood Assn Council (CNAC) 6:30PM Sylvan Drive Nhood Assn	28	29 Curbside Recycle Area 4	30 10:00AM Environmental Court	31	

- Neighborhood Relations
- Code Enforcement
- Neighborhood Association
- Other

Visit our Calendar of Events at <http://www.chattanooga.gov>

Sweet Diversity - A Dessert Reception • Celebrating Culture - Celebrating Community

Thursday, August 23, 2007 • 6:00 p.m. - 8:00 p.m. • Heritage House • 2438 Jenkins Road

Everyone is invited to this multicultural experience featuring crafts, entertainers and (of course) desserts from a variety of cultures in District 4. Participants are invited to bring a dessert that represents their unique cultural heritage along with a recipe card for sharing. Indian Sitar music, Scottish bagpipes and performing and visual arts from other cultures will provide entertainment.

Sponsored by the City of Chattanooga Office of Multicultural Affairs in partnership with District 4 City Council Commissioner Jack Benson, and the Department of Education, Arts and Culture (EAC).

For more information on how you or your organization can get involved call Nicole Gwyn at the Office of Multicultural Affairs at (423) 643-6706. To reserve a space to display your cultural heritage, call the OMA prior to Friday, August 10.

Neighborhood Strategic Planning Meeting

The Department of Neighborhood Services and Community Development will survey vacant and non-vacant properties in 18 neighborhoods. Through code enforcement and collaborative public and private partnerships, the department will utilize the data gathered to develop program strategies aimed at neighborhood stabilization, preservation and redevelopment.

The neighborhoods to be surveyed are:

Alton Park, Avondale, Bushtown, Cedar Hill, Churchville, Clifton Hills, East Chattanooga, Eastdale, East Lake, Glenwood, Highland Park, Hill City, Howard, M.L. King, Oak Grove, Orchard Knob, Piney Woods and Ridgedale

You are invited to attend this important meeting

Tuesday, August 14, 2007 at 6:00 pm

Parkridge Hospital Diagnostic Center

Conference Room

2205 McCallie Avenue

For more information contact the Department of Neighborhood Services and Community Development
(423) 425-3700

Save the Date The 9th Annual Neighborhoods and Codes Conference



October 17-19, 2007

presented by

City of Chattanooga

Department of Neighborhood Services
and Community Development

City of Chattanooga
Neighborhood Services and
Community Development
101 East 11th Street, Suite 200
Chattanooga, TN 37402

