Orange County
Neighborhood Resource Guide
Prepared by
Orange County Neighborhood Services Division
July 2003

PURPOSE

The Neighborhood Resource Guide is a tool for neighborhood groups wishing to organize for the first time or to reactivate existing neighborhood organizations. This guide is a compilation of information derived from various community organization sources and is a valuable tool for all types of community organizations. Many community organizations and neighborhoods throughout the United States follow similar organizational guidelines.

The Neighborhood Resource Guide offers suggestions for planning a first meeting, starting community projects and activities, keeping residents informed through newsletters, working with local government, and much more. It also provides valuable resources, such as Orange County Government programs and services.

Please give us your comments! We are always open to suggestions for improvement. Also, let us know if you like the Guide and find it useful. Your comments will help us continue to provide valuable and beneficial materials to the communities of Orange County.

If you have questions or comments, please contact:

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Orange County Chairman

Richard T. Crotty

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District 1 Commissioner

Teresa S. Jacobs

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District One celebrates both the rural tranquility of Orange County's small town past and the cutting edge excitement of its future. The Cities of Winter Garden and Ocoee and the Town of Oakland lie at the northern boundary of this District and offer both the convenience of a country lifestyle and a wide range of urban amenities.

District 2 Commissioner

Robert B. "Bob" Sindler

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District Two located in northwest Orange County offers the choice of a rural or urban lifestyle. The quiet communities of Tangerine and Zellwood are located in the District's northwest section. Tangerine is located along U.S. Highway 441 near the Orange / Lake County line. Zellwood, home of the annual Zellwood Sweet Corn Festival, is south of Tangerine.

District 3 Commissioner

Mary I. Johnson

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District Three comprising north central Orange County is the center of business for the County and Central Florida. Orlando's central business district is located within the District's northwest section.

District 4 Commissioner

Linda Stewart

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District Four is Central Florida's gateway to the world. Quality and innovation are the hallmarks. In contrast to the fast pace set by the Orlando International Airport, there are ample areas in District Four to the south and east untouched by urban life. The Econlockhatchee and St. John's Rivers flow through the western area of District Four and wetland/conservation areas are scattered throughout this section.



District 5 Commissioner

Ted Edwards

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District Five has experienced rapid growth and a transition form a rural environment to urban development. The University of Central Florida plays a major role in stimulating economic and residential development in the District.

District 6 Commissioner

Homer L. Hartage

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District Six is the leading tourist destination in the world. Many of our vacationing guests stay at the hotels and motels located on International Drive. In addition to lodging accommodations, visitors can walk or ride the I-ride bus system to a variety of exciting restaurants, entertainment, and shops along International Drive.



Orange County Supervisor of Elections

Bill Cowles

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Orange County Property Appraiser

Bill Donegan

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Orange County Sheriff

Kevin Beary

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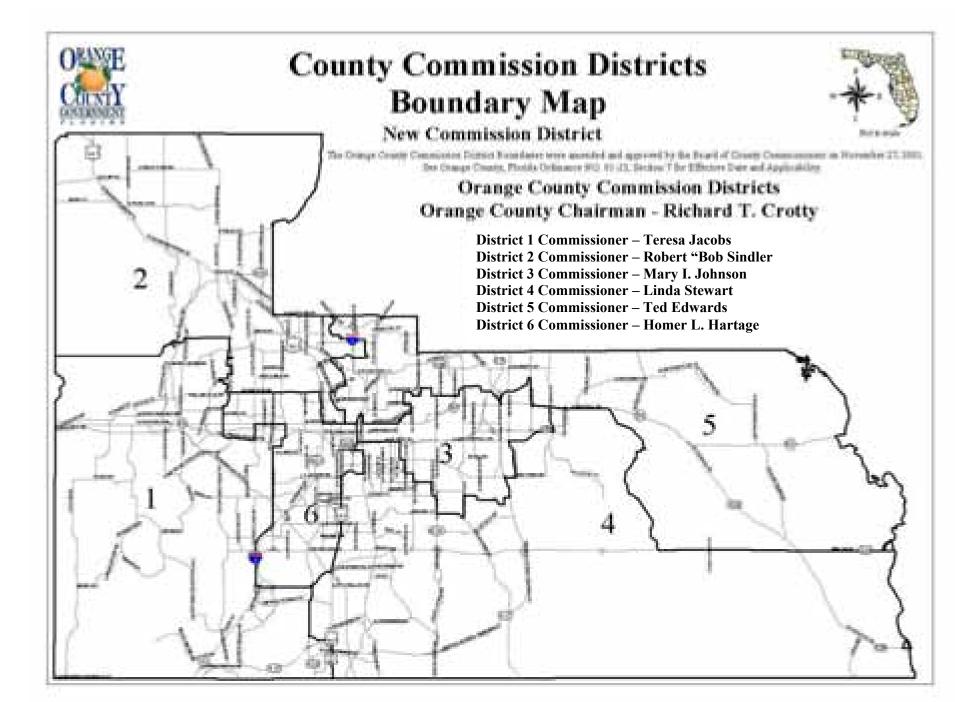
Telephone: 407-836-2705

Orange County Clerk of Courts

Lydia Gardner

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ORANGE COUNTY FAST FACTS

Location: 28.5139 N Latitude & 81.3221 W Longitude, in East Central Florida, USA

Area: Total area: 1,003 square miles land area 907.6 square miles Incorporated: Dec. 29, 1824 County Seat: Orlando

Geographic Location

Orange County is situated in the approximate center of the state of Florida, midway between Jacksonville and Miami. The St. Petersburg-Tampa area on the Gulf of Mexico, and Daytona Beach on the Atlantic Coast is easy drives for beach-goers.

Two of the state's major highways, Interstate 4 (east-west travel) and the Florida Turnpike (north-south travel), intersect just outside Orlando.

Orange County History

Immediately after the secession of Florida by Spain in 1821, the territory was divided into two counties: Escambia (which included the northern portion) and St. Johns (which included all the territory lying to the south and east of the Suwannee River). Three years later, the Legislative Council separated the central portion of Florida to form Mosquito County. This vast region contained 466 residents according to the 1850 census.

After Florida became a state in 1845, the County was renamed Orange County. Its territorial limits as they exist today were defined in 1913 and encompass an area of approximately 1,000 square miles. There are 13 municipalities within Orange County; Orlando is the county seat.



ORANGE COUNTY FAST FACTS

Orange County Charter

Orange County is a Charter County, meaning it has its own constitution and is self-governing. Having a Charter gives the County the ability to respond to a changing environment and meet local needs.

The first Charter was adopted in November 1986 and went into effect on January 6, 1987. In November 1988, voters approved the creation of a new form of government for Orange County: a chairman elected by the community at large and the creation of six single-member districts.



ORANGE COUNTY FAST FACTS

ORANGE (COUNTY	GENERAL	DEMOGRAPHICS
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Demographics	2000	1990	Population	2000	1990
Total Population	896,344	677,491	Brevard County	476,230	398,978
Unincorporated Population	596,182	432,305	Lake County	210,528	152,014
Residents/Square Mile	987	746	Seminole County	365,196	287,521
(density)			Osceola County	172,493	143,777
			Volusia County	443,343	370,733

ORANGE COUNTY INCORPORATED MUNICIPALITIES

ORANGE COUNTY INCORPORATED MUNICIPALITIES				
Population	2000	1990		
Apopka	26,642	13,611		
Bay Lake	23	19		
Belle I sle	5,531	5,272		
Eatonville	2,432	2,505		
Edgewood	1,901	1,062		
Lake Buena Vista	16	1,776		
Maitland	12,019	8,932		
Oakland	936	700		
Ocoee	24,391	12,788		
Orlando	185,951	164,674		
Windermere	1,879	1,371		
Winter Garden	14,351	9,836		
Winter Park	24,090	22,623		

Source: U.S. Census Bureau, Census 2000 Redistricting Data (Public Law 94-171)

POPULATION

Population By Race (2000)	Number	% of Pop
Total Population	896,344	100
One Race	865,573	96.6
Two or more races	30,771	3.4
White	614,830	68.6
Hispanic or Latino	168,361	18.8
Black or African American	162,899	18.2
American Indian/Alaska Native	3,079	0.3
Asian	30,033	3.4
Hawaiian & Pacific Islander	8,432	0.1
Some other race	53,889	6.0

Population By Age (2000)	Number	% Of Pop.
Total Population	896,344	100
Population over 18 years	670,004	74.7
Population under 18 years	226,340	25.3



ORANGE COUNTY NEIGHBORHOOD SERVICES

What is Orange County Neighborhood Services?

The Neighborhood services Division facilitates the establishment and maintenance of community organizations and serves as a neighborhood resource. The Division also develops strategies for addressing community issues and other programs that educate citizens about techniques to improve the quality of life in all communities.

Neighborhood Services Mission

Orange County Neighborhood Services empowers our community by encouraging the development of neighborhood organizations and by providing citizens with the resources to revitalize, strengthen, and preserve the quality of life in their neighborhoods.

Orange County Neighborhood Services Programs

Neighborhood Services is molded around four key principles: Community Revitalization, Community Preservation, Community Awareness and Community Resources. Within each principle are various programs and services dedicated to improving the overall quality of life in Orange County. Following is a sampling of key programs and services offered by the Orange County Neighborhood Services Section:

Neighborhoods21:

This program assists neighborhoods and communities in unincorporated Orange County in organizing effective voluntary neighborhood associations. Neighborhood Services works with residents by providing the information needed to create and maintain a self-sufficient, active neighborhood organizations.



ORANGE COUNTY NEIGHBORHOOD SERVICES

Safe Neighborhood Program:

A neighborhood revitalization tool, which targets Orange County's older and transitioning neighborhoods and assists residents in reclaiming their communities before crime and deterioration create blighted conditions. The program focuses on the partnership of citizens with local governments and agencies, the private sector, and others to collaboratively preserve and stabilize neighborhoods. Funding for Safe Neighborhood projects are derived from the Orange County Crime Prevention Fund.

ReNEW (RESIDENTS AND NEIGHBORHOODS EMPOWERED TO WIN):

The ReNEW Program provides direct funding to support and assist citizens and organizations in improving the physical and social quality of neighborhoods. Funding is available in the form of grants to help organizations revitalize and preserve their neighborhoods. Neighborhood groups, including non-profit and faith-based organizations can apply for the grants.

Neighborhood Enhancement Grant:

The Neighborhood Enhancement Grant Program provides funds to neighborhoods and homeowner associations wanting to make physical and aesthetic improvements to their communities. Grant funding is available once a year for neighborhoods seeking an award amount of \$1,000 - \$5,000. A \$250 match is required.

Capital Project Grant:

The Capital Project Grant Program provides funds to neighborhoods, homeowners associations, and non-profit organizations including faith-based organizations wanting to make physical and aesthetic improvements to their communities. Grant funding is available once a year for neighborhoods and non-profits seeking an award of a minimum of \$6,000 to a maximum of \$25,000 (in \$1,000 increments). All projects require a minimum 50% community match, with the exception of some targeted communities, which requires a 25% match.



ORANGE COUNTY NEIGHBORHOOD SERVICES

Neighborhood Planning Grant:

The Planning Grant provides neighborhood organizations the opportunity to develop and implement small area study or neighborhood strategic plans, and increase community awareness programs. Grant funding is available once a year for neighborhoods to complete small area or neighborhood plans.

Orange County Community Conference:

This annual Conference provides neighborhood organizations and interested citizens with valuable information for improving their communities through educational and interactive workshops and networking opportunities.

Small Area Studies:

An element of neighborhood planning, which identifies declining or transitioning communities and partners with residents and community stakeholders on revitalization efforts.

Community Revitalization Element:

As part of Orange County's Comprehensive Policy Plan, the proposed Element will identify strategies for improving neighborhoods across the county in a systematic manner, in addition to providing the organization and guidance needed to establish neighborhood planning and stimulate community revitalization.

Advocacy:

Neighborhood Services serves as an advocate on behalf of citizens regarding issues that affect neighborhoods (collectively and individually). Neighborhood Services also assists in "cutting-red tape" that often comes from not knowing who to call and what questions to ask.



NEIGHBORHOOD ORGANIZING 101

What is a neighborhood organization?

A neighborhood organization is a group of neighbors working together for the good of all, with a common vision, goals and objectives. A neighborhood organization makes decisions on common problems within a community by sharing ideas and solutions. Neighborhood organizations are the vehicles for communities to revitalize and preserve neighborhoods and enhance property values.

Why is neighborhood organizing important?

We all live in a community; as such we share a unique collection of problems and prospects in common with our neighbors. Participation in neighborhood affairs builds on the recognition of here-we-are-together, and a desire to recapture something of the tight-knit communities of the past. Neighborhood groups can act as vehicles for making connections between people, forums for resolving local differences, and a means of looking after one another. Most importantly, neighborhood organizations create a positive social environment that can become a community's best feature.

What are the various types of neighborhood organizations?

A *Voluntary Neighborhood Organization* is a voluntary association of homeowners, renters, and sometimes businesses formed within a specific geographic area. The issues of a voluntary organization are broad based, and address residential and business concerns which impact the community's quality of life. A voluntary organization **does not** enforce architectural controls, maintain deed restrictions or charge mandatory dues.

A *Mandatory Homeowners Association* is a corporation of homeowners responsible for the operation of a community in which the membership is mandatory. This type of association has the power to impose assessments or dues, which if unpaid, may become a lien on the property. This association has the authority to enforce covenants through civil action. In Florida, subdivisions built after 1987 have mandatory homeowners associations. The governing authority of such organizations can be found in the Florida State Statues, Chapter 720.

NEIGHBORHOOD ORGANIZING 101

Where can I obtain a list of mandatory homeowners associations?

Every mandatory homeowners association within the State of Florida must register with the State Department Division of Corporations. The Division of Corporations has a comprehensive website where you can obtain copies of annual reports for every corporation in Florida. You can search by the name of the homeowners association and obtain names of Board members. Search the Division's website at www.sunbiz.org/corpweb/inquiry/cormenu.html

Does Orange County regulate homeowners associations?

Orange County, as with almost all other local governments, has no power to enforce or regulate the restrictive covenants or proceedings of mandatory homeowners associations. Restrictive covenants, also known as homeowner's covenants, or deed restrictions are private land use controls included as part of the property title when you purchase your home. A covenant restricts the use of the property and is enforceable usually by other property owners in the same subdivision who are part of the homeowners association Executive Board. In some instances, a management company may run your homeowners association.

If you have questions or concerns regarding your homeowners association, you should first familiarize yourself with the documents of your association, including Bylaws, Articles of Incorporation and Covenants, Deeds and Restrictions. A copy of these documents can be obtained from the Orange County Official Records Department at (407) 836-5115. If research does not answer your question or address your concern, you should contact a real estate attorney or a title company to request a search of the public records for all recorded documents for your community. The cost of a real estate attorney is typically less than \$100. If the associations' articles of incorporation or bylaws have not been recorded in the public records, a copy of the articles of incorporation can be obtained from the Florida Department of State Division of Corporations, Corporate Filings, P O Box 6327, Tallahassee, FL 32314.



NEIGHBORHOOD ORGANIZING 101

What is the Florida State Statues, Chapter 720, Homeowners Association?

Florida State Statutes, Title XL, Real & Personal Property, Chapter 720, Homeowners' Associations, provides for reasonable rules governing homeowners associations. The purpose of state statues. 720.301-720.312 are give statutory recognition to corporations that operate residential communities in this state, to provide procedures for operating homeowners association, and to protect the rights of the association members without duly impairing the ability of such associations to perform their functions. For more information the website address is www.ccfj.net/FS720.htm



How is a neighborhood organization established?

To start a neighborhood organization, first talk with other neighbors to seek their interest. Once you have a group of four or five interested persons, contact Orange County Neighborhood Services to express interest in participating in the Neighborhoods21 program. Neighborhoods21 is designed to assist neighborhoods and communities in unincorporated Orange County in organizing effective associations. The Neighborhood Services Section will provide residents with the information needed to create and maintain a self-sufficient, active neighborhood organization.

Important Guidelines to keep in mind as you begin to organize:

- ✓ Building an organization is a process. It cannot be done overnight. Be patient. Identify your priorities and build them step-by-step.
- ✓ Set realistic goals. Start small and build upward. As you organizational structure grows, start setting your goals higher.



How can an organization recruit new members?

Getting new people involved in an organization is exciting. New people have enthusiasm and energy, which can be infectious, serving to motivate others in the group. Following are some volunteer recruitment strategies to bring life into your organization:

- ✓ Door to door personal contacts such as surveys and interviews.
- ✓ Adopt-a-Neighbor (each member brings a neighbor to the meeting).
- ✓ Media involvement to promote a special meeting or event.
- ✓ Post fliers announcing your meeting at neighborhood markets, laundromats, businesses, schools, etc.
- ✓ Keep your group diversified. Healthy groups have a mix of age, gender, ethnic background, businesses, schools, etc.
- ✓ Develop a recruitment brochure explaining your neighborhood organization
- ✓ Involve other groups in the community with goals or activities similar to your groups.
- ✓ Never recruit for specific jobs until you know how you will use each volunteer.
- ✓ Personal Invitations.

- ✓ Place recruitment ads in newsletters from other groups, community newspapers, etc.
- ✓ Contact local volunteer resource agencies for referrals.
- ✓ Place exhibits in stores, malls, volunteer fairs, etc.
- ✓ Work with Neighborhood Watch block coordinators to identify people who care about the neighborhood.
- ✓ Use your newsletter to promote and recruit. Instead of reporting on an issue, showcase how your group has made a difference.
- ✓ Be honest about time demands. Be specific about the job and how the person could help.
- ✓ Assure new volunteers that they do not have to be experts; training and support will be provided.
- ✓ Do not be afraid to try different approaches to advertising, such as T-shirts, bumper stickers, buttons, calendars, open houses, neighborhood tours, etc.



What are some ideas for setting goals?

Your neighborhood organization needs clear direction. In order to chart that direction, it is important to determine the social and physical needs of your neighborhood and identify goals accordingly. A Goal is simply a statement of what your organization wants to accomplish over a specified period of time. For example, "To physically improve the neighborhood by implementing a beautification project to enhance the common areas, the main entrance and medians throughout the neighborhood". An Objective is a statement that explains how your organization will reach its goal. Your objectives need to be specific, measurable, clear and concise, realistic and achievable within a certain timeframe. For example, "Create a site plan by September 1st identifying all the common areas and medians requiring landscaping."

What are some advantages of goal setting?

Goal setting allows a neighborhood organization to:

- ✓ Become aware of neighborhood needs. By setting goals for your organization, the needs of your neighborhood will come into focus. These needs give your organization a purpose and meaning.
- ✓ Accomplish projects. By setting time limits for project completion, your organization can anticipate how much work is ahead and schedule it accordingly.
- ✓ Strive towards a mark. Goal setting keeps your members involved and motivated. If your organization has set a target date to complete a project, then the energy level of members will increase as the target dates draw near.
- Keep members active. If your neighborhood organization has set goals, there will be plenty of projects to work on. If members are not busy, then it is time to get them working to accomplish existing goals.



What are organization bylaws?

Bylaws are the governing documents of any neighborhood organization and are central to establishing a successful organization. Bylaws specify how an organization operates. It is not necessary for bylaws to detail every aspect of the organization. However, bylaws must provide enough guidance for officers and members to perform necessary tasks. When bylaws are too vague, the organization will not have adequate structure. Also, frequent amendments often cause the organization to stray too far from its original purpose. Much literature, including *Roberts Rules of Order*, has been written for the purpose of assisting residents in writing bylaws. These books are available at you local library.

What is the role of a neighborhood organization Executive Board?

The officers of the neighborhood organization make up what is often called the Executive Board. The organization's bylaws outline the duties of the officers. Sometimes, the Executive Board also includes Committee Chairs. General duties are listed below:

President

- ✓ Chief executive officer of the organization.
- ✓ Presides over all meetings.
- ✓ Prepares meeting agendas with the Secretary.
- ✓ Acts as an ex-officio member of all committees.
- ✓ Delegates responsibilities fairly.
- ✓ Ensures effective and productive meetings.
- ✓ An impartial and fair bystander
- ✓ Promotes and interprets the Organization's goals.

Treasurer

- ✓ Custodian of Organization's funds and financial records.
- ✓ Responsible for periodic status reports to the Executive Board

Vice President

- ✓ Performs duties of the President in his or her absence.
- ✓ Supports the President as requested.
- ✓ Organizes special committees and projects as needed.

Secretary

- ✓ Maintains Organization's records.
- ✓ Prepares meeting notices.
- ✓ Takes and prepares all meeting minutes.
- ✓ Maintains membership list



What is the role of neighborhood organization committees?

Most neighborhood organizations organize their work and accomplish their objectives through the dedicated work of committees. Many times, committees will be established for the purpose of accomplishing an organization's goal. For example, if an organization's goal is "Neighborhood Beautification", the Executive Board will establish a "Beautification Committee" to ensure the objectives of the goal are realized. Following are various types of neighborhood organization committees:

- ✓ Beautification Committee.
- ✓ Publicity Committee.
- ✓ Social Activities Committee.
- ✓ Traffic Committee.

- ✓ Social Concerns Committee.
- ✓ Safety/Neighborhood Watch.
- ✓ Code Enforcement Committee.
- √ Fundraising/Finance Committee

GEIIING SIARIED

What are some tips to maintaining active and productive committees?

As with any situation involving volunteers, neighborhood organization committees need specific direction and clear objectives to accomplish their tasks effectively and efficiently. Following are some general tips to ensure committee productivity:

- ✓ Clearly define and discuss the goals and objectives of the committee.
- ✓ Publicly recognize members and committees who have contributed to the advancement of the neighborhood organization.
- ✓ Ensure meeting time and committee work is as productive as possible. No one wants to feel they are wasting time.
- ✓ Ensure the work of the committee is accepted and makes a valuable contribution to the organization.
- ✓ Consider using subcommittees to increase individual responsibilities and focus on goals.
- ✓ Conduct yearly committee evaluations where committee members evaluate each other.

How do we register our neighborhood organization or report a change?

To register your *unincorporated (area not within city boundaries)* Orange County neighborhood organization or to report a change in your organization, simply complete the registration form in the back of this publication and your information will be updated in our database. The printed information will appear in next year's Neighborhood Organization Directory. Send you registration form to:

Orange County Neighborhood Services Division 30 South Magnolia Avenue, 3rd Floor Post Office Box 1393 Orlando, Florida 32802-1393

Phone: 407-836-5606



INCORPORATION AND TAX FXFMPT STATUS

How do I incorporate my organization with non-profit status?

Incorporating as a non-profit organization can help define a group and contribute to its credibility as a viable, working body of interested citizens. Incorporation also protects the liability of group members. Within the State of Florida, the cost for filing a non-profit incorporation is \$78.75. For incorporation papers contact the Florida Department of State, Division of Corporations, Post Office Box 6327, Tallahassee, FL 32314, (904) 487-6052 or visit their website at www.ccfcorp.dos.state.fl.us

What will tax-exempt status do for my organization?

Tax-exempt status is often confused with incorporation. A group must usually be incorporated at the state level before it can apply for tax exemption from the federal government, Internal Revenue Service (IRS) www.irs.gov. When organizing your association you may want to consider filing for tax-exempt status. This status allows contributors to deduct from their income taxes, any financial contributions donated to your organization. Section 501c(3) of the Internal Revenue Code of 1954 exempts a non-profit organization from paying federal, state, and local taxes if the activities of the organization are carried out for "charitable purposes." The IRS defines charitable purposes as:

- ✓ Relieving poverty.
- ✓ Advancing religion, education or science.
- ✓ Lessening the burdens of government.
- ✓ Reducing neighborhood tensions.
- ✓ Eliminating prejudice and discrimination.
- ✓ Defending human and civil rights.
- ✓ Combating community deterioration and juvenile delinquency.



INCORPORATION AND TAX EXEMPT STATUS

What are the advantages and disadvantages of tax-exempt status?

Advantages of Tax-Exempt Status

- ✓ Exemption from federal, state, and local corporate income taxes, federal excise and employment taxes, and state and local usage, property and other taxes.
- ✓ Ability to accept tax-deductible charitable contributions from individuals, corporate donors, private foundations and governmental agencies.
- ✓ Lower bulk mail postage rates for second and third class mailings.
- ✓ Exemption from the Organized Crime Control Act, which prohibits illegal gambling; i.e., bingo, lotteries, raffles, or other games of chance.
- ✓ Exemption from taxation under the Federal Insurance Contribution Act (Social Security) and Federal Unemployment Tax Act, when professionals, such as attorneys or accountants, perform services for the organization.

Disadvantages of Tax-Exempt Status

- ✓ Application is time consuming and complicated.
- ✓ Extensive annual reporting requirements.
- ✓ Observance of numerous limitations to maintain the tax-exempt status.
- ✓ Close scrutiny by the IRS and the general public



EFFECTIVE MEETINGS

How do I plan for an effective meeting?

The success of any event is directly related to the planning and detail that was involved. As such, planning for your neighborhood organization's meetings is just as important as hosting them. Here are some meetings planning tips to keep in mind:

- Meeting Location Find a meeting place that can accommodate the meeting. If you are expecting a small group, you may want to have your first meeting in someone's home. For a group of larger than ten people, check the availability of your local community center, church or school. Schools and some County owned community centers might waive fees for neighborhood organization meetings.
- ✓ Speakers' You may want to invite someone to speak to issues, concerns, and interests expressed by your neighbors. You may invite speakers from various County Divisions such as Planning, Roads and Drainage, Traffic Engineering, Code Enforcement or the Sheriff's Office. If you have a concern that you want addressed, call the Neighborhood Services Section at 407-836-5606 for potential speaker ideas.

- ✓ Meeting Announcement Good promotion and advance notification of the meeting are important. Give neighbors at least two weeks notice of the dates and times of meetings.
- ✓ Sign-in Provide a sign-in sheet for neighbors and guests. This allows you to keep track of attendance and to develop a mailing list for future notifications.
- ✓ Name Tags Provide name tags to identify the officers/directors and neighbors. Often neighbors may recognize faces, but may not know names. The nametags help to promote friendliness.
- ✓ Agenda Provide an agenda to keep the meeting flowing and in order. Keep it simple and follow the agenda at all times.



EFFECTIVE MEETINGS

What are some tips to running an effective meeting?

The ability to host effective meetings can often times be the pass-fail mark for neighborhood organizations. The success of your organization is a result of the energy, productivity and efficiency of your monthly membership meetings, executive board meetings and even annual election meetings. Following are some tried and true tips for hosting an effective meeting:

- ✓ Always start meetings on time.
- ✓ Open the meeting location at least 15 minutes early for residents to arrive, socialize, and prepare.
- ✓ Begin meetings with an icebreaker to lighten the mood.
- ✓ Introduce public officials at the beginning of each meeting.
- ✓ Recognize newcomers and ask them to state what street they live on.
- ✓ State the purpose of the meeting and proposed discussion items.
- ✓ Be brief and keep comments relevant to each discussion. Monitor the pacing so the meeting is not too long (consider using Roberts Rules of Order).
- ✓ Use visual aids. Residents will relate to something they can see.
- ✓ Allow everyone to contribute. After a concern or project is presented, open the discussion. However, set a time limit.
- ✓ Prepare any needed research ahead of time.

- ✓ Make frequent summaries during the discussion so that everyone clearly understands what is being stated.
- ✓ Promote cooperation not conflict. If conflict occurs, appoint a committee to research the concern and report findings at next meeting. Encourage those individuals who are voicing their concerns to be on the committee.
- ✓ Assign tasks and delegate responsibility as the meeting proceeds. This give neighbors a feeling of belonging instead of just listening.
- ✓ Guide the meeting from concerns to solutions. Always ask your neighbors how they would solve or approach a concern. Keep in mind that some solutions may take time.
- ✓ Towards the end of the meeting, go over the agenda, giving an overview of each concern discussed or raised.
- ✓ Before adjourning, state the next meeting date, time and place, and thank everyone for attending.

EFFECTIVE MEETINGS

How do I take effective meeting minutes?

<u>What are minutes?</u> - Effective meeting minutes provide a history of the organization's progress as well as informing absent members of meeting discussions and outcomes.

Why keep minutes?

- ✓ To record decisions.
- ✓ To document who participated in decisions.
- ✓ To know how many people agreed and disagreed.
- ✓ To understand some of the reasons leading to the decisions.
- ✓ To register minority opinions.
- ✓ To document citizen participation in government.

Helpful tips for the Minutes taker.

- ✓ Obtain previous meeting agendas, minutes and discussion items.
- ✓ Focus on recording actions taken by the group.
- ✓ Maintain a consistent format with all minutes.

What should minutes contain?

- ✓ Organization's name and type of meeting.
- ✓ Date, time, and location of meeting.
- ✓ Name of members present.
- ✓ Name of presiding Officer and Secretary.
- ✓ Quorum details.
- ✓ Approval of previous minutes.
- ✓ Officer and Committee reports. Attach if written, briefly describe if verbal.
- ✓ Business of the meeting in order of agenda.
- ✓ Brief description of matter and outcome.
- ✓ Types of motions and resolutions and names of people who made them.
- ✓ Record of motion and resolution outcomes.
- ✓ Record of vote process and outcome.
- ✓ Adjournment time.
- ✓ Secretary's signature.

NEIGHBORHOOD EVENIS AND VOLUNIEERS

How do I organize a successful neighborhood event?

Whether you are holding a summer block party, a holiday social or any other community event, it is crucial the event is well organized. Here are some steps for organizing a successful event:

- ✓ Explore the possibilities. What will work in your neighborhood?
- ✓ What kinds of activities will your neighbors support?
- ✓ Select the appropriate event for your neighborhood.
- ✓ Appoint an event Chairperson.
- ✓ Set up an event Committee.
- ✓ Define the Committee's tasks and event budget.
- ✓ Get the word out via word of mouth, media, flyers, signs, or mailings.

- ✓ Develop an event timetable.
- ✓ Recruit as many event volunteers as possible. Find out people's interests and match tasks.
- ✓ Conduct a pre-event inspection to ensure everything is as planned.
- ✓ Observe the event and troubleshoot as needed along the way.
- ✓ Clean up and give thanks to all participants.
- ✓ Evaluate the event to note successes and improvements and learn from the experience.



NEIGHBORHOOD EVENIS AND VOLUNIEERS

How do I plan a neighborhood block party?

There is no better way of getting together and meeting your neighbors than having a block party. Neighborhoods are better and safer places to live when there is a sense of caring and friendliness in the area. Block parties can vary from a simple gathering of a few folks in a front yard, to a highly organized event involving dozens of streets in the neighborhood. Start with a neighborhood block party Committee. Assign responsibilities for the party's components. Meet as often as needed before the party to assign responsibility for the event and to build your volunteer support. Publicize, Publicize, and Publicize! If you are thinking of having a block party, contact the Orange County Building Division at (407) 836-2922 for the appropriate permit.

What is the best way to work with volunteers?

Neighbors and volunteers remain active in their organization when they feel they are contributing positively to the community and when they are recognized for the effort they make within the organization. People join community groups to meet people, to have fun, to learn new skills, to pursue an interest, and to link their lives to some higher purpose. They leave if they don't find what they are looking for. Citizens groups need to ask themselves more often: What benefits do we provide? At what cost to members? How can we increase the benefits and decrease the costs? Here are some items to keep in mind when working with volunteers:

Most people volunteer if:

- ✓ They have information about the organization and its purpose.
- ✓ They identify with the objectives of the organization.
- ✓ They know what is expected of them in time and effort.
- ✓ They know that their interests and abilities will be effectively utilized.



NEIGHBORHOOD EVENIS AND VOLUNIEERS

How can I prevent volunteer burnout?

Volunteer burnout can be devastating to the productivity of a neighborhood organization. In order to keep your volunteers energetic, creative and enthusiastic, keep the following volunteer burnout tips in mind:

- ✓ Develop coherent operating plans.
- ✓ Set realistic objectives.
- ✓ Prepare job descriptions or task outlines so people know what is expected of them.
- ✓ Recognize different abilities and tolerance levels in handing out work assignments. Do not let one person take on everything.
- ✓ Remind people that the quality of their work is important, not the quantity.
- ✓ Organize fun events. This will create a social network of friends and neighbors and give people an opportunity to have a good time.

What are some innovative ways to reward volunteers?

- ✓ Certificates of appreciation.
- ✓ Informal celebrations or gift presentations at meetings.
- ✓ Thank-you notes. Send a copy to the individual's employer or family to let them know about that person's achievements.
- ✓ Take pictures of events/achievements. Framed copies of pictures make terrific awards.
- ✓ Recognize individual special needs. If someone in your group is ill, a get-well card affirms the volunteer is valuable and missed.

- ✓ Use media sources to announce achievements.
 I nvite media photographers to recognition events.
- ✓ Consider gift certificates or a scholarship to a conference or workshop.
- ✓ Prepare personal profiles or articles in your newsletter or other media sources.
- ✓ Plan a formal recognition party for members and families to celebrate the group's success and acknowledge individual volunteers.
- ✓ Do not forget the value of very simple thank you gestures.



NEIGHBORHOOD EVENIS AND VOLUNIEERS

Where can I obtain more information on volunteer participation?

The following Orange County organization are valuable sources of information and experience to neighborhood organization's throughout Orange County to assist with and promote volunteerism throughout Central Florida:

Hands on Orlando (HOO)

Hands On Orlando (HOO) is a non-profit agency that promotes citizen engagement through volunteerism. They coordinate, plan, and manage meaningful, flexible, creative, and fun projects and work with individuals, groups, corporate teams, and convention visitors who want to take part in direct, hands-on service. Most projects last less than a day while others are ongoing. Contact Hands on Orlando at 199 E. Welborne Avenue, Winter Park, FI 32789, (407) 740-8652, or www.handsonorlando.com



What are some helpful hints for a Neighborhood Newsletter?

Newsletters can be simple or complex. No matter what format you choose, newsletters help keep everyone informed of concerns, meetings, activities, and other important issues. Here are a few things to think through before you publish:

- ✓ Production cost can be a significant factor in what type of newsletter you produce. Check with a local print shop for ideas for less costly newsletters. You may want to contact local businesses to help sponsor the newsletter or charge a fee for advertising in the newsletter.
- ✓ Usually, a team effort works best when producing newsletters. However, someone should coordinate the efforts of the group and edit the newsletter. Your organization should appoint a committee and chairperson to be responsible for producing the newsletter.
- ✓ By enlisting the participation of as many members as possible, you can appoint members of different committees to write articles and assign reporters to collect information from authors or research topics for the different newsletter articles.
- ✓ Like many other community groups, neighborhood organizations find newsletters to be great tools to communicate with neighbors about current activities of the organization.
- ✓ Identify someone who has a personal computer. You may save money by producing the layout yourselves.
- ✓ Select committee members who are skilled in writing and editing.
- ✓ Have clear deadlines for submitting all articles, editing, printing, and distributing each issue of the newsletter.



What is the ideal length for a Neighborhood Newsletter?

The length of your neighborhood newsletter depends on both your budget and the topics your group considers important. A good newsletter can be as short as one page. After settling on a length, structure your newsletter by organizing it into regular features or columns. Some regular newsletter items may include:

- ✓ Committee Reports.
- ✓ Organization meeting places and times.
- ✓ Personal announcements.
- ✓ Letter from the President.
- ✓ Neighborhood News.
- ✓ Job listings.
- ✓ Upcoming events.

- ✓ Editorials.
- ✓ Children's Column.
- ✓ Updates on local issues.
- ✓ Volunteer Acknowledgements.
- ✓ Holiday Activities.
- ✓ Neighborhood Watch Report.

Cutting costs on Newsletter Production

Explore having your newsletter printed free or at a reduced cost. Possible sources of free copying are churches, schools, community boards and workplaces of group members. A local printer might donate the job or offer a special rate in exchange for a credit line in the newsletter that urges members to use his or her company. Another possibility is the local merchants association; try offering free ad space. You may also want to sell ads in the newsletter itself to defray your costs. Here are some possible revenue sources:

- ✓ Talk to local merchants; they are often happy to reach out to members of the community through community newsletters.
- ✓ Stress the interdependence of commercial and residential areas in a neighborhood -- how the health of one depends on the health of the other.
- ✓ You may want to offer special rates for larger ads -- i.e., \$10.00 for a guarter-page ad, \$17.50 for half a page.
- ✓ Encourage readers to patronize your advertisers and to tell merchants they saw their ad in your newsletter.



Successful Newsletter Distribution

Before you reproduce your newsletter, make a list of all the people who need to get it. This could include all members of your group, other members of the community, elected officials, local institutions (such as county/city agencies, schools, community board members, local development organizations), and local press. This will tell you how many copies to print. Once printed, newsletters can be distributed door-to-door or mailed. Here are some successful distribution tips:

- ✓ Be consistent. If your newsletter comes at the same time each month, people will begin to expect and anticipate it. Some groups issue newsletters quarterly.
- ✓ Call a meeting of building and/or block captains. Ask them to distribute the newsletters and to make sure everyone gets a copy.
- ✓ Rather than leave newsletters in lobbies of large apartment building, try to get residents to slip a copy under each door.
- ✓ Some community groups hire neighborhood youth to distribute the papers on the block.
- ✓ Ask local merchants if you can leave newsletters on the counter for people to pick up. This is a good way of reaching out to potential new members.
- ✓ If you mail your newsletter, be sure to figure postage expenses into your budget.
- ✓ If your mailing list is large and speedy delivery is not a concern, you may want to save money by sorting your labels into strict zip code order and mailing bulk rate; call the Post Office for full details.



What are some tips for preparing Flyers, Posters and Meeting Notices?

Below are some guidelines to maximize your promotional and communication efforts via flyers, meeting notices, and correspondence for your neighborhood:

- ✓ When producing your printed information flyers and materials, be sure to answer the basics Who, What, When and How in all printed materials.
- ✓ Choose your words carefully less is better when designing flyers and notices. Be sure your printed materials are easy to read and draw the reader's attention.
- ✓ Talk with other neighborhood organizations for examples.
- ✓ Mandatory associations have a legal responsibility to keep residents informed and must produce notices in a timely fashion. Check your articles of incorporation and bylaws for more information

Why survey your Neighborhood?

There are infinite reasons to conduct survey research in your neighborhood. You may need to know what issues are impacting your neighbors the most. Is it traffic, noise, or lack of recreational facilities? Survey research is one method for documenting what the concerns and needs of the neighborhood are. It is also used as a method of public outreach and involvement. Survey research is a major part of neighborhood planning since it is a grassroots form of obtaining public participation and input.

How many kinds of surveys are there?

There are three different types of survey questionnaires:

- ✓ The mail survey also known as the self-administered questionnaire.
- ✓ The interview survey that requires face to face reading and recording of answers,
- ✓ The telephone survey that is administered via telephone.



WORKING WITH LOCAL GOVERNMENT

How can our group work effectively with local government?

A successful neighborhood organization is one, which understands the "ins and outs" of local government. Effective partnerships between neighborhood organizations and local government are essential both to the success of the organization and the responsiveness of local government to the needs if its communities. Following are some tips for working with local government:

- ✓ Set your goals. What is most important for your neighborhood organization to accomplish in order to maintain livability?
- ✓ Know your issues and do your homework. Find out
 who is affected and whom the appropriate people
 are that can help.
- ✓ Become familiar with the structure and purpose of your local government.
- ✓ Become acquainted with procedure. Attend meetings of your public officials; understand how they operate and the pressures they are under.
- ✓ Allow your officials to get to know you. The best form of contact is through meetings, phone calls, letters or emails.
- ✓ Keep you public officials informed and do not surprise them with unexpected actions. Give your officials written copies of your concerns and follow up with letters.

- ✓ Work on all levels. First, contact the person most directly responsible for your concern. Then work on all levels by going to your appointed and elected officials.
- ✓ Make it clear that you represent a group. I dentify the name of your group and its purpose and ensure that you have the group's authorization before acting.
- ✓ Get solid answers. Don't be satisfied with vague responses. Talk to informed people and solicit answers you can rely on.
- ✓ Be open to suggestions. Take them seriously and follow up. Progress occurs when everyone pushes in the same direction.
- ✓ Follow up a discussion with a memo summarizing the items discussed and outcome. Check periodically on the status of the action to see if decisions are being made.
- ✓ Do not work in a vacuum. Keep the neighborhood informed about proceedings with local officials.



WORKING WITH LOCAL GOVERNMENT

How can I present successfully to a government board?

Giving public testimony before the Board of County Commissioners or any County Board can be frightening if you have never done it before. There are several things you can do to make your thoughts and presentation clear and successful:

How to give public testimony:

- ✓ Be familiar with the Board's process. Attend meetings before you testify to get familiar with the room layout and meeting procedures.
- ✓ Know your issues. Support opinions with as many facts as possible. Be knowledgeable of the opposition's arguments and be prepared to counter.
- ✓ Know your audience. Try to stress what you have in common and respect the differences of Board members.
- ✓ Wear appropriate clothing. Men should wear a business suit with tie. Good grooming is also important for men and women making presentations.
- ✓ Be aware of how you present yourself. Be conscious of your body language and how you may be perceived.
- ✓ Check your feelings at the door before you speak. Don't overshadow your presentation with strong feelings.

- ✓ Don't ask questions at the public hearing. Schedule an appointment with staff well in advance of the hearing to get your questions answered.
- ✓ Be courteous when making your presentation. For example, avoid complaining about having to take time off from work to attend the hearing.
- ✓ Maintain eye contact. Use notes rather than a written manuscript so you can develop good eye contact.
- ✓ Define what you want. Make it perfectly clear what action you want the group to take.
- ✓ Summarize important points.
- ✓ Provide copies of your written remarks for each member of the board, appropriate staff, and the media.



NEIGHBORHOOD BEAUTIFICATION

What is Orange County C.A.N.?

Orange County *C.A.N.* is a Clean and Attractive Neighborhood. This initiative provides citizens and neighborhood organizations with detailed information on County programs that help to beautify and revitalize our community. The purpose of this initiative is to comprehensively package and market these programs that preserve and restore neighborhoods, such as the ReNEW grants, Adopt a Roadway, Streetscape and the Community Clean Up Program. Orange County *CAN* have clean and attractive neighborhoods!

Municipal Service Taxing Unit/Benefit Unit?

The letter's MSTU/BU stand for Municipal Service Taxing Unit/Benefit Unit. The main function of a MSTU/BU is to collect funds from benefited property owners for the provision of municipal services such as streetlighting, retention pond maintenance, road paving, speed humps and other essential facilities. Types of services not provided with a MSTU/BU include, streetlighting on major roads or private roads, recreational facilities, wall and fence maintenance, security gates, boat control or maintenance of common areas where access is not available to all residents and property owners. Orange County can establish MSTU/BU's for any unincorporated area. MSTU/BU's are adopted by resolutions that are subject to a public hearing and approval by the Board of County Commissioners.

How can our Community organize a Clean-up?

If you would like to see trash and debris removed from your neighborhood, the Orange County Code Enforcement Division Community Clean-up Program may be just what you are looking for. This has been a successful tool to enhance neighborhoods and create neighborhood pride throughout the County. Following a community clean-up request, a Code Enforcement representative will conduct an inspection of the area to determine if a clean-up is feasible. If approved, a date is selected and the clean-up is coordinated. The results will make for a cleaner community and the partnerships created between citizens and local government will be priceless! Call the Code Enforcement Division at (407) 836-5506 for more information.



NEIGHBORHOOD BEAUTIFICATION

How can I obtain street trees for my neighborhood?

"Streetscape," the Orange County Community Beautification Program, provides trees to plant within the right-of-way and other common areas in unincorporated Orange County. The streetscape program provides an education focus enabling community volunteers to use their "sweat equity" to plan, install and maintain their own community trees. For more information, call the Orange County Cooperative Extension at (407) 836-7570.

How do I get trash and junk removed from my neighbor's property?

Trash, junk, and debris cannot be left in the yard and must be disposed of properly. This includes junk such as auto parts, appliances, furniture, building materials, and tires. Call the Code Enforcement Division and supply the address you wish to have inspected to the customer service representative. This information is placed into the complaint tracking system and a Code Enforcement Officer will visit the site. If a violation is observed, a notice of violation will be issued and remedial action to correct the situation will be taken.

What do I do if I receive a "notice of code violation"?

Find out how to correct the problem and do so promptly. Prompt action to correct the violation will avoid fines and liens. Call the Code Enforcement Division immediately. You may elect to speak with a Code Enforcement Officer by telephone to inquire what remedial actions are necessary.

How can I participate in the Citizen Cooperative Code Enforcement Program?

Citizens may ride with Code Enforcement officers as part of a Citizens Cooperative Code Enforcement program. Call the Code Enforcement Division at (407) 836-5606 and inquire how your homeowner's association or community organization can participate in the Cooperative Code Enforcement Program.



NEIGHBORHOOD BEAUTIFICATION

What can our neighborhood do about graffiti?

Studies have shown that graffiti has less chance of reappearing if it is removed quickly after the property is "tagged". All graffiti issues must be reported immediately to the Orange County Sheriff's Office at the non-emergency complaint line, (407)-737-2400. Graffiti is a violation of the graffiti ordinance.

Who do I call to report stray or troublesome animals?

Animal Services enforces Chapter 5 of the Orange County Code, pertaining to animals and Animal Services investigates inquiries relating to animal nuisances and ordinance violations. Call Animal Services at (407)-836-3111. For 24-hour emergency service on weekends, holidays, and after hours, call the Sheriff's Office non-emergency complaint line at (407)-737-2400.

How do I get my subdivision wall repaired or replaced?

Orange County is granted the authority to establish Municipal Service Benefit Units (each an "MSBU") for the construction of walls under Section 125.01. Florida Statues, the Orange County Charter and Ordinance No. 2001-07 (the "Ordinance"). Wall construction MSBUs are administered by the Orange County Comptroller in conjunction with Board staff as necessary. Please contact the Orange County Comptroller at (407)-836-5690



NEIGHBORHOOD GRANIS & FUNDRAISING

What is the Orange County ReNEW Grants Program?

Orange County administers the annual ReNEW Grants Program that provides funds to communities for physical improvements. For more information, please contact the Orange County Neighborhood Services Division at (407) 836-5606 or visit Orange County's home page on the Internet at www.onetgov.net

What types of grants are available to help improve my neighborhood?

The Foundation Center, a non-profit service organization, is a clearinghouse for many grants available through private foundations, corporations, and community associations. Any citizen has access to the Foundation's database of grants through the Orange County Public Library Social Services Department at (407) 425-4694 or visit the Foundation's website at http://fdncenter.org

What are some tips for successful fundraising?

You do not need to raise funds to begin organizing your neighborhood. However, you will need money to organize large numbers of people, or to launch a large action program. If you decide to fundraise, be careful. You can lose money, and divert time and resources away from your objectives. If you decide to raise money, here are some suggestions:

✓ Individual contributions - Asking for contributions from local people turns fundraising into community building. People become more attached to groups, projects, and places they feel they own. Money can come from memberships, voluntary subscriptions to newsletters, collections at meetings, door-to-door canvassing, planned giving, memorial giving, and direct mail. Some groups make donations tax deductible by registering as a charity with the federal government.



NEIGHBORHOOD GRANIS & FUNDRAISING

- ✓ In-kind donations Seek in-kind or non-monetary contributions. Examples include donations of printing, equipment, furniture, space, services, food, and time. Local businesses respond well to requests for in-kind donations.
- ✓ Auctions Consider an auction. Neighbors can donate babysitting on a Friday night, chocolate cake for eight, or three hours of house repairs. At a community party, your auctioneer sells every treasure to the highest bidder.
- ✓ **Grants from governments & foundations -** With so many potential sources of assistance, half the challenge is figuring out who supports what. After identifying a possible grant, find out about application procedures. Receiving a grant usually requires writing a good proposal. Look for matching grants. In many cases governments will contribute a dollar for every dollar raised by citizens.
- ✓ Bake sales Bake sales can be a very effective method for raising funds for your community. Food provides a good crowd-gathering event. Bake sales can also present an opportunity for displaying culinary aptitudes for children and adults alike. Children can help with the baking and selling of the goods.
- ✓ Garage/Yard sales Consider an annual weekend community-wide garage or yard sale. The proceeds from your community-wide sale go to your organization's treasury. A \$3 fee is required per household and paid to the Zoning Division (407-836-5525). Orange County Code allows two consecutive days for garage sales every six months.
- ✓ Community Cookbook Everyone needs a cookbook! Gather together many different recipes from neighbors and add stories about what the recipe means to the cook, where the recipe came from, and so forth. The cookbook doesn't need to be fancy, just print it up on the computer and have it bound at a local copy shop. The first couple of pages can be dedicated to talking about your organization.
- ✓ **T-shirt Sales** Many neighborhood organizations have their own t-shirts. T-shirt sales can be quite profitable as well as a great way to promote your group. They can be sold through a variety of ways: at every fundraising event that you hold or maybe you have friends/family who work in offices that can distribute the t-shirts.



NEIGHBORHOOD STREETS

Who do I call to replace a burned out streetlight?

To report a burned out or defective streetlight, call your local Utility Company. Within Orange County there are several Utility Companies, including Orlando Utilities Commission (407) 437-4222 and Florida Power (407) 895-8711. Before calling, make sure you have the pole number or the street address closest to the streetlight.

How do I request streetlights in my neighborhood?

Streetlights are provided within Orange County through the MSTU process. A written request to establish or amend a MSTU for streetlighting is required from a property owner. The request should reference the property owner's name, address, and parcel id number, if available. The letter should be sent to the Orange County Comptroller, Special Assessments, Post Office Box 38, Orlando FL 32802-0038. After costs estimates are determined, the property owner is sent a ballot to vote on the streetlight MSTU. At least 66 2/3% of property owners must agree to the MSTU. Contact the Orange County Comptroller's Office at (407) 836-5690.

Who do I call to report a missing stop sign?

Citizens should report a down or missing stop sign to Public Works Traffic Engineering at (407) 836-7890. A missing sign can create a dangerous situation and will be replaced promptly.

Where do I call if my neighborhood needs a stop sign installed?

Stop signs are installed as safety measures. To determine if a stop sign is needed, sites must meet several conditions, including heavy traffic, poor visibility, and a pattern of accidents or proximity to schools. Citizens may call Public Works Traffic Engineering at (407) 836-7890. A representative will monitor the location before a determination is made.



NEIGHBORHOOD STREETS

Who do I call to repair a pothole on my street?

Anyone may report potholes to the Public Works Roads and Drainage Division at (407) 836-7870. An inspector will be sent to look at the pothole and evaluate the urgency of repair. The pothole will be placed on a list for repair in priority order.

What can be done when plants or trees are hanging in the street?

To report locations where road visibility is obstructed due to plants or trees, contact the Public Works Roads and Drainage Division at (407) 836-7870 with a complete address. Blind corners, mid-block obstructions and weeds on the right-of-way should also be reported to Roads and Drainage.

Are there parking restrictions on residential streets?

Parking is permitted on residential streets if it is on Orange County's right-of-way and there is a sign stating that on-street parking is permitted. If you suspect a violation, contact the Orange County Sheriff's Office at (407) 737-2400.

How can I get speed humps on my street?

Speed humps are an important mechanism for neighborhood traffic calming. In order to get speed humps on your street or within your subdivision, you must establish a MSTU. To request speed humps, send a written request including your name, address and parcel id number, if available to Orange County Public Works, Traffic Engineering, 4200 South John Young Parkway, Orlando FL 32839-9205. After the necessary traffic studies have been completed and speed hump criteria are met, property owners will receive a ballot to vote on the request. A 66 2/3% majority of property owners is needed to establish an MSTU.



NEIGHBORHOOD STREETS

Who do I call to report flooding or drainage problems in my neighborhood?

To report flooding or drainage problems in your neighborhood, contact the Public Works Roads and Drainage Division at (407) 836-7870.

Who do I call to report an unsafe sidewalk?

Sidewalks, which have become obstructed either by overgrowth, uprooting of tree roots or physical obstructions within the path can be hazardous. If you believe there is an unsafe sidewalk in your community, contact Public Works Roads and Drainage Division at (407) 836-7870. The situation will be evaluated and repaired as soon as possible.



NEIGHBORHOOD SAFETY

How can I start a Neighborhood Watch group?

The best crime prevention device ever invented is a good neighbor. The security steps you and your neighbors take, as a group is just as important as the things you would do individually. This joint effort is called Neighborhood Watch. It is easy to organize a Neighborhood Watch in your area. Coordinate a date, time, and location for your neighborhood's initial meeting with a Crime Prevention Officer from the Sheriff's Office. During this initial meeting, the Sheriff's Office will offer tips on home security, crime awareness, and how to report suspicious activities. Find out the Crime Prevention Officer assigned to your Sheriff's Office Sector by calling (407) 836-3720.

What is the Sheriff's Office Children's Safety Village?

The Children's Safety Village is a state-of-the-art educational complex where children can learn the basic life skills that will enable them to grow up safely. During 1999, over 10,000 Central Florida children visited the village to learn about bicycle safety, helmet safety, pedestrian safety and other life saving skills. For more information on the Sheriff's Office Safety Village contact (407) 521-4673

What is the Sheriff's Office Volunteer Patrol Program?

Community Volunteer Patrol is a non-confrontational neighborhood patrol program. Volunteers are not law enforcement officers, but are trained to be the "eyes and ears" for the Sheriff's Office in their own neighborhood. Volunteers donate their time to patrol neighborhoods while driving special Sheriff's Office vehicles. Citizens who have passed a screening process will then participate in a volunteer academy that includes training in areas such as crime prevention, first aid, CPR, how to spot suspicious and criminal activity, and more. Contact (407) 836-3725 for more information.



NEIGHBORHOOD SAFETY

How can I participate in the Sheriff's Office Civilian Rider Program?

If your have ever wondered what a day in the life of an Orange County's Sheriff's Deputy is like, this is your chance. The Sheriff's Office Civilian Rider Program allows you to be a passenger in a Sheriff's vehicle. For more information on the Civilian Rider Program, call (407) 836-3770.

What is the Sheriff's Office Explorers Program?

If you or someone you know is between the ages and 14 and 19 and considering a career in law enforcement, the Explorers Program is a great opportunity. You need only to be enrolled in an academic institution with a minimum average of 2.0 to be eligible. The program provides role models to showcase the various aspects and responsibilities of a law enforcement officer while instilling values and leadership skills. Participants will perform good deeds to civic organizations and give back to the community. For more information on the Explorers Program contact (407) 836-3720.

How can I get involved with the Sheriff's Office Volunteer Task Force?

The Volunteer Task Force is one of the Sheriff's Office most active units. Members, who are in uniform, are trained in traffic, crowd and perimeter control, search and rescue, disasters, parades and other public activities. Members are ready to be of service whenever needed, serving the community and promoting public safety by assisting city, county, state, or federal agencies in any endeavor for which they are qualified. Contact (407) 836-3720 for more information about the Volunteer Task Force.



NEIGHBORHOOD SAFETY

How can I dispose of Hazardous Household Waste from my home?

Many household products contain dangerous chemicals that require special handling. If not properly disposed of, these chemicals can harm humans, animals, and the environment. The household hazardous waste program provides Orange County homeowners with the opportunity to dispose of household hazardous waste safely and properly at no charge. The Orange County Household Hazardous Waste Collection Facility at the Landfill is open Monday through Saturday from 8 a.m. to 5 p.m. The address is 12100 Young Pine Road (off Curry Ford Road). An attendant is present during these hours to assist with unloading. For more information and directions, please contact the Environmental Protection Division at (407) 836-6601.



LAND USE

What is Zoning?

Zoning is an aspect of current, or short-range, planning for the use and development of property. It is a set of laws, codes, and rules that determine what type of building or development can be built in specific areas of unincorporated Orange County.

What is Future Land Use?

Future Land Use is a more general specification of use that recognizes both existing uses and planned future uses of land on a long-range basis within the time horizon of the Comprehensive Policy Plan, currently the year 2020. The zoning of a property must be consistent with the Future Land Use.

How can I find out what the Zoning and Future Land Use is on my property?

Call the Orange County Zoning Division at (407) 836-5525 with a legal description, parcel identification number (found on property tax notices), or street address to find out what a property is zoned. Contact the Orange County Planning Division at (407) 836-5600 with a legal description, parcel ID number, or street address to verify a property's Future Land Use.

Where can I obtain the Orange County Code?

If you would like information on the codes and ordinances, which regulate development of land, code enforcement, transportation, and many more topics within Orange County, MuniCode is your best source. MuniCode Online (Municipal Code Corporation) allows you to look up codes for almost any county or city in the United States. This is a valuable tool for inquiries about the rules and regulations that govern your community. Learn more about MuniCode at www.municode.com



LAND USE

What is a nonconforming use?

A non-conforming use is any use of a building or land lawfully existing at the time of passage of the Orange County Zoning Code, or any amendments, which does not conform after the passage of the Code or amendments with the use regulations of the zoning district in which it is located.



OTHER USEFUL INFORMATION

When do I need a building permit?

If your property is located within unincorporated Orange County and you are

√ Erecting
 ✓ Enlarging

✓ Repairing ✓ Altering

✓ Removing
✓ Converting

✓ Constructing
 ✓ Demolishing

Any building or structure, you are required to obtain an Orange County Building Permit. For more information, please call the Orange County Building Division at (407) 836-5550.

How can I get a bus stop moved or added to my neighborhood?

Moving a bus stop in your neighborhood involves a couple of steps. Provide Lynx the locations of the current and proposed stops. Lynx will review the request and evaluate the new location for safety.

To add a bus stop in your neighborhood, please contact Robert Blue at Lynx, (407) 841-2279 ext. 3705.

Where can citizens go to settle unresolved problems with neighbors?

Within Orange County, there are several agencies available to assist neighborhood organizations with issues related to dispute resolution and legal aid. Following are several of these organizations:



OTHER USEFUL INFORMATION

Orange County Bar Association Attorney Referral Service

The Orange County Bar Attorney Referral Service makes legal services readily available to individuals and families in need of a lawyer. When you call the Attorney Referral Service, a referrer will confidentially take your name and address and a brief statement of your problem and arrange an appointment with an attorney in your community. The fee for your first consultation will be \$30. You will have up to one-half hour to discuss your problems. The fee for any additional services should be arranged between you and the attorney. Contact the Attorney Referral Service at (407) 422-4537, or www.ocbanet.org

Orange County Bar Association Citizen Dispute Settlement

The Citizen Dispute Settlement Program is a mediation program where two parties who are having a dispute can meet with a neutral third person to discuss ways to solve the matter out of court. Types of cases handled are Landlord/Tenant, Neighborhood Disputes, Property Damage, and Recovery of Money/Property, Animal Nuisance, Harassment, Disorderly Conduct, and Consumer Complaints. Contact the Citizen Dispute Service at (407) 423-5732 or www.ocbanet.org

Central Florida Conflict Resolution Consortium

The Consortium represents the State of Florida's commitment to finding productive and cost-effective solutions to public disputes. Since 1987, the Florida State University based Consortium, with the support of the Florida Legislature, has taken a leadership role in promoting the informed use of consensus building and alternative dispute resolution to meet the growing demand for better and more durable solutions to Florida's public problems. The Consortium has a local office at the University of Central Florida Downtown Academic Center in Downtown Orlando and can be contacted at (407) 835-3443 or www.consensus.fsu.edu



OTHER USEFUL INFORMATION

I have a question that you did not answer. How can I get it answered?

You may call a specific Orange County Division for answers to questions not covered in this Resource Manual. Orange County's, "The Source", provides a comprehensive list of telephone numbers with an accompanying description of County programs and services. You may also call the Orange County Info Line at (407) 836-5550. If there is a question you wish to see answered in the next issue of this Resource Guide, please call the Neighborhoods Services Division at (407) 836-5606.

What is the Orange County Community Conference?

The annual Orange County Community Conference provides neighborhood organizations and interested citizens with valuable information for improving their communities. Workshops and networking opportunities make this conference an annual success. The Conference is an educational and fun event for residents from all parts of Orange County. Residents may attend the Conference and obtain very useful information and creative ideas on how to make their neighborhoods better places to live. The conference is typically held during the summer at a central location within the County. For more information, please contact Orange County Neighborhood Services Division at (407) 836-5600.

The Conference features several sessions that focus on a variety of topics for participants to choose from. Here is a sampling of previous conference topics:

- ✓ Code Enforcement
- ✓ Speaking Out: How to Make Your Case at Public Hearings
- ✓ Getting the Word Out: Newsletter Development for Your Association
- ✓ How to Influence the Growth Management Process
- ✓ Neighborhood Crime Prevention
- ✓ General Legal I ssues for Homeowners Associations



ORANGE COUNTY PROGRAMS

Orange County government offers valuable programs and services for the education and awareness of the general public. In addition to providing educational programs that allow citizens to learn more about services provided by their government, programs are also available that assist in the revitalization and beautification of Orange County communities. Following is a list of some popular Orange County programs:

Adopt a Lake Program
This is a program designed to supplement the database of the Environmental Protection Division by inviting
residents who live on lakes that are not currently being sampled by the Division to sample their lake. EPD staff will
train and provide equipment for those lakefront residents who will commit the time each month to collect samples
and return them to the Division. In return, the Division will perform a wide range of testing on the samples and
provide the data back to the citizen for use in lake management decisions and for their own use.
Citizens' Academy407-836-5741
A service provided free of charge to the citizens of Orange County detailing the services and operations of County
Government. Call for more information and class availability.
Citizens' Fire Academy
The Citizens' Fire Academy is a specially designed program that will allow you to understand how your Fire
Department works. One night a week for ten weeks, take instructional classes taught by experienced men and
women of the Orange County Fire Rescue Department. You will have an opportunity to enter a burning building,

tour the medical helicopter, learn CPR, spend a day with Firefighters, tour the 9-1-1 Center, ride a ladder truck,



ride with the crews, wear fire fighting equipment, and much more.

ORANGE COUNTY PROGRAMS

Community Code Enforcement Program407-836-5506
The Code Enforcement Division staff will meet with interested Homeowners Association or Neighborhood
Organizations to give detailed educational presentations on what Code Enforcement does. The Homeowners
Association will appoint representative(s) and after a training session these resident(s) will act on behalf of the community by observing and requesting correction or elimination of code violations.
Community Clean Up Program407-836-5506
This program provides an opportunity for residents to enhance their community and take pride in their
neighborhoods. Following a community clean up request, a Code Enforcement representative will conduct an
inspection of the area to determine if a clean up is feasible. If approved, a date is selected and the clean up is
coordinated.
Home Heating Oil Took Demovel/Abandanment Dragger
Home Heating Oil Tank Removal/Abandonment Program
This program is intended to assist homeowners in emptying and /or removing old heating oil; tanks in a safe and environmentally sound manner.
Master Gardener Program407-836-7570
The Master Gardener Program, offered by the Cooperative Extension Service, is a volunteer-based program for
anyone interested in horticulture. The program involves 50-60 hours of education encompassing all areas gardening.
In return, Master Gardeners donates at least 50 hours of volunteer time during the year. Most of this time is
spent answering homeowners questions on the phones, maintaining demonstration gardens, manning clinics around
the county, testing soil pH, teaching classes, and helping run some of the larger programs.



ORANGE COUNTY PROGRAMS

Municipal Service Taxing Units/Benefits Unit (MSTU'S/BU's)407-836-5690
The primary function of a Municipal Service Taxing Unit (MSTU) is to collect funds from benefited property for
the provision of services such as retention ponds, lake cleaning, streetlights, community walls, speed bumps, and
road paving. MSTU's usually require a 66 2/3% approval rating from benefited property owners. The County
Comptroller, Special Assessments Office, administers the MSTU process.
Paint the Town Program407-836-5159
Paint the Town is a collaborative effort involving the Orange County Housing and Community Development Division,
olunteer groups, local businesses and citizens to clean-up, paint, and revitalize low-income communities in Orange
County. Paint the Town communities are selected based on a history of neglect and need for social and physical
revitalization. Homes within the communities are selected according to levels of physical distress and individual requests.
Rec. 'n' Roll Program407-521-3352
The Orange County Parks and Recreation Department Rec. 'n' Roll program is a recycled cargo van, which travels to
various neighborhoods to provide, supervised recreational activities. Trained staff provides youth ages 5 to 14 with activities such as basketball, arts and crafts and board games.
Reserve Firefighter Association407-836-9008
The Orange County Fire Rescue Reserve Association (volunteer) seeks new members. The reserve assists the Fire
Rescue Division through the Citizens Assistance Program, which helps fire victims with immediate needs,
contributes time and talents to area health fairs, and lends help during disasters such as hurricanes and wildfires.



Information at your fingertips is essential to working effectively with local government and staying informed. Listed below is a comprehensive listing of many Orange County services and telephone numbers that may be of interest to neighborhood organizations.

Advisory Boards and Commissions.......407-836-5426

A number of advisory boards, authorities, commissions, and committees have been established through the years by the State Legislature, federal regulations, and by resolution or ordinance of the Board of County Commissioners. Members of these boards are appointed based on their education, training, experience, and interest in a particular field. Call the Agenda Development Office for a volunteer application and a complete list of current citizen advisory boards.

Enforces Orange County Code, Chapter 5. Animal Services operates public spay/neuter clinics, pet adoption program, and community speakers' bureau. Provides educational programs to schools, homeowners associations, and other civic groups. Investigates inquiries relating to animal nuisances and ordinance violations. Coordinates with the Board of Health in investigating bite cases. Assists local Sheriff, Police, humane societies, and other state and municipal agencies. Counsels pet owners on responsible pet ownership. For 24-hour emergency services weekends, holidays, and after hours, call (407) 737-2400.

The BBB provides services that promote and foster the highest ethical relationship between businesses and the public through voluntary self-regulation, consumer and business education, and service excellence. Other services include Dispute Resolution, Truth –in- Advertising, and Business Reliability Reports.



Orange County Board of County Commissioners is composed of six elected commissioners and executive officer, the County Chairman. Single member districts elect commissioners; the Coulombie elected at large. The seven officials review all county activities and set policies for growth a Orange County.	an elected chief ounty Chairman is
Building Division	nbing permit for new commercial structures, fing and solar systems.
Citizens' Commission for Children (CCC)	eir needs and planning and early intervention ating Orange County's
Clerk of Courts	



Coalition for a Drug Free Community
Code Enforcement Division
Community Centers
Consumer Fraud Unit
Cooperative Extension Service



Development Engineering Division
Consists of four sections: Plans Review, Permitting, Inspection, and Platting. Reviews infrastructure plans for subdivision and commercial projects. Processes applications for Excavation and Fill, Right-of-Way Utilization, and various other permits. Inspects the construction of these development sites and permitted activities. Reviews plats, lot splits, petitions to vacate right-of-way, and septic tank variances.
Environmental Health Services
Environmental Protection Division



Head Start
Health and Family Services407-836-8900
Promotes and provides health and family services to Orange County citizens through effective planning, implementation, and management of programs and services.
Highway Construction Division407-836-7930
Responsible for design and construction of major roadway and drainage improvements in unincorporated Orange County
Housing and Community Development Division
Provides services related to improving housing and living conditions in Orange County's low-income neighborhoods through the provision of improved infrastructure and community facilities.
Impact Fees
Transportation, Law Enforcement, Fire and School
Sewer and Water407-836-5515



Internet	<u>www.orangecountyfl.net</u>
Orange County's award winning web site features over 2,000 interact with users. It provides extensive information on a wibuilding inspections, public officials' e-mail addresses, and pho	de variety of topics, including purchasing, job listings,
Juvenile Assessment Center (JAC)	he JAC is a collaborative effort funded by Orange
LYNX	
Office of Community Action The Office of Community Action is the local Communication Community Action's mission is to work in partnership with service offer decentralized programs and services for low-income individual and sustain self-reliant individuals, families, and communication	n Action Agency for Orange and Osceola Counties. vice organizations, the private sector, and citizens to lividuals and families through community centers that
Office of Emergency Management	ping programs and emergency management



Office of Management and Budget
Official Records
Orange County Library System
Orange County Regional History Center
Orange County School Board
Orange County Utilities Department

Orange TV
Orange TV is a 24-hour source of information on County services and programs found on cable channel 9. A current schedule of programs is available on the County web site. Orange TV televises meetings of the Board of County
Commissioners and other governmental meetings held in the chambers. Conferences, lectures, community meetings
and events are presented in their entirety. Specialized programs that provide information about Orange County activities are also aired.
Parks and Recreation
Develops, maintains, and operates parks and recreation facilities primarily located in unincorporated Orange County. Offers a variety of youth, adult, and senior citizen recreation programs and activities.
Planning Division
Insures compliance with state-mandated growth management legislation and County ordinances related to growth and development within unincorporated Orange County.
Public Works Department
Provides for the County's infrastructure needs through proper placement and maintenance of roadways, drainage structure, pedestrian walks, and traffic control devices.
Property Appraiser
The property appraiser is an elected official who appraises all real property and tangible property on an annual basis. Determining a fair and equitable value, which includes granting exemptions is a role of the property appraiser office.



Roads and Drainage Division	407-836-7870
Responsible for maintenance of County roads, drainage systems, and rights-or roads. Also responsible for Adopt-a-Highway program, residential driveway pern removal of private signs from rights-of-way, and tree trimming.	3 . 3
Solid Waste Division	407-836-6601
Provides solid waste disposal services, including operation of landfill, transfer s waste facilities. Administers mandatory refuse collection and recycling programs.	
Speakers Bureau	ls having a desire to learn about Orange County. Call to request a
State Attorney, 9 th Judicial Circuit	
Supervisor of Elections An elected official, the supervisor of election is mandated by Florida law to regirecords current for Orange County and 13 municipalities.	407-836-2070 ster voters and keep registration



Tax Collector	4120
The Tax Department administers the collection of all current taxes on real and tangible personal property, so out tax notices, conducts the annual tax certificate sale, collects delinquent taxes, and collects all spassessment taxes.	
Traffic Engineering Division	olems umps, r the on to
Zoning Division	unty.



COMMUNITY RESOURCE ORGANIZATIONS

The Central Florida region is fortunate to be home to many enthusiastic and successful community based organizations established to improve the quality of life of residents and visitors to the area. In addition to an extensive network of social and civic organizations dedicated to building community and breaking down barriers, there are also many organizations committed to disseminating information and educating the public on many aspects of organizing effectively. Listed below are a handful of such organizations:

 www.golynx.com A+Link is a special door-to-door van service managed by LYNX for those unable to access regular bus service. For many people, A+Link is the only way they have to get to work, to the doctor, or to meet other needs.
Community Associations Institute (CAI)
CAI offers valuable information on running homeowner and condo associations. Their website provides you with the ability to search through back issues of their publications by topic. CAI also offers for sale many good books and pamphlets on managing homeowners associations.
Community Care for the Elderly

Healthy Community Initiative of Greater Orlando (HCI) is a grassroots collection of individuals, businesses, and organizations representing a diverse array of interests and concerns. However, they share one value – a commitment to ensuring that the Greater Orlando Area becomes a healthy community. HCI conducts research focusing on three key areas; promoting collaborative efforts and connectedness in the community, strengthening

support for families and children, and accepting, appreciating and building upon diversity.

www.hciflorida.org

COMMUNITY RESOURCE ORGANIZATIONS

National Conference for	Community and	Justice (NCCJ)	407-481-8020
www.nccj.org			

The National Conference for Community and Justice, founded in 1927 as The National Conference of Christians and Jews, is a human relations organization dedicated to fighting bias, bigotry, and racism in America. NCCJ promotes understanding and respect among all races, religions, and cultures through advocacy, conflict resolution and education.

Neighborhoods USA.......937-333-3644

www.nusa.org

Neighborhoods USA is a national non-profit organization committed to building and strengthening neighborhood organizations. Created in 1975 to share information and experiences toward building stronger communities, NUSA continues to encourage networking and information sharing to facilitate the development of partnerships between neighborhood organizations, government, and the private sector.

The Orange County Homeowners Association is a not-for-profit corporation organized in 1973 to inform and represent Orange County's residential homeowners and their community associations. It is an umbrella organization established to further the aims, quality of life, and property values of the Orange County homeowners and to facilitate the effective management of homeowners associations in every sector of the County. OCHA provides continuing programs and printed information to enhance the knowledge and abilities of the officers and directors of its member associations and to protect the interests of homeowners and homeowners associations, property owners associations, and community associations.



COMMUNITY RESOURCE ORGANIZATIONS

Orange County	Internet News S	Service (formerly	/ SWOCHA)	 407-351-8626
www.ocins.com				

This website is dedicated to the collection and dissemination of local and regional information that impacts Orange County communities and residents. The site is operated as a community service by OCINS.COM. If your community or association desires to be represented on this website, you may do so without charge. You may contact OCINS.COM by e-mail at djpbp@bellssouth.net.

Seniors First, Inc. enhances the quality of life for Orange County's senior citizens by maintaining their independence and dignity through nutrition, home improvement and support services, which assist seniors in need. Any Orange County residents' age 60 or older may be eligible for Seniors First services. Eligibility requirements vary by program and some programs require a professional in-home assessment.



This past year Neighborhood Services started a Neighborhood Organization Mentor Network. The neighborhood mentor network is designed to pair neighborhood organizations with experts in various areas of neighborhood organization development or concerns

Here is how the Neighborhood Organization Mentor Network is structured: Neighborhood Organization A contacts Neighborhood Organization B who has identified a volunteer willing to provide assistance with a particular area of expertise. Examples of assistance may include tips on resolving conflicts, ideas and expertise in newsletter production, neighborhood organization web site development, tips on running effective meetings, recruiting volunteers, and much more. A Neighborhood organization mentor agrees to assist another neighborhood organization upon request. In most instances, neighborhood volunteers will contact the mentor directly. Together they decide the time, date, and place to meet, or medium used; i.e., e-mail, telephone, etc., to provide assistance. Neighborhood Services staff may call on mentors from time to time to speak at workshops or share information.

In order to facilitate the neighborhood mentor's effort, a number of neighborhood organizations have identified mentors. These are listed in the following pages. We hope that this information will be the beginning of the formation of lasting partnerships between yours and other organizations.

We welcome your comments and suggestions concerning the organization mentor network, and we hope you find it useful.



ORGANIZATION NAME	Dist	MENTOR	MAILING ADDRESS	TELEPHONE	FIELD OF EXPERTISE
Courtleigh Park Home Owners Association	1	Pamela McAuley mcauley64@aol.com	8137 Courtleigh Drive Orlando, FL 32835	407-445-5163	Newsletter production, Website development, Starting a neighborhood watch, Creating & revising bylaws
Hidden Springs Estates Home Owners Association	1	Fred Hawkins	7812 Pine Marsh Court Orlando, FL 32819	407-363-7352	Newsletter production, Web-site development, Fundraising
Hunter's Creek Community Association	1	Dennis Del Prince ddelprince@hunterscreek.net	14101 Town Loop BV. Orlando, FL 32837	407-852-1911	Newsletter production, Web site development
Rose Hill Groves Home Owners Association, Inc.	1	Robert Riley	P. O. Box 681783 Orlando, FL 32868	407-578-9172	Resolving neighborhood conflicts, Starting a neighborhood watch
Sand Lake Point Home Owners Association	1	John Cummings John_C_Cummings@amat.com	P O Box 1208 Winter Park, FL 32790-1208	407-370-2676	Newsletter production, Resolving neighborhood conflict
The Hamptons of Orlando Home Owners Association	1	Liberty Goetsch N/A	2180 W. State Road 434 #5000 Longwood, FL 32770	407-523-2899	Web-site development, Resolving conflicts, Starting a neighborhood watch, Forming a 501©(3)
Willow Wood Home Owners Association	1	Tom Gaskill, Doreen Dawson tgas1216@aol.com	8518 Sunset Willow Court Orlando, FL 32835	407-578-4757	Newsletter production, Starting a neighborhood watch
Lakeville Oaks Home Owners Association	2	Harry S. Stern FAM0999@aol.com	2180 West State Road 434, # 5000 Lonawood. FL 32779	407-760-5827	Newsletter production
North West Orange County Improvement Assoc. Inc.	2	Micheal Statton nocia68.@aol.com	P. O. Box 786 Zellwood, FL 32798	407-884-7795	Newsletter production, Understanding Robert's Rules, Creating & revising bylaws, Fundraising
Oakwater Estates Home Owners Association	2	Tina Losinger tinashffr@aol.com	990 Oakpoint View Court Apopka, FL 32712	407-464-2264	Web-site development



ORGANIZATION NAME	Dist	MENTOR	MAILING ADDRESS	TELEPHONE	FIELD OF EXPERTISE
Rolling Oaks Community	2	Philip I. Rohm, Jr. prohm@cfl.rr.com	600 Cheetah Trail Apopka, FL 32712	407-889-4058	Web-site development, Starting a Neighborhood Watch, Fundraising
Spring Harbor Home Owners Association	2	Randy Arnold	P. O. Box 1025 Apopka, FL 32704-1025	407-886-1967	Best practices, Resolving neighborhood conflicts, Starting a neighborhood watch, Understanding
Wekiva Hunt Club Community Association	2	Lui Damiani lui.damiani@co.orange.fl.us	239 Hunt Club Boulevard # 101 Longwood, FL 32779	407-836-5316	Newsletter production, Resolving neighborhood conflict, Increasing resident involvement
Westlake Property Association, Inc.	2	Tony Babbs Th_32810@yahoo.com	6303 Piketon Street Orlando, FL 32810	407-345-3115	Newsletter production
Florida Villas Homeowners Association, Inc.	3	Minda Stephens mstephens@bellsouth.net	646 Golden Sunshine Circle Orlando, FL 32807	407-619-3616	Understanding Robert's Rules
Hibiscus Woods, Inc.	3	Rachel M. Veitch 1964chariot@msn.com	541 Hibiscus Way Orlando, FL 32807	407-273-7742	Resolving neighborhood conflict, Understanding Robert's Rules
Little Lake Barton Shores Neighborhood Organization	3	Vicki Long victoria42@rocketmail.com	5328 Dexter Street Orlando, FL 32807	407-381-4416	Starting a neighborhood watch
Rio Pinar Civic Association	3	Chris Hatch hch2036@aol.com	8330 Caracas Avenue Orlando, FL 32825	407-277-6703	Adopt a precinct
Andover Lakes Phase I Home Owners Association	4	Tom Tillson tomtillson44@hotmail.com	2832 Afton Circle Orlando, FL 32825	407-648-5677	Best practices
Chickasaw Oaks Phase II Home Owners Association	4	George Garrido garridogeorge@aol.com	4843 Hopespring Drive Orlando, FL 32829	407-823-9558	Starting a neighborhood watch program, Fundraising, Creating and revising bylaws



ORGANIZATION NAME	Dist	Mentor	MAILING ADDRESS	TELEPHONE	FIELD OF EXPERTISE
Crossroads at Waterford Lakes	4	Sam Atkins hoawaterford@aol.com	12472 Lake Underhill Road # 250 Orlando, FL 32828	321-235-5699	Newsletter production Web-site development, Resolving neighborhood conflict
Lake Holden Property Owners Association	4	Diana Robbins ddtrans@cfl.rr.com	3508 MacArthur Drive Orlando, FL 32806	407-859-3050	Newsletter production, Understanding Robert's Rules
Porter Place HOA	4	Maria Cruz mcruz@mca-inc.com	2429 Stoneview Road Orlando, FL 32806	407-898-0932	Newsletter production
Historic Village at Goldenrod, Inc.	5	Sarah Miller smiller@goldenrodchamber.com	P. O. Box 61 Goldenrod, FL 32733	407-677-5980	Newsletter production, Fundraising
Suncrest Villas Home Owners Association	5		4142 Guadalupe Court Orlando, FL 32817		Newsletter production, Resolving neighborhood conflicts
Rose Boulevard Neighborhood Association	6	Jeff Davies jeff@duk.com	5452 Coral Way Orlando, FL 32839	407-855-0758	Web-site development
Rose Hill Groves Home Owners Association, Inc.	6	Robert Riley	P. O. Box 681783 Orlando, FL 32868	407-578-9172	Resolving neighborhood conflicts, Starting a neighborhood watch
Community Management Professionals, Inc.		Sue Carpenter sue@community-mgmt.com	5401 S. Kirkman Road, # 475 Orlando, FL 32819	407-903-9969	Newsletter production, Best practices, Resolving neighborhood conflict
Community Outreach Missions Establishments, Inc.		Gwendolyn Jones lesguejar@aol.com	1708 Grand Oak Drive Apopka, FL 32703	407-694-3785	Newsletter production, Forming a 501(c)(3)
I glesia Casa del Alfarero		Rev. Rochester Alvarez pastorrocky@msn.com	7051 Pershing Avenue Orlando, FL 32825	407-736-8701	Newsletter production, Web-site development, Fundraising



ORGANIZATION NAME	Dist	MENTOR	MAILING ADDRESS	TELEPHONE	FIELD OF EXPERTISE
Indo-Caribbean Cultural Center		Gina Gopie I NDOCARI BBEAN1@AOL.COM	1453 N. Pine Hills Road Orlando, FL 32853	407-295-1200	Newsletter production, Starting a neighborhood watch, Bylaws, Best practices, Resident involvement,
Linc Incorporated		Bettina Coleman btcole@aol.com	4677 Summeroak Street # 3105 Orlando, FL 32835	407-532-9491	Newsletter production, Web-site development
Property First, Inc.		Beth Palmer propfirst@aol.com	P. O. Box 4656 Winter Park, FL 32793	407-282-6795	Newsletter production, Best practices, Resolving neighborhood conflict, Increasing resident
Quality Apps, LLC		Marcus Hervey support@qualityapps.com	P. O. Box 701 Christmas, FL 32709		Newsletter production, Best Practices, Web-site development
Wayne Densch Center, Inc.		Babette Allen babetteallenwdc@hotmail.com	100-102 Kingston Court Orlando, FL 32810	407-599-3900 X 227	Newsletter production
Working Through The Community		Mary Ellen Dugan duganm@ocps.k12.fl.us	12600 Marsfield Avenue Orlando, FL 32837	407-317-3200 X 4046	Resolving neighborhood conflict, Increasing resident involvement
	-				



REGISTRATION FORM

The Neighborhood Organization Directory is an excellent means of keeping your organization informed of Orange County activities and programs beneficial to neighborhoods. By completing & returning this registration form, your organization will be registered with Orange County and included in the Neighborhood Services distribution for mailings. To register, simply return this completed form via mail or fax to:

Neighborhood Organization Directory, Orange County Neighborhood Services Division, Post Office Box 1393, Orlando, FL 32802 Phone: 407-836-5606, Fax: 407-836-0920

** Registering with Orange County Neighborhood Services Division is voluntary—all information provided about your organization is voluntary **

** Orange County Government does not endorse or legitimize any organization registered with the Neighborhood Organization Directory. **

Disease shoot the reason/s for conding in this form			
Please check the reason/s for sending in this form		Adding our organiz	ation to the list of Neighborhood Montors
_ First-time organization registration	_ Update of a previously registered organi	Zation Adding our organiz	ation to the list of Neighborhood-Mentors
Organization Name:			
Mailing Address:			
Telephone:	e-mail	Web S	Site
Neighborhood Boundaries: Please provide the name area with the boundaries marked.	s of major streets, lakes, or subdivisions that f	orm the boundaries of your community	. If necessary, you may include a map of the
North Boundary:	South	Boundary:	
East Boundary:			
Number of households included in your neighborhood IMPORTANT INFORMATION! PLEASE R		PRTI <u>ON!</u>	
This document is provided as a public service through t			Orangecountyfl net PLFASE BE AWARE THAT
THIS INFORMATION IS AVAILBLE TO THE PUBLIC	· ·	9	• • —
Please indicate whether it is permissible to publish your			
_Yes, it is ok to publish our organization's contact inform	ů		anization's contact information online or print it.
_Tes, It is on to publish our organizations somewhere	lation online and in the printed version.	_ NO, predate do not publish our 5. 35	illizations contact information online of print
Organization President Information		Other Contact Information	on
Name:		Name:	
Phone: Fax:		Phone:	
E-Mail:		E-Mail:	
Meeting Information		Person Completing the for	rm
Meeting Day of Week and Time:			u have the permission of anyone whose
		-	
Election Month (when you regularly elect new officer	- , – , –	por 30/16 5	naded on this form.
Would your organization be willing to mentor a newly for struggling in a particular area. If your organization would		ers a unique opportunity to share your know	3
_ Newsletter Production (1) Starting a	Neighborhood Watch Program (2)	_ Creating and Revising Bylaws (3)	_ Best Practices (4)
_ Increasing Resident Involvement (5) _ Fundraising		_ Web-site Development (7)	_ Resolving Neighborhood Conflict (8)
_ Forming a 501(c)(3) Organization (9) _ Understan	iding Roberts Rules of Order (10)	_ Other ~ Please write in (11)	