

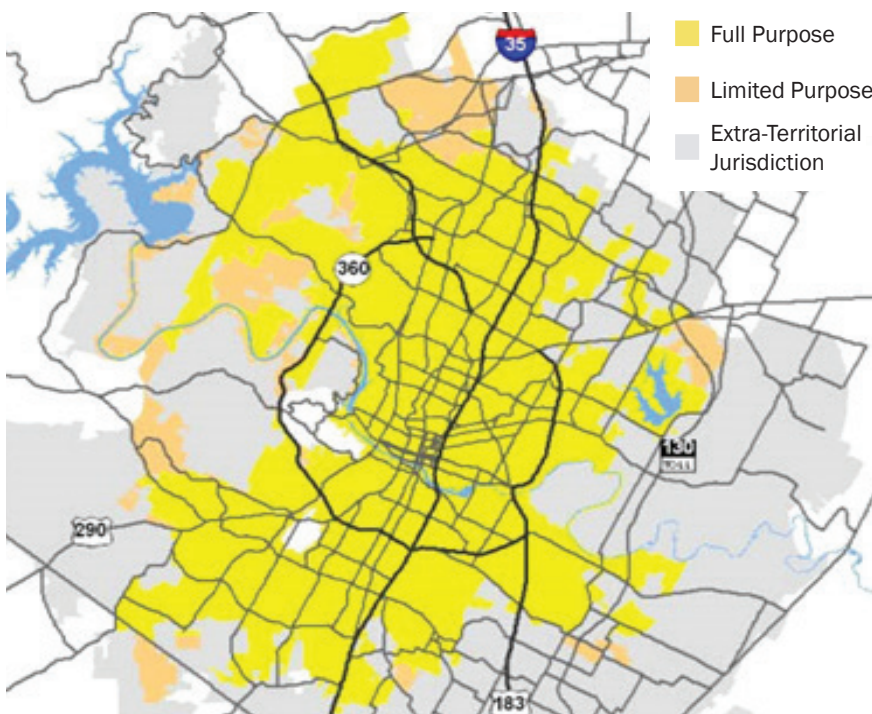


Who We Are

The Neighborhood Assistance Center (NAC) provides educational resources and information about City of Austin services and operations to neighborhood groups. The center facilitates effective communication between neighborhood stakeholders and the City of Austin on development policies and procedures and supports neighborhood-based decision and engagement processes. The NAC is currently staffed by two full-time neighborhood advisors who are available by phone, email, and appointment.

Who We Help

The NAC provides services to stakeholders within Austin city limits and the extra-territorial jurisdiction. Neighborhood organizations, including neighborhood associations, homeowners associations and other neighborhood-based stakeholders can use the services of the Neighborhood Assistance Center. The NAC provides information and referral services to individuals who are interested in becoming involved in a neighborhood organization, or who would like to get more involved in city processes at a neighborhood level. The NAC provides support to developers and property owners who want to reach out to the neighborhood groups as they make changes to their property.



Contact Us

Neighborhood Advisors

Carol Gibbs 512-974-7219
carol.gibbs@austintexas.gov

Jody Zemel 512-974-7117
jody.zemel@austintexas.gov

Visit the NAC Website

This flyer is available on the NAC website. Please print and share this information with others who may be interested.

austintexas.gov/neighbor

How to Access our Services

1 Speak to a Neighborhood Advisor

The Neighborhood Advisors are available by phone or email to help neighborhoods and neighborhood-based groups. Neighborhood Advisors can provide you with referrals for specific land use development issues, programs and projects. Neighborhood Advisors can also provide information to individuals who are interested in getting more involved at the neighborhood level.

2 Schedule a “Meet Your Neighborhood Advisor” Presentation

You can schedule a presentation by contacting Jody Zemel at 512-974-7117 or jody.zemel@austintexas.gov to arrange a presentation to your neighborhood group.

3 Attend a Training

The Neighborhood Assistance Center delivers training sessions several times per year on a range of topics of interest to neighborhood groups. Topics may include: navigating the City’s web-based online tools, land use processes, and how to participate in city/area-wide projects and planning initiatives. Visit the NAC website or contact Carol Gibbs at 512-974-7219 or carol.gibbs@austintexas.gov

4 Visit the Neighborhood Assistance Center Website

The NAC website provides a range of information resources and links of interest to neighborhood groups. For more information, please visit: austintexas.gov/neighbor

5 Other Resources for Neighbors

Austin 3•1•1 provides the citizens of Austin with a simple single point of contact for City services and departments and City staff on a 24-hour, 7-day-a-week basis. Visit austintexas.gov/department/311 for more information or call 311.

Areas in Austin with adopted Neighborhood Plans and designated Neighborhood Plan Contact Teams have access to additional staff and training resources.

Visit austintexas.gov/department/neighborhood-plan-contact-teams for more information.

Para solicitar asistencia o información sobre estos servicios en español, llame a (512) 978-4000

