The Neighborhood Association Toolkit for Success!

This Toolkit for Success is meant to provide leaders in the City with resources and tools for building a strong Neighborhood Association.
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Introduction

The City’s motto is “Building a Great Community Together” and this long-standing community-driven vision is the basis for the strong belief that collaborating with residents is key to evolving with the changing needs of the community, obtaining innovative ideas and enhancing Redwood City’s quality of life.

The City Council recognizes that our neighborhoods are the lifeblood of the community, contributing to Redwood City’s distinct and diverse character. Through our Neighborhood Associations, the City works to address each neighborhood’s unique needs and to maintain Redwood City’s small town charm.

Neighborhood Associations play a vital role in representing the interests of residents and enhancing the local community. A well-organized Neighborhood Association can have a significant impact on the quality of life of our neighborhoods. The residents of Redwood City have demonstrated a great willingness to dedicate time and energy to make a difference in the community. Increasing resident participation and community building benefits the entire community by creating a positive environment of shared responsibility and collaboration.

Through the City’s Neighborhood Associations, residents get to know their neighbors while working to improve their community. Some benefits include:

- Facilitating common neighborhood goals
- Providing the neighborhood with a common voice and an effective means of communicating with government officials and other stakeholder groups
- Empowering residents to have input in events happening in their area and to take part in the decision making that affects their neighborhoods and community
- Preserving, improving and organizing neighborhood projects
- Planning and holding neighborhood social activities

This Toolkit for Success aims to provide leaders in the City with resources and tools for building a strong Neighborhood Association. It is not a rulebook for your Neighborhood Association, but rather a resource to refer to when needed. Contained in the Toolkit are best practices from cities and counties across the United States.
What is a Neighborhood Association?

A Neighborhood Association is a group of neighbors who get together, share ideas and work cooperatively to make their neighborhood a better place to live. For the purposes of this document, membership in a Neighborhood Association is voluntary and open to anyone who lives or works in the neighborhood. Neighborhood Associations can work collaboratively with neighbors and the City to resolve community issues. Forming a Neighborhood Association can make a big difference in the quality of life for you and your community.

Neighborhoods in Redwood City

The City of Redwood City contains 17 neighborhoods. The City has taken initial steps to reinvigorate its Neighborhood Associations by meeting with its Neighborhood Association leadership, establishing a new Neighborhood Watch model and updating its Neighborhood Association map. The new map expands Neighborhood Associations from eleven to seventeen to better respond to the changing needs of the community, by adding new neighborhoods including Downtown and Bair Island. The new Neighborhood Association map aligns with natural community boundaries and neighborhood characteristics, and seeks to recognize and blend a number of existing multiple maps including: the General Plan neighborhood map, the previous Neighborhood Association map, and the Nextdoor neighborhood map. Each neighborhood brings a unique perspective and voice to our City, getting involved with your Neighborhood Association will enable it to grow and provide more for your community. To be a recognized Neighborhood Association in Redwood City, the Association must plan and execute at least one formal meeting and one fun event each year.

How to Get Involved in a Neighborhood Association

Becoming involved is very simple. Visit the City’s Neighborhood Association website at https://www.redwoodcity.org/neighborhoodassociations. You can reach the chair of the Neighborhood Association where you live, contact them and tell them you are interested in getting involved, or sign up online at www.redwoodcity.org/nasignup. Becoming involved will be a great opportunity to meet your neighbors and build community. Work with your neighbors on neighborhood issues and events. Be prepared to provide ideas and input into program and policy for the community’s well-being. You will also be a part of making your neighborhood a better place to live.

There are several opportunities for people to become involved. Some of these are:

- 🌟 Attend regular meetings
Host a block party
Volunteer for activities
Become a member of the association (by signing up and providing contact information)
Attend regular association events and programs
Become involved in the City’s Neighborhood Watch & CERT programs as a block captain

If you are interested in volunteering, being a part of your Neighborhood Association or have any other leadership questions contact Alex Khojikian, Deputy City Manager, at 650-780-7300 or akhojikian@redwoodcity.org.

Conducting Neighborhood Outreach

Conducting neighborhood outreach is the perfect time to become acquainted and reacquainted with new and old neighbors. Engaging one another will foster new relationships within neighborhoods. Contacting potential association members is vital to ensuring the success and development of one’s neighborhood. Here are some steps to aid in attracting association members:

1. Identify people who can help. For suggestions on how to identify potential leaders in your neighborhood, see “Cultivating Leaders” on Page 16.

2. Conduct a door-to-door canvass of your neighborhood to:
   a. Inform residents about the desire to establish/grow a Neighborhood Association. Provide interested parties with a list of frequently asked questions and a contact list for City and County resources. For Redwood City FAQs, go to Page 61 and the contact list on Page 68.
   b. Invite interested parties to the next general meeting
   c. Identify potential block representatives/leadership
   d. Establish an initial neighborhood database

3. Begin to build on the strengths of the neighborhood (once you have identified and selected your representatives and members).
   a. Network with other Neighborhood Associations
   b. Involve Key Stakeholders, such as:
      i. School and parents groups
      ii. Drug/alcohol/gang intervention groups
      iii. Churches
iv. Law enforcement  
v. City Manager’s Office (Neighborhood Association liaison)  
vi. Non-profits  
vi. Local businesses  
viii. Neighborhood WATCH  
ix. Community Emergency Response Team volunteers  
x. Others with an interest in your neighborhood and its activities

Neighborhood Watch

The Redwood City Neighborhood Watch program works closely with the Redwood City Police Department and focuses on advising individual neighborhood groups on the best strategies designed to discourage, deter and prevent crimes, as well as build effective collaboration between the police and neighbors that leads to the apprehension of criminals. Property crimes such as burglary, auto theft, and identity theft are frequently discussed; however, Police Department staff will also tailor presentations to fit individual neighborhood needs, including discussions on personal safety, crime-fighting technologies and effective neighborhood networking.

The City’s Neighborhood Watch program is community-driven and lead by the Neighborhood Associations with facilitation provided by Police Department staff and volunteers from the Volunteers-In-Policing Program (V.I.P.S.). While police staff members will appear at presentations and provide insights, crime trends and expert advice, the Neighborhood Watch program is designed to be perpetually maintained as a cohesive working group of neighbors who look out for one another. A variety of favorable outcomes result from sustained engagement by Neighborhood Watch groups, such as a familiarity with the police officers that work in their area and the posting of Neighborhood Watch signs declaring that the neighborhood is actively engaged in crime-fighting efforts. The basic principle behind the Neighborhood Watch program is bringing communities and police together to achieve the common goal of preventing crime.

To become a sanctioned ‘Neighborhood Watch’ and receive signs from the Police Department around your neighborhood, these steps need to be taken:

1. Gather at least ten individual households to be represented at the initial meeting;  
2. Request a kick-off Neighborhood Watch presentation from the Redwood City Police Department by calling the Community Coordinating Activities Team at (650) 780-7104;
a. Notes: these meetings may be scheduled on Tuesday, Wednesday, or Thursday evenings
b. Neighborhood Watch meetings can be held in Spanish, or a Spanish language translator will be made available for Spanish-speaking attendees
3. If a large number of the households in your neighborhood are represented at two consecutive meetings, metal “NEIGHBORHOOD WATCH” signs will be installed in strategic areas of your neighborhood at the discretion of Department and City staff.
   a. Note: Department staff will assess and consider requests to facilitate meetings and signposting for smaller groups within Neighborhood Associations.
4. Once established, Neighborhood Watch groups MUST hold semi-annual or annual Neighborhood Watch meetings to retain Neighborhood Watch signs in their neighborhood. These meetings can be combined with Neighborhood Association meetings.

**Neighborhood Community Emergency Response Team (CERT)**

Emergency preparedness is everyone’s responsibility and Redwood City’s CERT program is a great way for neighbors to join together and prepare for potential disasters such as an earthquake, major fire, or flood. Through the Neighborhood Watch and CERT programs, the City will be able to have better communication with residents during emergency times.

The CERT program educates you and your neighbors about how to respond and best prepare your household, family, and neighborhood during the aftermath of a disaster. It provides community members with training in basic disaster response skills including:

- Fire safety
- Light search and rescue
- Team organization
- Disaster medical operations

A disaster can strike quickly and without warning. Your family and neighborhood may be without basic services like water, gas, electricity, and telephones, or access to stores and other services for several hours or days.

While public safety personnel will be on the scene after a disaster, they cannot reach everyone right away. Using the skills learned in the classroom and during hands-on training exercises, CERT members can assist others in their neighborhood or workplace when professional responders are not
immediately available to help following a disaster. All CERT training is a combined effort of Fire Department Staff and CERT Academy Graduates. Academy classes are open to all. When a Neighborhood Association identifies CERT members in their neighborhood, this assists with identifying neighbors equipped to assist during emergencies.
Neighborhood Association Best Practices

To help guide leaders in creating the most cohesive Neighborhood Association, this section provides detailed information about ways to improve your organization. These best practices come from many Neighborhood Associations from across the Country; utilize the information that best suits the members and organization, and tailor it accordingly.

**Mission Statement**

Mission Statements guide organizational actions. Rather than focusing on specific goals of the organization, the mission statement is a broad overarching statement that describes an organization’s purpose. The general statement must be specific enough to guide actions without being so restrictive that it unnecessarily stifles neighborhood goals or activities.

Although the mission statement should be developed in consultation with other members (as the association grows), it is important to think about the purpose of the association.

Most mission statements will focus on the conditions of the neighborhood – however, a commitment to the larger community is also important. A neighborhood is only as good as the community it belongs to, and this will help ensure the interests of the whole are also being considered.

**Bylaws**

Bylaws are guidelines that Neighborhood Associations follow to maintain consistency and to ensure a visibly democratic process as members and leaders change. Bylaws address issues such as organizational purpose, membership boundaries, Neighborhood Association Chair(s), standing committees, etc.

Bylaws should reflect the grassroots and democratic nature of Neighborhood Associations. They should outline democratic processes for decision making that are open and transparent. Good bylaws can help avoid the perception of arbitrary decision making, which can lessen the legitimacy of the association. If an association decides to create bylaws, they should be taken seriously because they are important to the maintenance of order and credibility in the organization. Effective bylaws will:

- Describe how the association will do business,
- Establishes the rules governing the group, and
- The roles and responsibilities of its officers.
There is a sample organizational bylaw outline and sample Neighborhood Association bylaws in the attachments on pages 36 and 37 respectively.

**Neighborhood Association Chair Elections**

Elections should be held annually for your Neighborhood Association to elect Neighborhood Association Chairs and Co-Chairs. Any member can identify and nominate another member to a leadership position before the election meeting. Additional nominations can be made from the floor by any member. Residents should be notified through Nextdoor, email, Facebook, flyers, word of mouth, etc. at least 30 days prior to the election of the date, place, time of election, and list of candidates. The elected positions hold the position for a one-year term, with no limit on the number of times they may be re-elected.

All issues and candidates should be voted on by a majority vote of members present at the meeting. A Chair is elected if they receive the majority of the votes (50%+1). If a Chair is not identified by the neighborhood members, the City will assist in selecting new leadership.

**Local, State, and Federal Election Campaigning**

City resources cannot be used for campaigning purposes including, but not limited to, endorsing a candidate or ballot measure or purchasing campaign materials. Candidates and City Councilmembers may attend the Neighborhood Association meetings. To be certain that no campaign finance laws are broken, requesting that the candidates not campaign or wear campaign materials while in attendance would be the smart move to make. (Based on the First Amendment constitutional rights, a Neighborhood Association cannot prohibit candidates from wearing campaign materials or distributing campaign materials.) Again, using City funding or the free use of City facilities for campaign purposes is illegal.

**Roles within the Association**

These officers will handle the business of the Neighborhood Association throughout the upcoming year. Your association’s bylaws should specify the positions and the general framework of your electoral process. Descriptions can outline the responsibilities of the board and other individual officer positions.

There are a number of duties and responsibilities involved in forming an organization. It is important to have enough people on the board to delegate the many tasks that need to be completed.
Qualities of an Effective Neighborhood Association

Chair or Co-Chair

Commitment to the Neighborhood

- Strong commitment to the neighborhood and the Neighborhood Association
- Knowledgeable about the neighborhood, neighbors, and their interests
- Openness and Collaboration
- Inclusive and welcoming; encourages participation from all neighbors
- Works well with others; listens to and respects others’ opinions
- Flexible and open to change and new ideas
- Encourages open, productive and respectful discussions among members; takes into account differing views and encourages consensus
- Facilitates dialogue and discussions
- Freely shares information
- Respectful and kind to others
- Models the behavior expected of others

Leadership

- Motivates people to take collective action
- Guides others in setting goals and taking steps to reach solutions
- Follows through on commitments

Communication

- Communicates ideas and concerns clearly to others
- Practices active listening by making a conscious effort to hear not only the words that another person is saying but, more importantly, the complete message being communicated
- Work to bridge and connect online and physical neighborhoods

Time Commitment

- At a minimum, plan and coordinate one formal meeting and one fun event annually

The following positions are suggestions for the governing board of your association. Each position should be defined by your association. Each role can be combined to encompass other roles; for example, the Chair may also fill the role of Secretary, or, a Co-Chair may also be the treasurer.
Chair

This person is responsible for the overall leadership of the association board, sets the agenda and facilitates all meetings. It is important for this person to be objective and judicial. A chairperson should never dominate discussions. The chair keeps the meeting running smoothly while allowing participation and is the person who makes sure people keep to the agenda, both in content and timing.

Some duties that are usually the responsibility of the chairperson are:

- Making sure members are notified about meeting dates, times, and locations
- Represent the association in a public capacity
- Keep the meeting focused and within the allotted time frames as outlined in the agenda
- Mediate arguments between members as they arise
- Clarify decisions made by the group
- Have an organized agenda
- Bring the issues to a vote as needed and in an orderly manner
- Review tasks and make assignments
- Ensure that all members follow bylaws and procedures
- Give credit and recognition for accomplishments
- Follow up on decisions made at meetings
- Meet with successor and transfer records, files, etc.

Co-Chair

This person assists the chairperson. The person serves in an advisory capacity to the Chair. In the absence of the chairperson, a co-chair conducts the meetings and exercises all of the usual duties of the chairperson. A Co-Chair should also be a person with strong leadership qualities.

Some of the responsibilities of the Co-Chair are:

- Effectively manage and facilitate meetings in the absence of the Chair
- Step into the Chair position in the event that the Chair is unable to complete his or her term
- Follow-up on tasks assigned to members of the association
Secretary

The secretary records the minutes of the meetings and makes sure that copies of the minutes, agendas, and other records are available for the board and the public.

Some responsibilities for the Secretary are:

- Record the minutes during all association meetings
- Maintain current and comprehensive membership records
- Record all of the official correspondence of the association
- Pass along important information to be included in association newsletters

Treasurer

The treasurer is responsible for the funds of the Neighborhood Association. Most boards do not require anything but an occasional status report from the Treasurer. Someone should be selected that will take the duties of the position very seriously since the fiscal condition of the association is crucial to the future well-being of the group.

Typical duties of Treasurers are to:

- Pay all of the association’s expenses in a timely and accurate manner
- Collect and deposit all funds received by the association
- Maintain a financial accounting system that is adequate and thorough for the association
- Collect voluntary dues from members of the association

Committees

Neighborhood Associations serve many purposes and work to achieve many goals. Committees make that work easier. A committee is a group of people, from the larger association, who are appointed to work on a specific task.

Committees can be standing, meaning that they are always working on a task or towards a goal. Membership, Welcoming, Beautification, and Grievance committees are all examples of committees that would be standing.

TIP

Recognize your assets!

Conduct a survey to identify the particular skills of residents that might be hidden assets.
Other committees may only need to be temporarily formed. If the association is participating in a one-time event, or dealing with a one-time problem, a temporary committee that is dissolved when the task is completed is more appropriate.

Temporary committees may turn into standing committees and standing committees, may at some point, need to be dissolved.

Whatever the purpose of the committee, it is important to find the right person to lead the committee and the right members to be on the committee. Members who are passionate, knowledgeable, or who have connections that would be helpful in addressing the purpose of the committee should be strongly considered.

**Quarterly Leadership Meeting**

Throughout the year, the City will facilitate a leadership meeting for all Neighborhood Association Chairs and Co-Chairs. These community-building meetings will give Neighborhood Association leaders skills needed to be effective in maintaining robust organizations, and allow leaders to share best practices amongst each other. While these meetings are not mandatory, they will provide the opportunity to meet and network with other Leaders in the City. In addition, City staff will host relevant leadership trainings and updates pertaining to the Neighborhood Associations at the Quarterly meeting.

**Cultivating New Leaders**

Once your Neighborhood Association has been up and running for a while, the group should think about how to find and encourage new leadership within the organization. If the group stays with the same leadership year after year, there is a very real risk of “burning out.” This is hard on both the people and the organization. Although nurturing new leaders takes time and effort, the results are worth it – a healthy organization with leaders who are fresh and enthusiastic.

The first place to look for names of potential officers and/or board members is within your association’s membership. To do that, the group needs to know something about the members, especially those who are also volunteers. For example, it would be useful to know a member’s name, address, phone (home, cell, and/or work), email address, the first year active, neighborhood interests and concerns, and current/pasts projects. This takes someone who will need to consistently:

- Collect new and updated information – for example, using a sign-up sheet at each Neighborhood Association activity, and
- Record and organize the information – using a computer spreadsheet or data base or index cards – whatever technology works best for the person collecting information.
Another way to recruit new leadership is directly asking the member base. Members can divide the membership list, contact all the members, and ask them:

- Why did you join the Neighborhood Association?
- Are there any projects you would like to participate?
- Would you ever be interested in serving on the board of directors or as an officer?

Leadership Training

Just like any volunteers, new leaders need to know as much about their “jobs” as possible. One-on-one sessions with outgoing and incoming officers will certainly help.

In addition, some community organizations offer leadership training classes or workshops – sometimes for a fee, sometimes free. The quarterly Redwood City Neighborhood Association Leadership Meeting will often provide workshops on relevant topics like recruitment, neighborhood organizing, and identifying future leaders.
Marketing Your Neighborhood

What can you do to inform your community? Being able to connect with neighbors and association members is key to providing relevant and timely information regarding meetings and events. Having open lines of communication also provide mechanisms for community members to voice their concerns. Often, one person’s voice at a City Council meeting will not be as powerful when there are tens or hundreds of voices behind one issue. These are some ideas to keep communications channels open and accessible by all members and residents.

Utilize Social Media

- Stay engaged on Nextdoor, invite neighbors to join Nextdoor and have a presence on other social media platforms as well (Instagram, Twitter, etc.)
- Create a Facebook group or page to highlight your neighborhood
- Sponsor ads on Facebook to notify those closest to your neighborhood that you exist
- Facebook live your meetings! (Attached is a ‘How-To’ share meetings live on Facebook)

Create relevant paper and email newsletters

Writing an events email quarterly or bi-annually will ensure that people know about the events and meetings you are having in the neighborhood. Flyers and posters can achieve the same effect; but, if you have gathered an email list of members and interested residents, sending out periodic email newsletters will be the most direct way of sharing event invitations and details.

Knock on Doors

Going to your neighbors’ houses and talking to them at their door is the simplest and easiest way to get to know the people who live around you. This is a great way to recruit the people living in your neighborhood and find out who is interested in joining the association.
Post information at local hotspots

Coffee shops, local grocery stores and businesses typically have an events board or poster board where people may hang informational brochures. Spending one hour going to a few small businesses in the neighborhood and hanging event flyers will increase turnout for your events and/or meetings.

Find ways to engage with different populations and organizations

Be Creative! As your association grows, be sure to identify the different strengths and interests your members and volunteers have. Conducting brainstorming sessions with a few key people can vastly improve your organizations visibility. Make sure your association is catering to all different types of people, age groups and demographics. If you cast a wide net, more people will be inclined to join your organization.

Membership and Recruitment

Recruiting is important for the longevity of any organization. Initially, many groups attract members through well-publicized meetings on issues that concern projects involving lots of people. Once the project is completed or a problem is solved, active members may dwindle away. Many organizations experience this problem, so you need to be creative to avoid this dilemma.

Here are some actions your group can undergo to build membership:

1. Most people will be more likely to meet when there is programming surrounding public safety, like Neighborhood Watch or emergency preparedness, like CERT. Calling the Police and/or Fire Departments to give a presentation on these topics will persuade more attendees to a Neighborhood Association meeting.

2. Have association members go door-to-door calling on their neighbors. This can be a weeklong effort or be done in a day. You could have a membership drive and then have a party for the members that volunteered in the effort. Your members would have fun and have an opportunity to share experiences with each other.

3. Pass out printed materials to encourage residents to get involved. It could be as simple as a letter from the chair or a brochure with details on upcoming events or issues.
Designate block captains that can pass out flyers and newsletters to prospective new members, welcome new residents, serve as a sounding board for specific problems or issues on the block, and organize volunteers to help with activities they might be interested in assisting.

Community gatherings, Farmer’s Markets or other events are also a great way to recruit new members. Sponsor a booth at a community festival, Farmer’s Market or other community event. This is a great opportunity to talk to people in your area. Have membership sign-up sheets available (sample attached). You can also have information packets about the association to hand out at events.

Here are some ideas to keep in mind in order to retain active members:

- Help new members find a place in the association. Many will offer to help but will not know where to start. Organize a list of volunteer activities and have those who want to help sign their name next to activities they would be interested in helping with. This will be a great start for your new members.

- Always welcome new members and attempt to make them feel at ease with the group. Officers and other members should watch for new faces at each meeting and event and welcome them. New or potential members should be introduced to someone who lives near them. Designate an official “greeter” at every meeting.

- Avoid the appearance of cliques. New people who see the same people running every project will feel excluded and may not return. Different people should be involved. This will help create a sense of belonging.

- Encourage new ideas and input. People who are new in the organization can see things in a new light and provide new solutions to old problems. New perspectives can assist the whole group in problem solving.

- Every meeting should represent the strongest commitment to organization. Busy people will not attend meetings or involve themselves in organizations they consider a waste of time. Having a well-planned meeting, with a set agenda, will also display a sense of accomplishment from the beginning. Have a written agenda for every meeting and stick to it.

- Maintain current membership records. Keep a file with members’ names, addresses, phone numbers, family members’ names, occupations, special talents, areas of interest, etc.
Being part of a Neighborhood Association is not all work. Have fun as well! Sponsor parties and celebrations to get to know your neighbors better. Your events should appeal to all, including children. This will foster a strong sense of community spirit among your neighbors.
Meetings

Successful meetings can build an organization; poor meetings can erode even the best organization. Find more information on how to run a successful meeting on Page 47.

Reports and Records

Reports are a necessary part of any meeting. Through reports, an organization knows if it is functioning properly and being informed about all progress and activity. A report is a concise statement of activities done during a given period. A good report should include:

- Name of activity
- Summary of accomplishments
- Description of methods, if useful – and then only briefly and in general terms
- Announcements of future activities – project ideas for next period, etc.
- Any special information that a committee feels is of interest to the chairperson, but is not part of the body of a report, should be written on a separate sheet of paper and given to the chairperson

Remember: Good Reports are limited to essential information and are brief and factual. Bad Reports take extra time, give a personal opinion, or deliver a “homily.”

FIVE RULES FOR MEETINGS

1. Time is Everyone’s Most Valuable Commodity
2. The Reason to Hold a Meeting Is to Plan Action
3. Pre-Plan the Meeting as Carefully as You Would If You Were Putting on a Play
4. Have a Printed/Posted Agenda
5. Have Well-Thought Out Alternatives for the Membership to Choose From
Three Types of Meetings

Business Meeting:
As the leader of the meeting, the chair should:

- Initiate items or proposals for the members to consider; bring up matters on which the group may wish to take action. Frequently, when members are informed ahead of time on the agenda and proposals, they will be more equipped to participate intelligently.
- Facilitate the deliberations and actions of the group, to make it easier for them to conduct business
- Follow an agenda
- Orient and guide the group in the conduct of their business
- Encourage and bring about a free and complete discussion of matters brought before the meeting
- Act as a consensus builder when debate heats up
- Summarize, clarify, and restate motions made and considered by the group before voting

Round Table Discussion
The leader or facilitator will:

- Help the group get acquainted
- State the problem or help the group state it
- Stimulate and direct the discussion
- Promote participation by all members
- Summarize when necessary
- Bring the group to a conclusion and to a plan of action

Brainstorming
The leader must ensure that the people involved understand the ground rules, the problem is stated and that participants are ready to present ideas. The brainstorming session is a freewheeling, fast-moving succession of ideas; no one criticizes or comments, and all ideas are accepted, or as improved upon by a subsequent speaker. Keep a record of everything; and finally, evaluate the suggestions made in the session and determine which will turn into action.
Online Tools for Communications

Utilizing the internet for your Neighborhood Association is essential. Not only does it keep the neighborhood informed of events, but it is also a good way for the leadership of the organization to communicate with each other and City representatives. As groups create their own online communities, the Neighborhood Associations section on the City’s website will be updated with accurate URLs to assist the organizations and the community members connecting to one another.

Meeting Owl

The Meeting Owl video conferencing device provides 360° video and audio for a near face-to-face experience. Neighborhood Association Chairs and Co-Chairs have the opportunity to check out the Owl from the City Manager’s Office to live-stream their meetings online. This can be done through a variety of online platforms including Google Hangouts/Meet, Zoom, Skype, FaceTime, Facebook Live, YouTube and more. To reserve the Meeting Owl for your Neighborhood Association meeting, contact Amanda (650-780-7334) to put a hold on the Owl for your meeting day and time. Reserving the Owl is first come, first serve. Chairs and Co-Chairs are responsible for returning the Owl back to the City Manager’s Office at City Hall by the end of the next business day after the Neighborhood Association meeting.

How to set up the Owl for your meeting (a laptop must be used; if needed, the Redwood City Library loans out laptops and mobile hotspots):

1. Turn the Owl over and plug in the USB cable and power adapter.
2. Plug the USB cable into your computer, and plug the power adapter into an outlet. Wait until Owl’s eyes stop pulsing and you hear a hoot. Now the Meeting Owl is ready to use.
3. Place the Owl on the table or other central location.
4. Open your video conferencing platform and select the Meeting Owl as your video, microphone and speaker. Now you are ready to start your meeting! Your Owl’s eyes will illuminate when video is streaming.

The set-up of the Owl at each meeting will take some time, so plan accordingly. Once you get the Owl streaming on the video conferencing platform, you will need to share the link for others to join the meeting remotely. Do this via Facebook, email, or other means of communication.
**Nextdoor**

Nextdoor is a private social network for you, your neighbors and your community. The City of Redwood City has an account that residents may utilize to reach out when they need to contact the agency and vice versa. The City may send urgent alerts, post events and important news or information. Through Nextdoor, the City and Neighborhood Associations have been able to strengthen the relationship between residents and city staff.

Having a presence on Nextdoor will open your Neighborhood Association to more tools and resources to grow, enhance, and promote your organization.

Some of the benefits to using Nextdoor and having the City on Nextdoor are:

- Get to know local police officers and government representatives
- Stay in the loop about Crime and Safety issues
- Be invited to upcoming events, like town halls and “Coffee with a Cop”
- Stay informed about Neighborhood Association meetings, elections and other events
- Organize disaster plans as a community
- Voice your concerns to government representatives
- Provide feedback on government initiatives

**Agency Page**

The Nextdoor neighborhood map does not align with the City’s designated Neighborhood Association borders. To mitigate issues associated with the current Nextdoor map and residents not knowing which Neighborhood Association they live in, staff worked with Nextdoor to create a temporary solution, the Agency Page. The Agency Page grants extra permissions for its resident users by allowing Co-Chairs to send correspondence to residents living within the City designated Neighborhood Associations, which crosses Nextdoor neighborhood boundaries. The Agency Page encompasses all residents signed up on Nextdoor who live in any neighborhood and adds an extra map layer to incorporate their account into the City’s Neighborhood Association map. The Agency Page is not a webpage that may be visited to learn more about the Neighborhood Associations, rather it is an account that has multiple users (Co-Chairs) assigned to their City Neighborhood Association to post events, news, and relevant information to their residents.

**How to Sign-Up and Use the Agency Page**

1) Each Neighborhood Association Co-Chair should email Alex and Amanda requesting to be added as an account holder for their respective Neighborhood Association.
2) Once the email invitation has been sent, click the link in the email that leads to the Nextdoor “Complete your profile” page.
   a. On that webpage, a map and the name of the Neighborhood Association will show up on the right, if this is not the correct Neighborhood Association, notify Alex and Amanda before continuing on to the next step.

3) Fill in the form with the title “Your Neighborhood Association Co-Chair” so it is clear to residents when posts come from the Agency on the Nextdoor feed. Complete the form and click ‘Create an account’.

4) Complete the contact information page with the Neighborhood Association information. Once this step is complete, the Agency Page for the Neighborhood Association is created.

Posting as the Agency on Nextdoor

When posting as the Neighborhood Association “Agency”, click the “Post a message, event, poll or urgent alert” at the top of the feed. Choose the type of post needed. Click the drop down menu that always defaults to “Crime & Safety” to choose the appropriate category of the post. Next, choose your audience. During this step, the option chosen should not matter because being added as an Agency Page member, your Neighborhood Association is predetermined by the Agency Page Admin (Alex and Amanda). Regardless of whether “Neighborhoods”, “Specific Service Areas”, or “Entire Service Area” is picked, the post will only go to the Neighborhood Association residents living within the City’s map boundaries, and not Nextdoor’s map.

From there, type in a compelling subject line to garner interest. Write in the message, poll or event information. Adding photos or videos to posts is more eye-catching when residents are scrolling through their feed and may result in more interactions. Review the post for grammatical or other errors, and click Post. The message will go to the residents living within the City’s Neighborhood Association boundaries.

General Nextdoor Use

Who Can Join Nextdoor:

You can join and verify in a neighborhood if you:

- Rent or own a home
- Own a second home
- Own property where you are planning to build a home, or
- Own a rental property in the neighborhood

Get started in Five Steps (on a computer browser):

1. Join your neighborhood
To connect with your neighbors, you will need to create an account on Nextdoor. You do not need an invitation to join Nextdoor. If you did receive an invitation, follow the instructions below and enter your code when requested.

1.1 Visit [www.nextdoor.com](http://www.nextdoor.com)

1.2 Enter your **residential street address** and **email address**

1.3 Select **Find your neighborhood**. At this point, since all the neighborhoods in Redwood City are represented on Nextdoor, you will automatically be assigned to that neighborhood.

1.4 Complete all of the required fields

1.5 If you received an invitation to join Nextdoor, select **Have an invitation code?** and enter the code on the postcard in order to give your neighbor credit for inviting you

1.6 Click **Sign Up**

1.7 Finally, verify your address.

*Nextdoor does not support the use of P.O. Boxes. Members must join using their physical address. If you own multiple homes, follow the instructions to join Nextdoor at your second home.*

**2. Verify your address**

Before you can gain access to your neighborhood’s Nextdoor site, you must verify your address.

There are several ways* to verify:

- Phone number
- Credit or debit card
- Postcard
- Last 4 of SSN
- LexisNexis
- Lead approval

For complete instructions, visit the Nextdoor article on [verifying your address](#).

*Not all verification methods are available for all addresses.*

**3. Confirm your email address**

When you join Nextdoor, you must confirm your email address by clicking on the confirmation link that Nextdoor sends to you in an email. Email confirmation is separate from address verification.
If you do not confirm your email address right away, a red banner will appear at the top of your Newsfeed as a reminder. Eventually, you will stop receiving emails from Nextdoor altogether if you do not confirm your email address. You can change your email settings at any time.

4. Get Nextdoor on any device

Some of Nextdoor’s best uses, such as posting Crime & Safety news you just witnessed, sharing photos of items you’re giving away, and looking for dinner recommendations happen when you’re away from your desk. Download the Nextdoor app on your iPhone, Android, or iPad to take Nextdoor wherever you go.

5. Introduce yourself

After you verify your account and are granted access to your neighborhood’s Nextdoor site, you will be given the opportunity to post an introductory message, like the one below.

    Hi neighbors! My name is Sally Smith and I just moved to the neighborhood. My husband, Trent, and I have 3 kids and 2 loving dogs. We love hiking and cooking. Hope to see you around the neighborhood!

You can choose which neighborhoods can see your posts on Nextdoor. For more information, watch the introduction video on Nextdoor’s website.

Neighborhood Lead(s)

The Lead of your neighborhood may have been granted the status because of being the “Founding Member” when the neighborhood launched with 10 verified member, being the most active inviter in a recently launched neighborhood, or the Existing Lead(s) promoted a member.

From Nextdoor’s website, “In addition, Nextdoor reserves the right to grant Lead status to members who hold real-world leadership positions within the neighborhood (e.g. Neighborhood Association or Homeowners Associations leaders, Neighborhood Watch Captains, CERT leaders) or members who have made extraordinary contributions to the success and growth of their Nextdoor website through quality contributions to discussions and successfully inviting members.”

Leads do not have the ability to remove members, place members in read-only mode, or affect a member’s account in any way. Only Nextdoor Support can take those actions.

In addition, please keep in mind that it is inappropriate to complain about moderation in the main feed. If you have concerns that a Nextdoor Lead is abusing their powers (for example, by inappropriately removing messages that do not violate the Guidelines or by using their Lead powers to favor one side of a debate over another), you should either message them privately to discuss your concerns, use a Nextdoor Policies group to discuss the issue with your neighbors, or contact Nextdoor Support.
Members wishing to become Leads for their neighborhood should contact their current neighborhood Leads to inquire about how they can help with the management of their neighborhood. If you're a member in a neighborhood with an absentee or problematic Lead, please contact Nextdoor.

**G Suite**

Managing projects and your organization can be easy and free through Google. Sheets, Docs, Drive, Calendar, and Slides can all be used in a variety of manners to suit the needs of your Neighborhood Association. The G Suite is set up as live sharing of these documents. The leadership team in your Neighborhood Association will be able to edit, view and share project plans, create Gantt charts to manage the projects, and communicate instantly with each other. When you need to share information with your team, you can create a Groups email list to add everyone, and then send updates and resources at once using one email address.

G Suite can be used on its own OR in combination with a professional website, Facebook page, blog, etc.

**To share content with multiple people using a single address --**

**Special note for G Suite accounts**

To find or create web forums within your organization that are not public, go to Groups and click *My Groups > Switch organization view to yourdomain.com* before doing the following tasks.

1. In *Groups*, click **CREATE GROUP** and enter your information, such as the group’s email address.
   - If you’re creating a group within your organization, your group’s address will end with yourdomain.com.
   - If you’re creating a public group, your group’s address will end with googlegroups.com.

2. At the top of the page, click **CREATE**.

3. Add people to your new group. For more information on adding people to groups, see *Get started with Groups*.

4. Select content that you want to share, such as calendars, sites, docs, and files stored in Drive.

5. Find the sharing feature for your content:
• **Calendar**: Under *My Calendars*, go to your calendar and click More options more_vert > *Settings*. Go to *Access permissions* and choose your sharing options. If you want to send a shareable link to your calendar, at the bottom, click *Get shareable link* > *Copy Link*. If you want to share your calendar with a specific person, go to *Share with specific people* and click *Add people*.

• **Sites**: Click *Add people* person_add.

• **Classic Sites**: Click *Settings* settings > *Sharing and Permissions*.

• **Docs, Sheets, and Slides**: Click *Share* in the upper corner.

• **Forms**: Click More more_vert > *Add collaborators*.

• **Drive**: Click *Share* person_add.

6. Enter your Groups address (such as marketing@solarmora.com) where prompted and confirm your sharing permissions.

With Google Groups, multiple people can be managers, content can be shared, create a virtual bulletin board to stay connected, and web forums can be used to discuss concerns, share ideas, etc.

Another benefit to G Suite is the Calendar. It contains task lists, reminders, ability to send notifications of event changes to all guests, and basic calendar functions to keep track of meetings and events.

With Google Forms, your Neighborhood Association can easily send out surveys to the community and receive the responses/data straight to your shared Google Drive.

Should your Neighborhood Association choose to subscribe to the G Suite, taking some time to go through the tutorials and the G Suite Learning Center will set your team up for success. For help with G Suite, visit [https://gsuite.google.com/learning-center/#!](https://gsuite.google.com/learning-center/#!).

**Professional Website**

Tap the resources of those members who may be well versed and willing to put a little bit of time into developing a website for your organization. This is where identifying strengths and opportunities of your membership base comes into play. The website does not need to be anything flashy or showy, but a basic communication tool with links and potentially photo displays of people in the neighborhood at events. Utilizing a website also gives your organization more autonomy over content and management.

Here are a few simple steps to take to build your website.

- Choose the Right Platform (WordPress is popular)
Facebook

Creating and operating a Neighborhood Association Facebook page is a good use of social media to promote and connect with community members. Here are six tips for creating and managing it so it does not backfire.

1. **Think about whether it is your best move**

   Unlike a Neighborhood Association website, the Chairs do not control the page; rather, you’re dealing with a third-party administrator.

2. **Know that it may draw in members who otherwise would not pay attention**

3. **Understand the liability of the easy sharing on social media**

   People can comment, forward, post and do anything on social media – so long as the page is open and not restricted.

4. **Have a social media policy in advance**

5. **Make your page closed, but send invitations to join**

   Screen people who want to join to make sure they live in your neighborhood, but also send invites to all residents so everybody knows the page is available and encourage those who do join to check your page regularly to stay informed. Then, when people move out, remove them from the page’s membership.

6. **Provide helpful documents**

   Create a tab on your Facebook page where you post important documents like the bylaws, rules & regulations, meeting minutes, agenda items, etc.

Fund-Raising

Neighborhood Associations need to raise funds for regular operations and special events and projects. The ways in which groups can fundraise is limitless. The group can raise funds from within itself and the community, through private donations, or private and government grants. There is a variety of methods for fundraising: grant writing, membership drives, admission to special events, mail solicitation, and annual campaigns asking for donations.
Forming a fundraising committee will be the first step in reaching the monetary goals by assigning the committee to prepare a budget and oversee the projects. Often people who are well known and liked in the community are successful project leaders. This person should also have good contacts in your local business area. Most importantly, the person should have the time to dedicate for the fundraising. Here are some examples of fundraising that has worked well for Neighborhood Associations:

**Donors**

Make a list of prospective donors – residents, adjacent neighborhood residents, local businesses, churches, service clubs, local government programs, sympathetic businesses and corporations, banks and lenders, civic organizations, etc.

Explore the methods of approaching prospective donors and select the method that will work best for your group. Some methods to consider are telethons, direct mail appeals, door-to-door campaigns, and sales.

**Garage Sales**

1. Form a committee of people responsible for the event.
2. Saturdays and Sundays are the best days to hold the sale. Have the sale in the garage of someone who lives on a corner or near a main street.
3. Decide beforehand what percentage of the profits will go to the association and to the individuals who gave items for the sale.
4. Try to have a good variety of items. Televisions, dinette sets, dressers, and beds draw great crowds. Keep junk items to a minimum. Include knickknacks, glassware, dolls, and children’s clothes.
5. Advertise on Craigslist in a variety of sections including >community>events and >for sale>garage sale. Advertise with cardboard signs using black enamel paint (for rain proofing). Make sure your signs are no smaller than 24” square or no one will be able to see them. Post them on main streets leading to the sale. If you can, invest in an ad in the local free paper.

**Local Merchants**

Many local merchants will readily help a neighborhood group with either merchandise or a cash contribution. Assess merchants according to the size of their business. Remember these points when soliciting for contributions:

- A good customer is the best person to approach a merchant
- Do not solicit a merchant at the beginning and end of the business day, nor during peak business hours
Bring a letter from your organization (preferably on letterhead) introducing you as the member who is authorized to solicit contributions

**Government Funding**

To foster the growth of the Redwood City Neighborhood Associations, the City Manager’s office created a seed fund to assist organizations with their community events. Community Improvement Grant (CIG) are eligible to Neighborhood Associations upon completion of the application and receipts provided for up to $300 of expenses incurred for the neighborhood event. The purpose of a grant is to help get your project started so that it may become self-sustaining; the program is not intended for continual or annual support. Although the grants are not meant to be a recurring funding source, they may be available to Neighborhood Associations who can show how they are using the grant to substantially expand or broaden your repeat event’s scope, outreach and community involvement.

Attached is the Community Improvement Grant application on Page 51.

**Finances**

**Fiscal Sponsorships**

A fiscal sponsorship relationship confers the sponsor’s 501(c)(3) tax-exempt status and certain administrative benefits on a charitable project so that it can receive grants and tax-deductible contributions that it would otherwise be unable to receive. The fiscal sponsor typically retains the ability to exercise certain controls over the sponsored, and often requests a fee from the sponsored in exchange for its services. To learn more about fiscal sponsorships, the SF Bar Association created this guiding document: [https://www.sfbar.org/forms/jdc/fiscal-sponsor-memo.pdf](https://www.sfbar.org/forms/jdc/fiscal-sponsor-memo.pdf).

Redwood City Library Foundation (RCLF)

The Mission of the Redwood City Library Foundation is to support the Redwood City Library in cultivating literacy, life-long learning, and community connections. As a non-profit foundation, they are governed by a volunteer board of directors. They also have professional staff who raise and administer gifts and ensures the effectiveness of the programs they fund.

RCLF has agreed to provide fiscal sponsorship to the City’s Neighborhood Associations. This sponsorship is determined on a case-by-case basis, which must be approved by the RCLF Governance Committee to ensure the work and mission of the Association aligns with the Foundation. A synergy between both entities regarding each organization’s mission is essential to cultivating the goals of each organization. The RCLF requests the collaboration to be one of mutual
gain. The RCLF will work with a Neighborhood Association to create a plan of meaningful volunteerism to support their mission. A fiscal sponsorship with the RCLF will also include a 10% fee for their services.

To begin the process of determining if a fiscal sponsorship will be suitable for your Neighborhood Association and the RCLF, contact Carla Sillin (Treasurer) to discuss details.

https://www.rclfdn.org/contact or rclf-info@redwoodcity.org

Non-Profit Fiscal Sponsors

Another option outside the RCLF is applying with a nonprofit that provides fiscal sponsorships. Many organizations exist to provide these services to support community engagement. Similar to RCLF, these sponsors often charge a modest percentage fee as well as provide additional services such as fundraising tools and accounting services. Each organization requires different materials, interviews and application processes; a bit of research is suggested to find the right fit for your Neighborhood Association. Below is a short list of organizations that provide fiscal sponsorships:

- Community Initiatives
  - http://communityin.org/services/#financial-management
- Social Good
- Bay Area Community Resources
  - https://www.bacr.org/what-we-do/fiscal-intermediary-services
- Fiscal Sponsor Directory – California
  - https://fiscalsponsordirectory.org/?page_id=997
Attachment 1: Sample Membership Application

NAME: ____________________________________________________________________________________________
ADDRESS: _______________________________________________________________________________________
TELEPHONE: ________________________________DAY_________________________________EVENING
**********************************************************************************************************************

Our Neighborhood Association depends upon you, its members, to make it effective. In order to attain what your interests and skills are, would you please provide us with answers to the following questions. Thank you.

INTERESTS: Please check what you wish to be involved in:

☐ Committee activities  ☐ Office activities
☐ Projects or events  ☐ Neighborhood Watch
☐ On an ongoing basis  ☐ Children's activities
☐ Occasional activities  ☐ Neighborhood CERT Program
☐ Fund raising  ☐ Other interests: _______________________________

SKILLS: Please check the skills you can bring to our Neighborhood Association.

☐ Artistic design/decoration  ☐ Hospitality
☐ Clerical  ☐ Newsletter writing/editing
☐ Computer skills  ☐ Public relations/speaking
☐ Experience as a committee member  ☐ Experience as a committee chairperson
☐ Fund-raising  ☐ Other interests: _______________________________
☐ Financial planning/management

Do you have access to equipment, such as computers, copy machines, etc. which could help the association? _____ If so, what? __________________________
Attachment 2: Sample Bylaw Organizational Outline

Article I. Purpose
Section 1. Name of Organization
Section 2. Purpose of Neighborhood Association

Article II. Membership
Section 1. Membership Qualifications
Section 2. Membership Voting

Article III. Meetings
Section 1. General Membership Meetings
Section 2. Special Membership Meetings
Section 3. Agenda
Section 4. Quorum
Section 5. Participation
Section 6. Procedures

Article IV. Board of Directors
Section 1. Number of Board Members
Section 2. Terms of Office
Section 3. Eligibility for Board Service
Section 4. Duties of Board Members
Section 5. Election of Board Members
Section 6. Board Vacancies
Section 7. Duties of Board Officers
Section 8. Board Meetings
Section 9. Emergency Powers
Section 10. Termination for Non-Attendance

Article V. Committees

Article VI. Conflict of Interest Procedures
Section 1. Definition
Section 2. Declaring the Conflict of Interest
Section 3. Abstention from Voting

Article VII. Grievance Procedures
Section 1. Eligibility to Grieve
Section 2. Complaint Receipt
Section 3. Final Resolution

Article VIII. Procedure for Consideration of Proposals
Section 1. Submission of Proposals
Section 2. Notification
Section 3. Attendance
Section 4. Dissemination

Article IX. Public Meetings/ Public Records Requirements

Article X. Boundaries

Article XI. Non-Discrimination
This section should describe the association’s commitment to include all members of their neighborhood as defined under the “Boundaries” section of the bylaws. Be as inclusive as possible.

Article XII. Adoption and Amendment of Bylaws
ARTICLE I. NAME AND PURPOSE.

Section 1.01: NAME. The NAME of this organization shall be the ______________________________ Neighborhood Association, hereafter referred to as THE ASSOCIATION.

Section 1.02: PURPOSE. The Bylaws shall govern the Association and its members and facilitate the fulfillment of the purposes of running a Neighborhood Association.

ARTICLE II. MEMBERSHIP.

SECTION 2.01: ELIGIBILITY FOR MEMBERSHIP. Any current resident, business, employee of, or owner of property in, the (Neighborhood), as described in the City Neighborhood Association map, is eligible for Membership in the Association upon completion of an Application for Membership form.

ARTICLE III. OFFICERS.

Section 3.01: OFFICERS. The Association shall have the following officers:

Chair,
Co-Chair,
Treasurer, and
Secretary.

Section 3.02: ELECTION OF OFFICERS. The Officers shall be elected by majority vote at the annual meeting of the full membership.
Section 3.03: TERM OF OFFICE. The Officers shall serve a one-year term, with no limitations on future terms.

(Some Associations organize with a General Membership and a Board of Directors (comprised of a Chair, Vice-Chair, Treasurer and Secretary). In this case, the Board of Directors is usually given more decision-making powers than this proposed organizational structure. You may also want to provide for Assistant Officers, especially the Treasurer and Secretary, in the event these officers are temporarily unable to attend to their duties. The term of office shall commence upon election and continue until successors are elected at the annual meeting.)

Section 3.04: DUTIES. The duties of the Officers are as follows:

The CHAIR shall be the principal executive officer of the Association and shall preside over all meetings, represent the Association on public occasions, and make such committee appointments from the membership as shall be deemed advisable for the effective conduct of the work of the Association.

The CO-CHAIR shall assist the Chair as the Chair requests, and represent the Association on appropriate occasions. The Co-Chair shall also, in the absence or disability of the Chair, perform the duties and exercise the powers of the Chair of the Association.

The TREASURER shall collect, safeguard, disburse and make periodic reports of all funds collected in the name of the Association.

The SECRETARY shall keep attendance records and record the proceedings of all meetings, maintain adequate records of the Association activities, and conduct such official correspondence as shall be required.

The duties of the officers shall not be limited as enumerated above, but they may discharge in addition such duties as are assigned by the Association Membership. Unless so authorized, no officer shall have any power or authority to bind the Association by any contract or engagement, to pledge its credit, or to render if liable pecuniarily for any purpose or in any amount.

Section 3.05: MANAGEMENT. The Association shall be managed by the Officers so elected, with powers consistent with these Bylaws of the Association.

ARTICLE IV. ELECTIONS.
Section 4.01: NOMINATIONS. Any member shall identify and invite officer nominees and shall present the ballot at the General Meeting. Additional nominations for any office may be made from the floor by any member.

Section 4.02: NOTIFICATION. All residents shall be notified by the Association newsletter or other appropriate means of communication, at least 30 days prior to each annual election, of the date, place, time of election, and list of candidates.

Section 4.03: VOTING. All issues shall be decided by a majority vote of members present at the meeting.

Section 4.04: ELECTIONS. An officer is elected if they receive the majority of the votes, i.e. 50% + 1 of the members in attendance at the meeting. Officers elected at the General Meeting shall take office [select a date when new officers will begin their term], to be completed no more than 30 days after the election.

Section 4.05: TERM LIMITS. No officer shall be elected to the same office for more than two succeeding terms.

(Set a term limit suitable to your Association.)

ARTICLE V. OFFICER VACANCY.

Section 5.01: CHAIR VACANCY. In case of resignation, removal or inability of the Chair to complete the term, the Co-Chair shall complete the Chair’s term.

Section 5.02: OFFICER VACANCY. Any vacant office, other than Chair, shall be filled by a member, appointed by the Chair, who shall serve until the end of the current term of office.

Section 5.03: REMOVAL FROM OFFICE. Any Officer may be removed by a majority vote of the members of the Association (excluding the Officer to be removed). Upon the death, removal,
resignation, or incapacity of an Officer of the Association, a majority of the Association shall elect a successor.

When no Chair is identified, the City will assist in appointing new Chairs.

ARTICLE VI. MEETINGS OF MEMBERS.

Section 6.01: PLACE OF MEETINGS. Meetings of the Members shall be held at [Location of meeting] or at any other place the Chair or a majority of the Members may from time to time select.

Section 6.02: REGULAR MEETINGS. Regular meetings of the Association shall be held quarterly, at a time and place designated by the Chair.

(Decide how often you want to meet. Remember, there will be times when you might get too busy to meet as often as you like.)

Section 6.03: ANNUAL MEETING. An annual meeting of the Members shall be held in the month of [Insert Month] of each year, if possible. At such meeting, the Members shall elect the Officers of the Association, receive reports on the affairs of the Association, and transact any other business, which is within the power of the Members. If an annual meeting has not been called and held within six months after the time designated for it, any Member may call the annual meeting.

(Decide what month (or season of the year) would be best for your major annual meeting.)

Section 6.04: SPECIAL MEETINGS. Special meetings of the Members may be called by the Chair, by a majority of the Officers of the Association, or by five percent (5%) or more of the Members.

Section 6.05: NOTICE OF MEETINGS. A written or printed notice of each meeting, stating the place, day, and hour of the meeting, shall be given by the Secretary of the Association, or by the person authorized to call the meeting, to each Member of record entitled to vote at the meeting. This notice shall be given at least seven (7) days before the date named for the meeting, with the exception of Regular Monthly Meetings for which, once a firm date, time and place have been publicized to all the members, no further notice shall be required.

(You may want to specify the method of delivery of the notices (i.e., by mail or physical delivery).)
Section 6.06: QUORUM. The Members present at any properly announced meeting shall constitute a quorum at such meeting.

(This section is important if you want to accomplish anything, because it is difficult to get a majority of members to be present at any given meeting... you might want to specify a percentage (such as 10%) of members who must be present to ensure a quorum. Decide how often you want to meet. Remember, there will be times when you might get too busy to meet as often as you would like. Decide what month (or season of the year) would be best for your major annual meeting.)

ARTICLE VII. COMMITTEES.

Section 7.01: AUTHORIZATION TO ESTABLISH COMMITTEES. The Association may establish committees as deemed necessary to pursue its stated objectives. Members of Committees shall be appointed by the Chair.

(Read information in manual regarding forming committees.)

ARTICLE VIII. FINANCES.

Section 8.01: EXPENDITURES. Expenditures of funds amounting to over One Hundred Dollars ($100) in any month must be approved by majority vote of the Membership present at any properly announced meeting of the Membership.

(Printing of the Neighborhood Newsletter, Neighborhood Informational Notices and the Neighborhood Directory are exempted by this rule. The figure you choose to insert here will depend on the amount of your budget and your anticipated monthly expenditures.)

Section 8.02: FINANCIAL REPORTS. Quarterly and Annual Financial Reports shall be prepared by the Treasurer and presented to the Members at the quarterly and annual meetings.

(Financial reports should be given at every scheduled meeting, especially if you charge dues. People need to know that their contributions are being well spent.)

ARTICLE IX. AMENDMENTS.
Section 9.01: PROCEDURE. These Bylaws may be amended by a two-thirds majority vote of those present at any regular meeting of the Members of the Association, provided seven days written notice of the proposed amendment and of the meeting is given.

(You may want to specify a two-thirds majority vote of the entire membership, rather than of those present at a meeting.)

ARTICLE X. ACCEPTANCE OF BYLAWS.

Section 10.01: VOTING. Acceptance of these Bylaws shall be by a two-thirds majority vote of those present at any regular meeting of the Members of the Association, provided written copies of the Bylaws and written notice of the meeting is given to all Members at least seven days prior to the meeting.

ARTICLE XI. LEGISLATIVE OR POLITICAL ACTIVITIES.

Section 11.01: POLITICAL ACTIVITIES. The Association shall not attempt to influence legislation or participate to any extent in the political campaign for or against any candidate for public office or ballot measure.

Section 11.02: CAMPAIGNING. The Association shall not have campaign speeches from candidates at Neighborhood Association meetings and/or events. Any resources received from the City of Redwood City shall not be used for campaigning purposes. City Council candidates may attend and participate at Association meetings, but may not use the opportunity to promote their campaign.

ARTICLE XII. AMENDMENT TO BYLAWS

Section 12.01: AMENDMENTS TO THE BYLAWS. Alterations or amendments to the Bylaws may be made at any meeting of the Association by a two-thirds (2/3) vote of the members present, providing the members have received notice of the proposed change(s) at a previous meeting or in writing through the newsletter or other appropriate means of communication at least three (3) days before the date of the meeting.

ARTICLE XIII. NON-COMPLIANCE WITH BYLAWS.

Section 13.01: NON-COMPLIANCE PENALTIES. Noncompliance with the Bylaws of the Association may result in termination of membership for the offender, upon a two-thirds majority
vote by the membership of the Association. Under no circumstance will noncompliance with any section of these Bylaws constitute the forfeiture of the rights of the Association to exist or the rights of the Association to enforce the Bylaws of the Association.

(Again, you may want to specify two-thirds of the entire membership, instead of just those present.)
Tell us what you thought of today’s event! Please include any ideas you have for how we can work together to make our neighborhood even better.

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<tr>
<th>Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Thoughts on today’s event? Ideas you have for our neighborhood? Things you would consider leading?</th>
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Attachment 5: How to Use Facebook Live

Step 1: Go to your neighborhood Facebook page

Step 2: Tap the “Live” icon, which looks like a human silhouette

Step 3: Give Facebook access to your camera and microphone when prompted; you will stop receiving prompts after the first time you use it.

Step 4: Press the blue “Continue” button on the introductory page

Step 5: Give your live broadcast a description, which will show up on your followers News Feeds similar to a status update. Perhaps make it about the top items the group will be discussing in the meeting to catch your followers eyes in their feed.

Step 6: Before you click “Go Live” make sure your camera is pointing the direction you want it. You can switch the view using the two arrows at the top right corner.

Step 7: Click the “Go Live” button to start your broadcast. Once you click it, Facebook will give you a countdown to the start. As soon as you start streaming, your video will appear on the Neighborhoods Facebook page, and in the feed.

Step 8: Don’t forget to interact with your viewers and commenters! Respond to all comments promptly to answer questions and be able to include their questions in the conversation. Hosting meetings on Facebook Live is a great way to include those who could not attend in person.
Attachment 6: Ideas for Neighborhood Gatherings

Fun Ideas:
- Block party
- Kids performance/play
- Battle of the bands
- Kite flying
- Games – ultimate Frisbee, basketball, foursquare, whiffle ball, etc.
- Yard sale
- Nature walking tour

Service Projects:
- Paint a classroom/floor/school
- Canned goods food drive
- Yard Cleanup – help a senior citizen with a yard spruce up
- Beach Cleanup
- Bicycle tune-up

Civic Engagement:
- Voter registration drive
- Invite your Mayor, City Councilmembers and/or other elected officials to attend – they will love to do this!

Neighborhood Beautification Projects:
- Bulb or tree planting
- Invasive species cleanup in your park
- Bike or walking trail repair
- Paint a neighborhood mural
- Neighborhood cleanup

Food and Drink:
- Spaghetti Feed

Community Agencies:
- Invite neighborhood firefighters and/or police officers to your gathering – great way for you to meet and learn the names of the people who protect and serve your neighborhood; plus kids love it when the fire truck comes to gatherings!
- The Redwood City Fire Department will also provide an emergency preparedness presentation (and is one of the requirements to receiving a Community Improvement Grant from the City).
- Invite the community health center to set up a resources table at your gathering, hand out information and brochures, answer questions, discuss services, etc.

Media:
- Invite the local newspaper, radio or TV station to do a story about ‘community building’
- Ask them to sponsor a portion of your event (radio stations can broadcast from events)
Attachment 7: Running a Successful Meeting

Before the Meeting

1. Set Goals: At your executive or planning committee meeting, decide what you want to accomplish during the meeting. Prepare an agenda that reflects this.

2. Review the minutes of the last meeting:
   a. Who was assigned what task? Are they prepared to make a report? Where do they fit in the agenda? How much time is needed for the presentation?
   b. What issues are unresolved?
   c. Which issues are you now prepared to make decisions?

3. Collect Information: Collect all new information received by the committee. Put it online so all committee members have the same information.

4. Resources and Information: Confirm speakers/presenter. Also, ensure that all information needed to pass out is obtained and copied for distribution.

5. Sending Notices of the Meeting: Notify participants and attendees of the time, date, and location of the meeting at least one week in advance.

6. Prepare an Agenda: Please see example agenda. Items should include:
   a. Reviewing occurrences from prior meeting i.e. review/approve minutes
   b. Introductions
   c. Itemization of topics/issues to be discussed at current meeting
Palm Park Neighborhood Association Meeting

September 17, 2018
7:00 PM

Veterans Memorial Senior Center

7:00 PM Call to Order
Minutes of previous meeting

7:10 PM Chair’s Report

7:15 PM Standing Committee Reports
- Finance
- Membership
- Traffic Control
- Beautification
- Social Services/Crime
- Business Development

7:30 PM Old Business (items left from previous meetings)
  a. ...
  b.

8:00 PM New Business

8:30 PM Announcements
Adjournment

Notes:
Attachment 9: Sample Committee Information Sheet

COMMITTEE TITLE: ___________________________________________________________

REPORTS TO: _________________________________________________________________

TERM OF THE COMMITTEE: _________________________________________________

CHAIRPERSON: _______________________________________________________________

DESCRIPTION OF THE RESPONSIBILITIES OF THE COMMITTEE:

___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

QUALIFICATIONS OF THE MEMBERS:

____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

REQUIREMENTS: ________________________________________________________________

____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

ADDITIONAL INFORMATION:

____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
**Attachment 10: Sample Committee Report**

**Name of Committee**

<table>
<thead>
<tr>
<th>Date of Board Meeting</th>
<th>(date)</th>
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<tbody>
<tr>
<td>Committee Members</td>
<td>(list by name)</td>
</tr>
<tr>
<td>Agenda Item Number</td>
<td>(corresponds to board agenda)</td>
</tr>
<tr>
<td>Options</td>
<td>(list at least 2 or 3 options that were considered by the committee with the advantages and disadvantages of each)</td>
</tr>
<tr>
<td>Recommendations</td>
<td>(specify which option is being recommended and why)</td>
</tr>
<tr>
<td>Action Required</td>
<td>(define what actions are needed by the board)</td>
</tr>
</tbody>
</table>
Thank you for your interest in the Community Improvement Grant Program. Redwood City wants to help jump-start your neighborhood and community improvement projects and events, and encourages you to get together with your neighbors to plan and implement a great community-building activity! The purpose of a grant is to help get your project started so that it may become self-sustaining; the program is not intended for continual or annual support.

Grants may be between $100 and $300. Actual grant amount will be determined by staff review of your application. Ideas for community-building activities that may qualify include: a block or neighborhood party or large multi-street block party; a neighborhood-shared garden; a community clean-up project; a neighborhood newsletter or website; setting up a neighborhood watch meeting. If yours is an existing (repeated) project, you must show how you will use this grant to expand or broaden its scope, outreach, and community involvement.

Instructions:

- Fill out the application form.
- Call the Redwood City Fire Department at 780-7400 and schedule their attendance for a portion of the event to provide emergency preparedness information, if your project is an event or gathering. (NOTE: Neighborhood Watch meetings that a police officer attends do not require fire department attendance)
- Provide an estimate of expenses; send final expenses and receipts after the project.
- If you have funds left over from this grant, it is appreciated if they are returned to the city.

Applications may be submitted to the City Manager’s office in person, by fax 780-7225, by e-mail to mail@redwoodcity.org, or mailed to CIGP, 1017 Middlefield Rd, Redwood City, CA 94063.

Name: ___________________________ Daytime Phone: ___________________________
Email: ___________________________ Evening Phone: ___________________________
Your Address: ___________________________
Event/Activity Name: ___________________________
Date of Event/Activity: ___________________________
Address/Location of Event/Activity: ___________________________
How did you hear about this grant? ___________________________

<table>
<thead>
<tr>
<th>Expense Item Description</th>
<th>Estimated Expense</th>
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<td>_________________________</td>
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Amount of your grant request
(maximum $300 - amount of approved grant may differ)

Please note the dollar amount of other funds that are being provided toward this project/event

$______________

I have requested that the Redwood City Fire Department attend this event/activity at approximately ______________(time).

Once your event is completed, please use the Actual Expenses form to describe your final expenses incurred.
Attach receipts for expenses paid.

(CONTINUED ON NEXT PAGE)
1. Is this a new event/project? __________

2. If this is an event/project that has been implemented before, **how will you use this grant to expand or broaden its scope, outreach, and community involvement?** (note: the grant program is not intended for continual or annual support, but a grant may be provided to a repeat event if the event is substantially broader in scope)

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

3. Has your neighborhood received one of these grants before? _____ If yes, how much? $____

4. Number of households expected to attend: ________

5. Names of individuals working on this project with you (**a minimum of three different households is required**).

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<tr>
<th>Name</th>
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6. Describe the positive effect this project or event will have on the neighborhood/community:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Signature: __________________________

Date: __________________________

*Please note that the Fire Department personnel may need to respond to an emergency call before or during their attendance at your activity. If this occurs, they will make every effort to return before the end of your event. If they cannot return that day, it is your responsibility, as part of accepting this grant, to contact the fire department and schedule another suitable date and time for them to provide general information on emergency preparedness – that date could be any other scheduled neighborhood gathering or a gathering specifically to receive emergency preparedness information.*

Revised August, 2011
Attachment 12: Community Improvement Grant Program (CIGP) – Actual Expenses
Available online at www.redwoodcity.org/cigp.html

FINAL ACTUAL EXPENSES

Please use this form to provide a list of your final expenses; attached receipts.

Your Name: _____________________________ Event/Activity Name: _____________________________
Date of Event/Activity: _____________________________
Address/Location of Event/Activity: _____________________________

Final Expense (attach receipts)
$ __________
$ __________
$ __________
$ __________
$ __________
$ __________
$ __________
$ __________
$ __________

Total $ __________
Attachment 13: Temporary Street Closure Application

Instructions:
1. Review attached Chapter 33A, Article 1, of the City Code.
2. Fill out application form completely.
3. Obtain signed approval for closure by majority of the residents on the block affected. Note: all businesses on the affected block must be notified of the proposed street closure even if they do not sign the petition.
4. Attach a diagram of the area involved and the streets to be closed. Indicate the proposed placement of barricades. Include houses and their street numbers.
5. Return completed forms to the police department - attention Acting Lieutenant John Gunderson, jgunderson@redwoodcity.org
6. If you propose to prohibit parking as part of the street closure, once approved, the applicant is responsible for purchasing and placing their own No Parking signs 72 hours prior to the event. Vehicles that do not comply will not be towed.

Chairperson of Activity: ________________________________

Home Address: ________________________________ Telephone: ________________

Business Address: ________________________________ Telephone: ________________

Email Address: ________________________________

Name and description of activity planned: ________________________________

Date of Activity: ________________________________ Hours: ________________

Street to be closed: ________________________________

Nearest intersecting streets: ________________________________ and ________________________________

Estimated number of persons to attend: ________________________________

Are charitable gifts, gratuities, or offerings going to be solicited or accepted? __________

Will food, beverages, or other merchandise be on sale? ________________________________

A special on-sale permit for alcoholic beverages is required. Will you be selling alcoholic beverages? Yes____ No_______
Are sound amplifiers to be used? Yes_____ No_____ If yes, list quantity, wattage, and decibel output, plus general information on all sound equipment to be used.

Barricades arranged through: (Flashers required for night closures – Barricades/flashers are not provided by the city.)

Two persons in attendance or authority (other than chairperson) who agree to act on behalf of the chairperson:

Name: ___________________________ Address: ___________________________

Home Phone: _____________________ Business Phone: ______________________

Name: ___________________________ Address _______________________________

Home Phone: _____________________ Business Phone: ______________________

**Agreement to Hold Harmless the City of Redwood City**

We agree to assume the defense of and indemnify and save harmless the City of Redwood City, its Council, Boards, Commissions, Officers, Employees, Volunteers and Agents from all suits, actions, damages, or claims to which the City may be subjected of any kind or nature whatsoever resulting from, caused by, arising out of, or as a consequence of such temporary street closure and the activities permitted in connection therewith. We also agree to pay the cost of all City personnel who are required by the City to work overtime hours or other than regular shifts or perform duties during or as a result of such temporary street closure.

I have read, understood, and agree to the above Hold Harmless Agreement and personnel cost agreement:

Chairperson: ___________________________ Date: ______________________

**CITY USE ONLY:**

Cc: Patrol Sergeants
    Dispatch
    Fire Marshall
Temporary Street Closure Petition for Closure

Chairperson of Activity: ________________________________________________________

Date of Proposed Activity: ____________________________________________________

Hours of Proposed Closure: ____________________________________________________

The above named applicant is requesting the temporary closure of:

_________________________ between _______________ and _______________

(Name of Street) (Nearest Intersecting Streets)

on the above date and time. Parking will____ will not_____ be prohibited during the hours of
the closure. A majority of the households on the street affected must approve the
application prior to the chairperson seeking the city’s consent. Please sign and state
whether your household approves or disapproves the proposed temporary closure.

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<th>DATE</th>
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<th>ADDRESS</th>
<th>TELEPHONE</th>
<th>DISAPPROVE</th>
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CHAPTER 33A
USES OF RIGHTS OF WAY

ARTICLE I. TEMPORARY STREET CLOSURES

Section 33A.1. Definition. For the purposes of this Article, a “temporary street closure” shall mean a block party, local special event, festival, celebration, concert, or any similar occurrence to be conducted within an area not exceeding one city block or one intersection in the City, at least two-thirds (2/3) of which area is residentially zoned and to which a majority of owners, residents or tenants of properties fronting upon such area consent, which is sponsored solely by such owners, residents or tenants and is not for commercial or advertising purposes or profit.

Any temporary street closure authorized in whole or in part by the City for municipal purposes, including, but not limited to, conveyance of traffic, travel, or facilitating of an event of a general civic or public nature, is exempt from this Chapter.

Section 33A.2. Permit Required. It shall be unlawful for any person to participate in, advertise for or in anyway promote, organize, control, manage, solicit, or induce participation in a temporary street closure unless a permit has first been obtained from the Chief of Police. No person shall violate any of the terms of a permit issued for temporary street closure or this Article, nor join or participate in any permitted activity under this Article over the objection of the permittee, nor in any manner interfere with the progress or orderly conduct of a temporary street closure.

Section 33A.3. Application for Permit. An application for a permit for temporary street closure shall be made upon a form provided by the City and shall contain all of the following information:

A. The name, residence, and business address, and phone number of each person and organization sponsoring a temporary street closure. If an organization, the application shall contain the names, residence, and business addresses, and phone number of the president or chairman thereof, and all other persons:
   1. Having an interest or position of management or control in such organization;
   2. Who are or will be engaged in organizing, promoting, controlling, managing, or soliciting participation in such temporary street closure;

B. The date, or dates, and beginning and ending hours of such temporary street closure;

C. The block or intersection in which such closure will occur;
D. The estimated number of persons who will participate;

E. The purpose of the temporary street closure;

F. Whether parking is requested to be restricted or prohibited during each closure;

G. Whether any sound amplification equipment is proposed to be used, and if so, information describing such sound amplification equipment;

H. Whether or not charity, gratuity, or offerings will be solicited or accepted, or sales of food, beverages or other merchandise will occur;

I. Whether such temporary street closure will occupy all or only a portion of the street or intersection involved; and

J. Such other information as the Chief of Police deems reasonably necessary in order to carry out his duties under this Article.

Section 33A.4. Time of Filing. The application shall be filed not less than ten (10) days prior to the scheduled date of such temporary street closure. Failure to file within such period is sufficient grounds for denial of a permit.

Section 33A.5. Barricades: Litter Collection. Applicants shall provide and remove such barricades and warning devices as are deemed necessary by and are acceptable to the Chief of Police. Applicants shall also provide for the collection and removal of all trash, garbage, and litter caused by or arising out of such temporary street closure.

Section 33A.6. Hold Harmless. Applicants shall agree to assume the defense of and indemnify and save harmless the City, its councilmen, boards, commissions, officers, employees, and agents, from all suits, actions, damages or claims to which the City may be subjected of any kind of nature whatsoever resulting from, caused by, arising out of or as a consequence of such temporary street closure and the activities permitted in connection therewith.

Section 33A.7. Personnel Cost. Applicants shall pay the cost of City personnel who are required by the City to work overtime hours or other than regular shift or perform duties during or as a result of such temporary street closure.

Section 33A.8. Compliance with Laws. Prior to issuance of a permit under this Article, all applicable rules, regulations, and laws shall be complied with and all required permits and licenses shall be secured in connection with such temporary street closure, or the proposed activities associated therewith, including, but not limited to, charitable solicitations, collections or acceptance of gratuities, the sale of food, beverages or other merchandise, or the use of candles, torches, fires, or other combustibles.

Section 33A.9. Conditions for Issuance. Any permit granted under this Article may contain conditions reasonably calculated to reduce or minimize the dangers and hazards
to vehicular or pedestrian traffic and the public health, safety, tranquility, morals or welfare, including, but not limited to, changes in time, duration, number of participants, or sound.

Section 33A.10. Standards for Issuance. A permit shall be issued by the Chief of Police when, from a consideration of the application and from such other information as may otherwise be obtained, he finds that all of the following circumstances exist:

A. The applicant has not knowingly and with intent to deceive, made any false, misleading or fraudulent statements of material fact in the application for a permit or in any other document required pursuant to this Article.

B. The applicant has met the standards in this Article and paid in advance any fee required, and agrees to such conditions as are imposed in the permit;

C. The time, duration, and size of the temporary street closure will not substantially disrupt the orderly and safe movement of other traffic;

D. The temporary street closure is of a size or nature such that it will not require the diversion of so great a number of police officers of the City to properly police the areas contiguous thereto, so as to prevent normal police protection to the City;

E. The concentration of persons will not unduly interfere with proper fire and police protection of, or ambulance service to, areas contiguous to such street closure;

F. The temporary street closure will not interfere with the movement of firefighting equipment enroute to a fire;

G. The temporary street closure will not unduly interfere with the orderly operation of parks, hospitals, churches, schools or other public and quasi-public institutions in the City;

H. The applicant has provided reasonable means for informing all persons listed in Section 33A.3 (A) and all persons participating in a temporary street closure of the terms and conditions of such permit and the applicable laws thereto;

I. The temporary street closure will not conflict with or interfere with another temporary street closure for which a permit has been granted.

Section 33A.11. Notice of issuance or denial. Written notice of the issuance or denial of a permit shall be provided to the applicant within five (5) days of receipt of an application or as soon as practicable if received less than ten (10) days in advance of the proposed date of the temporary street closure. If a permit is denied, said written notice shall state the reasons for denial.

Section 33A.12. Appeals Procedure. Upon the denial of a permit by the Chief of Police, the applicant may appeal by filing the application within seventy-two (72) hours or two (2) City working days, whichever is longer, with the City Manager or his designated
representative, who shall set the appeal for a hearing within forty-eight (48) hours. After holding a hearing, the City Manager may reverse, affirm or modify in any respect the determination of the Chief of Police.

Section 33A.13. Waiver of Time Limitations. The Chief of Police may waive the time limitation in Section 33A.4 for filing an application and the City Manager may waive the time limitation in Section 33A.12 for filing an appeal if it is found that unusual circumstances or good cause exists and no unreasonable burden upon the City or its citizens will be created thereby.

Section 33A.14. Revocation of Permit. Any permit for a temporary street closure issued pursuant to this Article may be revoked by the Chief of Police at any time when by reason of emergency, disaster, calamity, disorder, riot, traffic conditions, violation of this Article or of any permit conditions, or undue burden on public services, he determines that the health, safety, tranquility, morals or welfare of the public or property requires such revocation. Notice of revocation of a permit shall be delivered in writing to at least one person named upon the permit by personal service or by certified mail, or if the closure has commenced, orally or in writing, by personal contact or service, or by telephone. Continuance of a temporary street closure after such notice has been delivered is unlawful.
What should I do if I’m interested in hosting a block party?

The City of Redwood City offers a Community Improvement Grant Program (CIGP - http://www.redwoodcity.org/departments/city-manager/city-manager-s-initiatives/community-builder/community-improvement-grant-program) to help jumpstart neighborhood and community improvement projects and events, and encourage the public to get together with their neighbors to plan and implement community-building activities, including block parties.

To host a block party, please fill out an application on the City’s website. Once completed, please obtain signed approval for the street closure by a majority of the residents on the block requesting the party and submit the Temporary Street Closure Permit (the application can be found starting on Page 54). For more information, see https://www.redwoodcity.org/departments/police-department/information/block-party.

If you are interested in applying for the CIGP to help fund your event or community-related activity, go to the City’s website under “Neighborhoods” or call 650-780-7300. To receive a grant, you must be in contact and coordinate with the Neighborhood Association Chair. The Fire Department should be called to request staff to attend the event as an educational piece for residents.

During heavy storms the street catch basins fill with water and/or leaves and clog them, what should I do?

To help keep storm drains clean, move leaves and other debris from the area before a storm. For areas of the City with street sweeping, remember to move your car during street sweeping days to keep streets clean. To learn more about street sweeping go to https://www.redwoodcity.org/departments/public-works/streets/street-cleaning-services.

For more severe problems, contact the Public Works Services Department at (650) 780-7464 and report the location of the catch basin (or the nearest house address). You can also submit a report through the MyRWC app. During heavy rains, City crews respond to all reports in priority order and address the more severe problems first.
I’m having sewer issues. Can the City help?
Yes. Upon request and only to requests that have sewer cleanouts located at the resident’s property line (near the sidewalk), Redwood City will provide a cleaning (snaking) service from the cleanout to the sewer main line. If you need this service contact the Public Works Services Department at 650-780-7464.

How do I report illegally dumped items?
Residents can call 650-780-7464 to report illegal dumping or use the myRWC app.

How do I know what day is the scheduled street cleaning in my neighborhood?
Neighborhoods are cleaned once every two weeks, except on holidays. Cleaning starts at 7:30 a.m. and ends when the route is complete. This may last until 3:30 p.m. in larger neighborhoods. Commercial and industrial streets are swept between 4:00 a.m. and 7:00 a.m. before rush hour.

Street cleaning is done by neighborhood according to this schedule.

To determine your neighborhood, click here.

Help us keep Redwood City streets clean! Encourage your neighbors to move their cars on street sweeping days. To request a lawn sign to help remind neighbors to move their cars, visit the Public Works Services Department at 1400 Broadway or call 650-780-7464.

I have bulky trash items that do not fit in my trash bin, what do I do?
As a Recology customer, living in single-family residences, you are offered two curbside Bulky Item Collections (BIC) per calendar year at no additional charge.

For large items that don’t fit in your bins, like old furniture, appliances, or mattresses, schedule a BIC. BICs are available for residents and property managers/owners from February 1, December 31. Looking to dispose of a bulky or special item? Schedule a free BIC here or by calling Recology at 650-595-3900.
If you are a tenant in a multi-family building, please contact your property manager to schedule a pickup.

**Where can I find out what day my trash pick-up day is?**

Recology provides trash pick-up for all Redwood City neighborhoods. To find out what day your trash collection day is, go [here](https://www.recology.com/recology-san-mateo-county/collection-calendar/).

**How long can I leave trash bins out on my street?**

Trash bins should be brought in and stored inside your garage or behind your gate on trash pickup day after your trash has been collected. Bins should not be left out to reserve parking spaces.

Bins may be placed curbside or street side so as to be readily accessible for removing and emptying by the trash collector only between 12:00 p.m. on the day preceding the scheduled collection and twelve 12:00 p.m. on the day immediately following the collection.

For other tips and information, go [here](https://www.redwoodcity.org/departments/public-works/solid-waste/-fsiteid-1).

**What should I do if there is flooding on my street?**

You may experience flooding on your street during rain events, including lower lying areas. This may be caused by:

a) high tide, which is preventing storm water from draining into the Bay, or b) storm debris blocking the catch basin (storm drain). If there is a catch basin on your street, and you notice leaf litter or other debris collected around it, clearing the debris may help water flow and reduce flooding. If the standing water persists, it may be due to a high tide and the system should clear within a few hours once the tide subsides.

If you are concerned about flooding, you can call the Public Works Services Department at 650-780-7464 or report flooding through the City’s [myRWC app](http://www.redwoodcity.org/residents/emergency-alert-system).

Remember to avoid walking or driving through flood waters, and tune in to weather and emergency alerts. You can sign-up for local emergency alerts [here](http://www.redwoodcity.org/residents/emergency-alert-system).
Prior to a rain event or storm, go here (http://www.redwoodcity.org/departments/public-works/storm/winter-storm-preparedness) for storm preparation tips and information on where to obtain sandbags.

What can I do about graffiti in my neighborhood?

If you see graffiti on public property, you can submit a report through the myRWC app or by calling the City’s graffiti hotline at 650-780-7304. These reports will then be communicated to our Public Works Services Department and they will send someone to clean it up within five days.

There was an emergency street closure in my neighborhood. Is there a way I can be alerted of events like this?

Yes. The City of Redwood City is part of a countywide program that offers emergency alerts to community members. Redwood City’s emergency alert system is called SMC Alert (http://www.redwoodcity.org/residents/emergency-alert-system). The alert notification system is used to contact immediately you during urgent or emergency situations. You can sign up here or by texting your zip code to 888777.

You can also sign up to receive Nixle alerts from the Redwood City Police Department. You can sign up here (http://hsd.smcsheriff.com/smcalert) or by texting your zip code to 888777.

The City of Redwood City also posts alerts and updates to Nextdoor. Nextdoor is a social media platform that connects you with your neighbors. You can learn more and sign up for Nextdoor here (https://nextdoor.com/join/).

How do I report weed abatement?

To report weed abatement issues please contact the City of Redwood City’s Code Enforcement Division by emailing codeenforcement@redwoodcity.org or calling (650) 780-7577.

I’ve seen cars parked on the sidewalk or on my neighbor’s front lawn. What can I do?

If a car is parked on the sidewalk - In order to comply with the Americans with Disabilities Act (ADA) and allow free movement of pedestrian traffic, sidewalks cannot be blocked. Parking in front
of public or private driveways is also prohibited in Redwood City (unless it is your own driveway). If a vehicle is parked illegally, you can call the Police Department at 650-780-7100. An officer will be dispatched to the location. The officer may issue a citation to the vehicle in violation, arrange to have it moved, and/or possibly have the vehicle towed.

If a car is parked on a front lawn - Redwood City’s Code Enforcement Division enforces City codes and ordinances. Call the Code Enforcement Hotline at (650) 780-7577 or click here (http://www.redwoodcity.org/departments/community-development-department/building-inspection-code-enforcement/code-enforcement/report-a-violation) to report a violation.

If a car is otherwise parked illegally - Call the Police Department at 650-780-7100 or submit a report through the myRWC app. An officer will be dispatched to the location and may issue a citation to the vehicle in violation, arrange to have it moved, or possibly have the vehicle towed.

I live in a multi-family building or condominium. What are the rules around smoking?

In October, the City Council approved an ordinance to ban smoking in and around multi-family residences of two units or more. The ban will prohibit smoking, vaping or igniting tobacco, cannabis, and/or illegal drugs in multi-family residences. The City Council also included an exemption for noticing requirements in locations that have existing smoke-free policies. January 1, 2018 is the effective date for new buildings and January 1, 2019 is the effective date for existing buildings.

Who can I contact about potholes, issues with the sidewalk, street trees, curb and gutter, etc.?

myRWC is an app that provides Redwood City residents, businesses, and visitors access to a set of local government services, 24-hours a day, 7 days a week. Once you access myRWC, you can report a number of problems or issues including potholes, sidewalk concerns, street tree issues and more.

The best way to use myRWC is to download the app onto your smartphone. You can also submit a request through the website by clicking here (https://www.redwoodcity.org/departments/city-manager/city-manager-s-initiatives/myrwc-report-problem-request-service/make-a-service-request).

Residents can also call 650-780-7464 to report problems.
I’m experiencing brown or yellow tinted water coming out of my faucet, what should I do?

Brown or yellow tinted water from your tap can be caused by disturbances in the water distribution system. Examples of disturbances that can cause discolored water are: fire hydrant use, a water main break, maintenance work, etc. If you experience brown or yellow tinted water from your tap, allow the water to settle for a short time (about one hour) and then flush all faucets - cold water only- in your home or business for several minutes. If possible, first flush your backyard garden hose for a few minutes before flushing indoor fixtures. If the water does not clear up after the initial flushing, repeat the flushing every half hour. The discolored water should clear within two hours; if it is not, please contact the City’s Public Works Services Department at 650-780-7464.

My neighbor is burning something in their yard. Who can I report this to?

The Bay Area Air Quality Management District develops regulations based on the measures identified in its Clean Air Plan to reduce emissions in order to improve public health, air quality, and the global climate. To report illegal burning call 415-749-4795.

How can I get in contact with my Neighborhood Association?

Interested in being more involved? Find your Neighborhood Association here (http://www.redwoodcity.org/residents/neighborhoods/neighborhood-associations). Each association has a Chair(s) whose contact information can be found online.

Want to be involved in other neighborhood programs like the Community Emergency Response Team (CERT) or neighborhood watch? Check out the quick links at the bottom of our Neighborhood Association’s page for more details about these opportunities (https://www.redwoodcity.org/residents/neighborhoods/neighborhood-associations).

There is a suspicious person in my neighborhood. Who should I call?

To report a suspicious person call the Redwood City Police Department’s non-emergency line at 650-780-7118. If you feel like you are in danger, call 911.
There is a stray animal in my neighborhood. What should I do?

The City of Redwood City contracts with the County of San Mateo and the Peninsula Humane Society & SPCA (PHS), a private non-profit organization, to enforce all Redwood City animal control laws, shelter homeless animals, and provide a variety of other services. If you see a stray animal, contact 650-340-8200. More information about animal control issues or services can be found here (http://www.redwoodcity.org/residents/public-safety/animal-control/animal-control).

Where can I take my dog off-leash?

The City of Redwood City loves our dog community and offers three areas where dog owners can take their pets off-leash, including the Main Street Agility Dog Park, the Shores Dog Park, and the off-leash trail at Stulsaft Park. Dogs must be on their leash in all other areas of the City.

Per City Ordinance, no one is allowed to bring more than three dogs into a park at a time. Dogs must be on a leash outside dog park gates and designated off-leash boundaries. When off-leash, dogs must stay within the designated off-leash boundaries. Make sure to have a current license and rabies vaccination for your dog. Dogs displaying aggressive behavior toward people or other dogs must be leashed and removed from the area immediately. Go here (http://www.redwoodcity.org/residents/public-safety/animal-control/animal-control) for information on how to license your dog.

Other dog-friendly tips include: comply with posted off-leash rules, pick-up and dispose of your dog’s waste, carry a leash for each dog in your care, and remain in the off-leash area to supervise your dog at all times. For details about Redwood City’s dog parks, go here (http://www.redwoodcity.org/departments/parks-recreation-and-community-services/parks/dog-parks).

I think my neighbor built their fence out into my property line. Who can I contact to address this?

A land surveyor can determine the terrestrial or three-dimensional points that are often used to establish maps and boundaries for ownership. To find a private California Land Surveyor go here (https://www.californiasurveyors.org/findasurv.asp).
## Redwood City

"At Your Service"

@RedwoodCity on Twitter
facebook.com/cityofredwoodcity
Make requests/reports: www.redwoodcity.org/myrc

**EMERGENCY (Police, Fire, Medical)**  
911

**CITY HALL CUSTOMER INFORMATION CENTER**  
780-7000  
**WEBSITE**  
www.redwoodcity.org  
**E-MAIL ADDRESS**  
mail@redwoodcity.org  
**TDD**  
780-7265  
**MAYOR & CITY COUNCIL**  
780-7220  
**CITY MANAGER**  
780-7300  
**CITY CLERK**  
780-7220  
**CITY ATTY/RESEARCH**  
780-7200

**ADMINISTRATIVE SERVICES**  
780-7070

**Revenue Services**  
780-7210  
**Business License**  
780-7214  
**Start or Disconnect Utilities, Utility Billing Questions (Garbage, Sewer, Water)**  
780-7210

**Human Resources**  
780-7000  
**Job Hotline**  
780-7292

**COMMUNITY DEVELOPMENT**  
780-7350  
**Building Permits**  
780-7361  
**Code Enforcement Hotline**  
780-7577

**Engineering & Transportation**  
780-7380

**Planning & Housing; Zoning**  
780-7234  
**Tree Permits; Arborist**  
780-7234

**FIRE**  
780-7400  
**Fire Administration, Fire Prevention/Permits & Public Safety/CERT**

**LIBRARY**  
780-7018  
**Administration-Meeting Rooms**  
780-7061  
**Automated Renewals**  
638-0399  
**Downtown Library**  
780-7018  
**Fair Oaks Branch**  
780-7261  
**Project Read - Literacy**  
780-7077  
**Redwood Shores Branch**  
780-5740  
**Schaberg Branch**  
780-7010

**PARKS, RECREATION & COMMUNITY SERVICES**  
780-7250  
**Classes, Program Registration, Sports**  
780-7311  
**Community Activities Building**  
780-7250  
**Fair Oaks Community Center**  
780-7500  
**Park Information**  
780-7250  
**Picnic Reservations**  
780-7327  
**Red Morton Community Center**  
780-7311  
**Sandpiper Community Center**  
780-7323  
**Veterans Memorial Senior Center**  
780-7270

### POLICE

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<tr>
<th>Service</th>
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<tbody>
<tr>
<td>Abandoned Vehicle (24-Hr. Recording)</td>
<td>780-7100</td>
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<tr>
<td>Administration</td>
<td>780-7100</td>
</tr>
<tr>
<td>Communications/Dispatch</td>
<td>780-7118</td>
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<tr>
<td>Community Coordinators</td>
<td>780-7104</td>
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<tr>
<td>Investigation</td>
<td>780-7131</td>
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<tr>
<td>Police Activities League</td>
<td>555-1650</td>
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<tr>
<td>Records</td>
<td>780-7100</td>
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<tr>
<td>Traffic Complaint Line (24-Hr. Recording)</td>
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</tbody>
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### PUBLIC WORKS

**Office Hours:** 7:30AM-4:30PM, Monday - Friday

**After Hours, Weekends, Holidays & Emergencies**  
780-7190  
**Graffiti (24-Hr. Recording)**  
780-7304  
**Parking Motor Maintenance Hotline**  
780-7498  
**Sewer Maintenance & Repair**  
780-7464  
**Shopping Carts Hotline**  
780-7550  
**Streets Maintenance**  
780-7464  
**Storm Drains, Creeks, Drains, Catch Basins & Storm Water Pollution Prevention**  
780-7464  
**Water Conservation Program**  
780-7436  
**Water, Meter & Line Maintenance, Quality, Pressure & Recycled Water Program**  
780-7464

### OTHER NUMBERS

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Astound</td>
<td>(300) 427-8696</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>(800) 289-2020</td>
</tr>
<tr>
<td>Belmont/Redwood Shores School District</td>
<td>673-4800</td>
</tr>
<tr>
<td>Chamber of Commerce</td>
<td>364-1722</td>
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<tr>
<td>Comcast Cable</td>
<td>(500) 945-2238</td>
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<tr>
<td>County of San Mateo</td>
<td>363-4100</td>
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<tr>
<td>County of San Mateo Environmental Health</td>
<td>372-6020</td>
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<tr>
<td>County of San Mateo Housing Authority</td>
<td>802-5050</td>
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<tr>
<td>Hazardous Waste Hotline</td>
<td>363-4718</td>
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<tr>
<td>Pacific Gas &amp; Electric</td>
<td>(800) 743-5000</td>
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<td>PRC/Neighborhood Mediation</td>
<td>513-0330</td>
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<tr>
<td>Peninsula Humane Society: Animal Control</td>
<td>340-7022</td>
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<tr>
<td>Port of Redwood City</td>
<td>306-4150</td>
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<tr>
<td>Recology (Garbage/Recycling)</td>
<td>595-3900</td>
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<td>Redwood City 2020</td>
<td>423-2207</td>
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<td>Redwood City School District</td>
<td>423-2200</td>
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<td>Sequoia Union High School District</td>
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