

## Office of International Communities (OIC)

OIC brings together Houston's international communities by promoting connectedness and well-being while facilitating successful civic, economic and cultural integration into Houston. This includes educating immigrant communities about their rights and responsibilities and services offered by the City of Houston.

**Terence O'Neill**

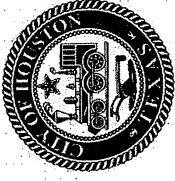
Division Manager

Phone: 832.393.1010

## Office for People with Disabilities (OPD)

OPD advocates for the rights and needs of citizens with disabilities. The office serves as liaison between the City and the disability community and collaborates with local entities to offer a myriad of programs and services, including agency referrals, legal clinics, financial forums and resource fairs.

Phone: 832.394.0814



## Department of Neighborhoods

### City of Houston

901 Bagby Street, 4<sup>th</sup> Floor  
Houston, Texas 77002

#### Contact us:

832-394-0600

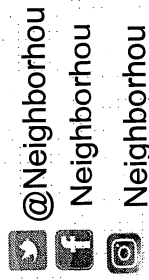
[contact.don@houstontx.gov](mailto:contact.don@houstontx.gov)

#### Visit our website:

[www.houstontx.gov/neighborhoods](http://www.houstontx.gov/neighborhoods)

#### Stay connected to neighborhoods!

#### Follow us:



## CITY REPAIRS & INFO

Just 3-1-1 it



Dial 311 or file a report online at

[www.houston311.org](http://www.houston311.org)

# CITY OF HOUSTON



## Department of NEIGHBORHOODS

### is S.U.P.E.R.!

- Service
- Unified
- Professional
- Excellence
- Responsive

*Improving the quality of life  
in Houston communities*



## The Department of Neighborhoods

### (DON)

DON is dedicated to improving the quality of life in Houston neighborhoods through the delivery of services, innovative programs and strong community partnerships. The department combines the operations of five divisions, serving as a centralized resource for the resolution of neighborhood concerns, citizen access to city services, information and referrals.

**Takasha L. Francis**  
Director

### DON Divisions:

- Inspections and Public Service
- Citizens Assistance Office
- Anti-Gang Office
- Office of International Communities
- Office for People with Disabilities
- Volunteer Initiatives Program

### Inspections & Public Service (IPS)

IPS improves the quality of life in Houston by reducing blight and substandard living conditions.

*IPS only handles the following issues: overgrown lots, dangerous vacant buildings, illegal dumping and trash accumulation, junk motor vehicles and other materials or appliances stored in public view, graffiti and nuisance on private property, and signs illegally placed on city property and right of way.*

To report other blight issues regarding garbage collection, yard waste and/or junk waste collection, dead animal collection, and curbside recycling, please contact the Solid Waste Management Department.

For requests to conduct inspections for apartment complexes and commercial buildings, sidewalk repair and Code enforcement for improper permitting construction, please contact the Public Works and Engineering Department.

To report a violation, call 713.837.0311 or e-mail [311@houstontx.gov](mailto:311@houstontx.gov)

**Reggie Harris**  
Deputy Assistant Director  
Phone: 832.394.0600

neighborhood clean-ups, surveys, tours and site visits.

**Rhonda Sauter**  
DIVISION MANAGER  
Phone: 832.393.0955

### Volunteer Initiatives Program (VIP)

VIP engages Houstonians in volunteer public service activities within city departments and with agencies and organizations throughout the city. The program provides information to residents on available volunteer opportunities and serves as a volunteer recruitment resource for community groups.

**Patricia Harrington**  
Division Manager  
Phone: 832.393.0931

### Anti-Gang Office (AGO)

AGO provides comprehensive responses to juvenile delinquency and gang activity through direct services, collaboration, community engagement and policy development. Services include case management, resistance and skill building workshops, summer and out-of-school time programs, mentoring and education.

**Patricia Harrington**  
Phone: 832.393.0931

### Citizens Assistance Office (CAO)

CAO coordinates responses to community issues, handles requests for city services and promotes neighborhood revitalization efforts through outreach activities. CAO partners with neighborhood groups, non-profit and social service organizations, schools and church groups to coordinate