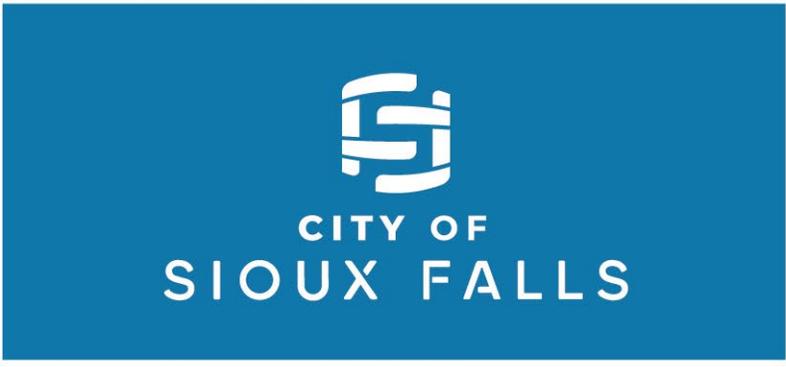


2024

# Neighborhood Handbook



**NATIONAL NIGHT OUT**

TUESDAY AUG 01 2023 5:30-7:30 PM

FOOD TRUCKS  
LIVE MUSIC  
PUPPETRY  
LAWN GAMES

TUTHILL PARK NEIGHBORHOOD ASSOCIATION

Bring a picnic or let food trucks serve you. • Get to know your neighbors. • Interact with local police and fire folks. • Tour the renovated Tutthill House. • Enjoy the gazebo & gardens.

Would you remember bringing & loading a lawn or board game for 30 minutes? Call Bev Oliver @ 605-370-1309 or fax Bev.Oliver@siouxfalls.gov or drop by 1504 E. Crooks Trail.



## TABLE OF CONTENTS

Acknowledgements .....	1
Introduction .....	2
Role of Neighborhood and Preservation Planner .....	2
Role of Neighborhoods.....	3
Conducting A Neighborhood Assessment.....	4
Begin the Organization Process.....	4
Planning the First Neighborhood Meeting .....	5
Conducting an Effective Neighborhood Meeting .....	6
Recruiting New Neighborhood Members.....	7
Identifying Leaders and Committees .....	8
Responsibilities of a Neighborhood Board .....	9
Neighborhood Board Positions.....	9
Develop a Work Plan for Your Neighborhood .....	12
Evaluate Neighborhood's Direction and Purpose .....	12
Creating the Formal Structure .....	13
Drumming Up Interest .....	14
Good Neighbor Notes.....	14
Register With Your Neighborhood and Preservation Planner .....	15
Appendix A: Who to Contact .....	16
Appendix B: Active Neighborhoods Map .....	17
Appendix C: Sample of First Meeting Invitation.....	18
Appendix D: Sample Media Release.....	19
Appendix E: Sample Meeting Agenda.....	20
Appendix F: Sample Bylaws of a Neighborhood .....	21
Appendix G: Sample Meeting Minutes .....	24
Appendix H: Neighborhood Registration Form.....	26

## ACKNOWLEDGEMENTS

Portions of the City of Sioux Falls Neighborhood Guidebook were adopted from the following resources:

- City of Memphis, Tennessee: *How to Organize a Neighborhood Association Guidebook*.
- City of El Paso, Texas: "Neighbors Helping Neighborhoods," *Recognized Neighborhood Association Guidebook*.
- City of Boise, Idaho: <http://pds.cityofboise.org/planning/comp/neighborhood/>.
- City of Portland, Oregon: *Office of Neighborhood Involvement*.
- *Organizational Dynamics* by Arty Trast.

Information compiled in June 2012.

**For more information about neighborhood-relevant topics, contact your Neighborhood and Preservation Planner at Diane or:**

➤ **Diane deKoeyer, Neighborhood and Preservation Planner**

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## **INTRODUCTION**

A neighborhood is the place where people live, play, work, worship, shop, and go to school. A neighborhood serves its members by working with various community and service organizations and individuals to provide input on issues that affect the neighborhood and undertake efforts to address the concerns of the neighborhood. A neighborhood can also serve as simply a fun way to get to know your neighbors.

Neighborhoods require resident involvement, commitment, planning, and organization. Neighborhoods can be directed by a steering committee or board of directors. The members of the steering committee or board of directors should have a long-term commitment of time and energy. This handbook is designed to be used as a resource guide by neighborhoods in various stages of development. The handbook contains instructional information on how to organize your neighborhood, how to develop a neighborhood, and information on general things you should know about neighborhood organizing. Each group should address the specific neighborhood needs in which it is organized.

This handbook is primarily aimed at voluntary neighborhoods. Townhomes or condos may have legal and financial requirements that are not covered in this handbook. There is, however, information about agendas, meetings, and suggestions on how to have a successful organization that can be valuable to any neighborhood.

This handbook is to be used as a reference guide and all instructional information is optional. Your group is encouraged to select items of interest, change them to fit your needs, or feel free to create and develop your own unique system for your neighborhood. If you need assistance, please contact your Neighborhood and Preservation Planner.

## **ROLE OF NEIGHBORHOOD AND PRESERVATION PLANNER**

The role of your Neighborhood and Preservation Planner is to work with and encourage citizens to become active participants in determining the destiny of their neighborhoods. The Neighborhood and Preservation Planner simply works with citizens to organize emerging and established neighborhoods with the ultimate goal of building stronger neighborhoods.

The Neighborhood and Preservation Planner is available to address citizen inquiries made by phone, email, or in person regarding questions, concerns, or requests about neighborhoods. The Neighborhood and Preservation Planner coordinates with other City staff to facilitate, attend, and speak at community meetings in an effort to directly interact with citizens and provide helpful information while collecting inquiries on City services for follow-up. The Neighborhood and Preservation Planner is also available to aid neighborhoods with seeking out resources to strengthen their communities.

The Neighborhood and Preservation Planner continually meets with other City departments, nonprofit organizations, faith-based institutions, and businesses in conjunction with well- and newly established neighborhood groups to participate in events that endeavor to bridge the gap in our neighborhoods. In addition, the Neighborhood and Preservation Planner provides assistance in conducting citywide neighborhood events that include the Annual Neighborhood Summit and National Night Out.

The Neighborhood and Preservation Planner collaborates with internal and external entities on special community projects that will positively impact the citizens and strengthen Sioux Falls' neighborhoods. The Housing Division will continue to work with numerous committees, task forces, and boards throughout the city.

For further information about neighborhood relevant topics, you are invited to contact your Neighborhood and Preservation Planner:

**Diane deKoeyer, Neighborhood and Preservation Planner**

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**ROLE OF NEIGHBORHOODS**

A neighborhood may be simply defined as a group of homes surrounded by a geographic boundary. Neighborhoods are critical to the social and economic foundation of a city. According to French Count Alexis de Tocqueville, who documented the experiences of American communities 160 years ago, neighborhoods are at the center of the local civic and community building process.

Each neighborhood takes on an identity based on the people who live, work, or have an interest in the area. Citizens are a crucial component in making neighborhoods more enjoyable, livable, and satisfying because they are all stakeholders in the well-being of their respective communities.

Neighborhoods, although voluntary, are vital to a community. They help channel information that is viable and necessary to help deter criminal activity, clean up blighted areas, and empower citizens by speaking as one voice when addressing concerns that are taken to City government. Neighborhoods may be organized at any time with the support of the residents and stakeholders of the neighborhood's geographic area. Neighborhood members may include, but are not limited to, residents, local businesses, faith-based institutions, schools, and other organizations located within and who have a vested interest in the area.

Collectively, citizens ultimately bear ownership of the role of ensuring that they live in vital, healthy, and safe neighborhoods. Citizens who take an active role in bearing the responsibility of enhancing and sustaining livability in their neighborhoods ensure that the quality of life they expect is realized.

Citizens' involvement in determining the destiny of their neighborhoods cannot be understated. The involvement can be as minute as removing trash from the sidewalks to serving in an elected public capacity. Neither of these examples is more important than the other; the key is to participate in the process.

## CONDUCTING A NEIGHBORHOOD ASSESSMENT

Finding out what is going on in your neighborhood is the first step to take to begin organizing a neighborhood. Citizens who take an active role in partnering with the City of Sioux Falls help ensure that the quality of life is enhanced and sustained in the city's neighborhoods.

Identify boundaries that surround your neighborhood. Once boundaries have been determined, a complete list of residents and property owners should be obtained. The list should be kept current throughout the process to allow every neighbor an opportunity to become involved. In order to get a complete list, it is recommended that organizers go door-to-door or they may obtain one through their Neighborhood and Preservation Planner.

Basic and fundamental steps citizens can take to become involved in their neighborhoods are:

- Find out if there are any other neighborhoods functioning in the community. If so, meet with those leaders and ask for their input and assistance. **See Appendix B for an Active Neighborhoods Map updated as of January 2024.** Contact your Neighborhood and Preservation Planner for contact information of the respective neighborhood you would like to contact.
- Conduct a neighborhood inventory. This process helps to gather facts about the neighborhood including the population, type of housing, land use, and other elements unique to the neighborhood.
- Conduct surveys or questionnaires and communicate the results back to the residents and businesses. This will help identify neighbors' concerns such as crime, necessary physical improvements, transportation corridors, preservation of unique features, rezoning, social functions, or other special issues such as neighborhood revitalization.

Receive alerts and advisories over your cell phone by text message, by email, or over the web.

### Begin the Organization Process

1. Identify a core group of individuals who are willing to help start the neighborhood and plan to host a meet-and-greet at a neutral location in one of the local churches, parks, schools, or a place where neighbors feel comfortable. Be sure to keep the size of the core group small (ten people or less) and talk about what your group hopes to accomplish.
2. Set a time and date. No time will be perfect for everyone, so set the time that will be convenient for adults to attend after work if during the week or midday on a Saturday when most neighbors will be out and about. This would also be a good time to discuss the need to organize a neighborhood group.
3. Contact your Neighborhood and Preservation Planner so City staff can assist you with organizing your first meeting or be available to come and speak to the group. During this organizing meeting, plan a strategy for getting people to attend the first meeting. **See Appendix C for a first meeting invitation sample.**

4. Discuss each person's ideas concerning the challenges and issues in the neighborhood. It is a good idea to initially select an issue the neighborhood feels strongly about and will rally around.
5. Identify other potential neighborhood leaders. The importance of a pool of qualified leadership is often overlooked. Strong leadership gives organizations guidance, stability from year to year, motivation to take action, and unity of purpose. The task of recruiting and developing leaders has to be an ongoing activity through the lifetime of a neighborhood.
6. Invite other neighborhood leaders and members from other neighborhoods and ask for their input; find out from them what works and what does not work in their neighborhood.
7. Research to determine what resources and assets may be available within the neighborhood's boundaries. This would be a good time to identify talents, expertise, skills, and any special areas of interest a member might possess.
8. Know that some group members might not be able to attend meetings, but possess a special skill that can be of use to the group without attending their regular meetings. Be sure to be flexible and afford members a variety of ways to participate in the process.

## **PLANNING THE FIRST NEIGHBORHOOD MEETING**

### ***Publicize the meeting.***

Use flyers, FaceBook, newspapers, newsletter announcements, or feature articles to draw attention to the opportunities and reasons for the meeting. If possible, use social media or organize a group of neighbors to walk door-to-door to meet residents and invite them to the meeting. **See Appendix D for a media release sample.**

### ***Contact elected officials.***

Invite elected officials, Neighborhood and Preservation Planner, police, and other City staff to the meeting and explain the services that are available, and to address questions and issues residents may have.

### ***Create an agenda of issues and ideas.***

What neighborhood issues would be considered hot topics: crime reduction, before- and after-school care, activities for children and teens, neighborhood beautification projects, traffic and parking concerns, public transportation, etc.

How will the issues be addressed? Planning should be centered on the issues selected, and available resources should be on hand at the meeting.

Determine what course of action to take, which members will carry out the plans, and when and where a follow-up meeting will occur to bring information back to the neighborhood. **See Appendix E for meeting agenda sample.**

### ***Be mindful of others' time.***

Start meetings on time, regardless of how many are in attendance, and try to keep the meetings to a maximum of 60–90 minutes.

One way to make sure that each neighbor gets the important facts is to record meeting minutes and conduct a recap at the end of the meeting so neighbors who arrive late will still get the pertinent information they missed. Note everything that is discussed and request instant feedback from the meeting's participants.

Stay on track. If a problem is identified, it should be addressed during the meeting.

Make sure everyone has an opportunity to contribute to feasible resolutions. If a neighbor feels their input is not warranted, they will stop coming to the meetings and will not participate.

Decide who in the group will be responsible for recording minutes. A copy of minutes for all meetings should be kept and disseminated to members via email or social media and made available at the next meeting.

## **CONDUCTING AN EFFECTIVE NEIGHBORHOOD MEETING**

A neighborhood's goal is to ensure that neighbors are working together to address their opportunities, issues, and concerns within their neighborhood. Therefore, conducting an effective, well-planned, and organized neighborhood meeting will help attract more members.

Listed below is a quick checklist of fundamental elements to ensure meetings are productive and efficient:

- Select a neutral place to meet.
- Plan the meeting.
- Start and end on time.
- State the purpose of the meeting clearly on the agenda.
- State ideas positively and show their relation to the overall issue.
- Watch the general flow of the meeting and keep it moving as need warrants.
- Find background information ahead of time or invite resource people to come to the meeting.
- Encourage everyone to participate in the discussion.
- Encourage people to voice their opinions by questioning or restating as you go along.
- Make frequent summaries during the discussion.
- Stress cooperation, not conflict.
- Encourage people to take on tasks and responsibility as the meeting proceeds and ensure that each assignment is recorded in the minutes.
- Direct the meeting and the attendees from problem to solution after each issue.

## ***Concluding the meeting***

- Summarize the decisions reached.
- Point out issues not yet resolved.
- Outline future actions and next steps to be taken.
- Set deadlines and review task assignments.
- Evaluate the meeting.
- Set the next meeting date, time, and place; and invite your neighbors.

## **RECRUITING NEW NEIGHBORHOOD MEMBERS**

There is strength in numbers and rest assured that issues concerning one neighbor also affect others in the neighborhood. Neighbors should be approached with ideas about developing a neighborhood or issues that need to be addressed in the neighborhood. Many neighbors have ideas and opinions about implementing a plan of action to deal with challenges and opportunities in neighborhoods. New neighbors can introduce new ideas and ways of looking at old things. Emphasize how important they are needed to participate in any capacity of their choosing. No one should be forced to do a specific job or hold a specific title as this could cause resentment and the neighborhood could begin to lose members. Canvassing the neighborhood is essential to informing neighbors about the prospect of starting a neighborhood. Here are a few pointers to utilize as neighbors are recruited:

- Have canvassers go door-to-door and distribute flyers about the next meeting.
- Supply members with other printed materials to give, such as membership forms.
- Bring along a pen and paper to take notes while canvassing door-to-door when talking to neighbors.
- While canvassing the neighborhood, note areas in need of improvement or issues that need to be addressed. While speaking with neighbors, it is essential to not only talk, but more importantly listen carefully to what they have to say.
- Advise neighbors about talking points they and other neighbors have made and why it is so important to start a neighborhood.
- Always end the conversation by thanking the neighbor for their time and reiterate that it would be beneficial to the community for them to become involved in the neighborhood.
- If no one is home, leave a flyer.
- Keep a record of the homes where no one was home and for the neighbors who expressed an interest in volunteering but are unable to attend the meeting. Be proactive and follow up with them within 48 hours.
- Prospective new members can also be recruited at neighborhood or civic events, National Night Out, or other community events.

Organizing a meeting is a stepping-stone to the first comprehensive neighborhood meeting. Neighborhood meetings give neighbors a chance to meet new members and reestablish old relationships. More importantly, neighborhood meetings provide an opportunity for neighbors to exchange information, ideas, and concerns about their neighborhood. The success of the

first neighborhood meeting will be crucial to setting the standard and tone for how the organization will operate in the future.

## **IDENTIFYING LEADERS AND COMMITTEES**

Part of a neighborhood organizer's job is to identify and empower leaders. The task of recruiting and developing leaders has to be an ongoing activity through the lifetime of a neighborhood. When identifying new leaders for the organization, look for individuals who have shown that they:

1. Want to succeed and want the group to succeed.
2. Communicate well with people.
3. Can motivate people to take collective action.
4. Are knowledgeable about the neighborhood, its people, and their interests.
5. Have a strong allegiance to the neighborhood.
6. Know how to share information and power.

Once an initial core group in the neighborhood has been identified, the group should elect a short-term leader. Try to postpone electing a permanent leader until the group has established a large membership. This will prevent the appearance that the group is cliquish.

As a neighborhood builds membership, the newly organized membership will need to choose permanent leaders that are elected to official terms. The more inclusive the group is at this stage, the stronger the group will be over the long term.

A neighborhood's bylaws should include provisions for electing a board of officers and describe what those positions will be, how often they are elected, and the major responsibilities for the positions. Although it is important to wait for the organization to grow before nominating board officers, it is necessary to immediately recruit a secretary who is willing to take notes and who is committed to working as part of the team. This person will be invaluable because they are responsible for maintaining accurate records such as:

- Taking minutes and getting them typed and ready to hand out at meetings. So, carefully select this person to ensure that they are a qualified and committed individual.
- Provide sign-in sheets for attendance at every meeting and event.
- Organize and schedule the duty and the volunteer sign-up rosters. This is a tool which could be used to recruit volunteers for upcoming events or outings.
- Set up a filing system to keep track of neighborhood information such as members' names, addresses, phone numbers, and email addresses.
- Handle all incoming and outgoing mail.
- Responsible for making and receiving all phone calls pertaining to the neighborhood and events.
- Assist going door-to-door to distribute information and engage neighbors.

## RESPONSIBILITIES OF A NEIGHBORHOOD BOARD

1. *Planning for the organization:* Where will it go, what will it do, and how will it accomplish its goals.
2. *Organizing the neighborhood:* Who will do what and what resources will be needed.
3. *Directing:* Organize efforts of the volunteers.
4. *Evaluation:* Determine if the work of the neighborhood is effective.
5. *Neighborhood communication:* Be responsive to the neighborhood; seek input from people who aren't involved in the neighborhood; keep people informed about what the neighborhood is doing.
6. *Resource development:* Identify and solicit resources that are active members, financial support, meeting space, supplies, etc.
7. *Leadership and member development:* Recruit and train people to assume leadership responsibilities and help leaders and members to work effectively.

## NEIGHBORHOOD BOARD POSITIONS

It is very important for neighborhoods to remain as inclusive as possible. Therefore, any person who is a resident or property owner within a neighborhood's boundaries, or who meets the criteria as set forth in the neighborhood's bylaws, is a prospective member and will be able to participate in the organization.

Elections should be held annually for neighborhoods to select a board of directors. These officers will handle the business of the neighborhood throughout the upcoming year. The neighborhood's bylaws should specify the positions and the general framework of the electoral process. **See Appendix F for a sample of neighborhood bylaws.**

Sample job descriptions below outline the responsibilities of the board and other individual officer positions:

### President

The president of the neighborhood serves as the chief executive officer of the neighborhood, at the will of the board of directors, and can be removed with or without cause at any time by a majority vote of the neighborhood or board of directors. The president should not allow personal feelings or outside pressures to influence their actions.

Examples of duties and responsibilities of the president:

1. Presides at all meetings of the neighborhood, assists the secretary in preparing the meeting agenda, and to begin and close the meeting.
2. Appoints chairmen of all committees but should not serve as a committee chairman.
3. Assumes general charge of the day-to-day administration of the neighborhood.
4. Has the authority to authorize specific actions in promoting the board's policies.

5. Leads orderly discussions by tactfully and politely enforcing rules that offer every member a chance to speak for or against a motion.
6. Determines whether or not enough members are present to conduct business. There must be at least 50 percent plus one member present to take a motion.
7. Informs members how the meeting will proceed. Reviews the agenda and explains each motion before it is voted upon.
8. Votes to break a tie, according to bylaws.
9. Serves as spokesman for the board of directors in most matters relating to general neighborhood business.
10. The president cannot, without specific board approval, borrow funds in the name of the neighborhood or otherwise act beyond the scope of the authority established by the neighborhood documents and board of directors. Acceptable documents are bylaws, policies, and approved motions by the neighborhood in an open meeting.

### **Vice President**

The vice president of the neighborhood is responsible for performing the duties of the neighborhood in absence of the president.

Duties and responsibilities the vice president may perform are:

1. Coordinate committees and report status to the board.
2. Assume duties as defined in the bylaws or assigned by the president and/or board of directors.

### **Secretary**

The secretary is responsible for maintaining the records of the neighborhood, including preparing the notice for all meetings of the board, membership, and authenticating records of the neighborhood. **See Appendix G for sample of meeting minutes.**

Examples of the type of duties and responsibilities the secretary may perform are:

1. Take the minutes of meetings and keep a permanent, accurate record of what has taken place in meetings.
2. Prepare written minutes for the board of directors.
3. Familiarity with previous minutes in order to provide needed information to the president.
4. Receive and handle all correspondence addressed to the neighborhood.
5. Prepare meeting notices.
6. Keep an accurate list of member's name, physical address, email address, and telephone numbers.

## **Treasurer**

The treasurer is the custodian of the neighborhood's funds and financial records.

Duties and responsibilities the treasurer performs are:

1. Coordinate the proposed annual budget for the neighborhood.
2. Keep an accurate account of all revenues and expenditures and signs or cosigns all checks or vouchers.
3. Pay all the expenses upon authorization of the board.
4. Present a written report each month to the board of directors or neighborhood of the month's disbursements and the balance on hand.

## **Committees**

Committees play an important and vital role in neighborhoods. Each neighborhood will need unique committees to address issues in their neighborhoods. The president and/or the board of directors have the authority to establish committees and task forces needed to carry out the functions of the neighborhood. Standing committees continue from year to year, while special committees are appointed for specific assignments.

The role of the committee chairman is to head a small group that studies findings, reports, makes recommendations, or acts on specific issues.

The committee chairman:

1. Is usually the first person appointed to the committee.
2. May be elected by other committee members or the president.
3. Meets regularly with their committee and reports its activities to the group.

Examples of standing committees many neighborhoods utilize include:

- Nominating
- Social
- Welcoming
- Beautification/Neighborhood Cleanup
- Crime Watch
- Traffic/Neighborhood Safety
- Public Relations/Newsletter
- Events

## **DEVELOP A WORK PLAN FOR YOUR NEIGHBORHOOD**

Work plans allow neighborhoods to develop goals for the group. Achieving goals, planning events, recruiting volunteers, and strengthening the organization will be easier if the neighborhood takes some time to outline goals and objectives and establish a concise plan to accomplish them. Work plans should also be developed for individual projects to help the group stay focused and on target. Here are some questions to answer in developing a work plan:

- What is the purpose of the project?
- If this is an annual work plan, review the purpose of the organization and define goals for the upcoming year.
- What resources will be required to accomplish the project and what resources are available to help the neighborhood meet these goals? How can resources be acquired?
- Has any other neighborhood tried this activity and can they be contacted for assistance?
- What tasks are involved for the project and who will do the tasks?
- How much time will be needed to complete the objective?
- Are enough members or volunteers available to complete the project?
- Is there strong neighborhood consensus to implement and adopt a neighborhood plan?

Work of the neighborhood can be a daunting task and it certainly is monumental, and being realistic in setting goals will ensure that efforts are rewarded. Assistance is available through your Neighborhood and Preservation Planner located at the City Center in the Planning Office located at 231 North Dakota Avenue.

## **EVALUATE NEIGHBORHOOD'S DIRECTION AND PURPOSE**

Enlist volunteers to monitor and evaluate progress of the neighborhood on a regular basis to ensure it is succeeding and moving forward. Periodic evaluations should be done to recognize achievements, detect problems, and suggest improvements in the neighborhood.

The following is a list to keep in mind when evaluating progress, direction, and purpose of the neighborhood:

- Regularly review and assess the purpose of the neighborhood and its priorities.
- Develop realistic plans and activities for the entire neighborhood group.
- Make every attempt to ensure that leadership is an adequate reflection of the neighborhood as a whole.
- Continuously maintain ongoing communication with all residents of the neighborhood, whether or not they are members of the organization. Enough positive communication may eventually lead more residents to be part of the organization.

- Foster actions and events that enhance interaction between residents. This should be an ongoing goal of the organization.
- Attempt to solve problems before they become crises and arise in a prompt and efficient manner.
- Recognize and celebrate successes at every possible occasion.
- Every organization experiences growing pains. Do not become discouraged if the neighborhood seems to be struggling. All organizations should have an organized process for resolving conflicts, issues, and problems; however, a neighborhood should not spend the majority of its time and energy on organizational problems. As credibility and success are built one issue at a time, the overall participation of the organization will grow in leaps and bounds.

## **CREATING THE FORMAL STRUCTURE**

As a neighborhood grows and begins to work on many different projects and initiatives, the leaders will need to become familiar with fiscal and legal requirements for state-recognized organizations. This section will help neighborhoods determine, depending on the size of their organizations, which structure best fits the needs of respective groups. For example, a small group may decide not to incorporate or apply for nonprofit tax exempt status. **(See Appendix H for obtaining nonprofit status.)** However, all neighborhood organizations should consider writing and adopting bylaws as a means of establishing how their group will be governed. In addition, all neighborhood organizations are encouraged to officially register with the City of Sioux Falls' Neighborhood and Preservation Planner so they receive helpful information, receive technical assistance, and become involved in capacity building efforts. **(See Appendix H for Neighborhood Registration Form.)**

Neighborhood organizations might want to conduct some research and reach a consensus to decide which organizational structure best fits the needs of their respective groups. The size of organizations, mission, and fiscal activity will be key factors in deciding how the neighborhood will be structured.

The following tips can be utilized to help begin the structuring process:

- The institution of bylaws can help clarify boundaries, responsibilities, officers, rules of procedure, and other relevant issues.
- Meetings and records should be made available to any person requesting such information.
- If organizations are dealing with small sums of money, a bookkeeping system should be set up. The bookkeeping system that an organization adopts will be determined by the group's needs. The larger the amount of money the organization receives, the greater the need for a more sophisticated accounting system.
- Neighborhoods may wish to apply for business names to confirm their identity.
- Similar to a social security number, a tax identification number is necessary for neighborhoods to open bank accounts and is obtained from the Internal Revenue Service. Organizations will need to contact the IRS in South Dakota to apply for a tax identification number.

## DRUMMING UP INTEREST

Whether it is positive or negative, people want to know about what is happening in their neighborhood. The exchange of factual, accurate, and timely information is essential to the long-term success of all neighborhoods. More importantly, neighborhood projects require enough participants to be successful, and one of the most effective means to communicate information of your neighborhood's events is through press releases to the news media.

Three free tools to gain media attention that will help your group recruit volunteers or get your project noticed are media releases, public service announcements, and event announcements. Media outlets that should receive your announcements are newspapers, television stations, radio stations, websites, and newsletters.

A clear message is important to getting your news release in the media. Always address the five "Ws" in a media release. The five "Ws" are Who, What, When, Where, and Why. It is imperative to postal mail, email, or fax the announcement five to ten days before your event, but be sure to check with the media outlets to find out how far in advance they need your announcement. **(See Appendix D for a sample media release.)**

Another great way to drum up interest and keep neighbors engaged is to create a website that can routinely provide updates and pertinent information to the neighborhood. Neighborhood Link—Your Community Connection is a recommended website that allows neighborhoods to create a free web page in a very simple, yet effective format. The site is located at <http://www.neighborhoodlink.com/>. If you need assistance navigating through the process, please contact your Neighborhood and Preservation Planner at [diane.dekoeper@siouxfalls.gov](mailto:diane.dekoeper@siouxfalls.gov)

## GOOD NEIGHBOR NOTES

You can change the experience you have in your own neighborhood by getting more involved with those around you and taking pride in the area in which you live. The following are some ideas that can help you to feel more at home in your neighborhood:

- **Home Pride:** Knowing the people who live around you provides a strengthened sense of pride in your home and neighborhood.
- **Talk to Your Elders:** Veteran members of the neighborhood often have the inside scoop on the neighborhood. You may be surprised at how much you can learn if you stop to take the time to talk to the elders in your neighborhood.
- **Know Your Neighbors:** The number one way to be a good neighbor is to be friendly. Wave or say hello when you pass them. While not everyone will return the friendliness immediately, it's a quick way to get to know people and build relationships, even if you've lived close for years and haven't really said much to one another. Knowing your neighbors will help you to develop a safety net of people to call in case of emergency, will help foster a feeling of community where you live, and will make it easier to identify wrongdoing or strangers in your neighborhood.
- **Watch the Noise:** Realize that not everyone is on your schedule. That means that while you may be up and raring to go with the leaf blower, the night nurse next door might just be bunkering down. Above and beyond legal restrictions, a basic rule of thumb is to keep volumes low before 9 a.m. and after 9 p.m.

- **Celebrate Smartly:** Pave the way for a smooth celebration by following a few basic recommendations. Alert your nearest neighbors a few days early as to the date and time you plan your celebration. Abide by noise ordinances during the party and make sure your guests park legally and that they don't constrict traffic by parking on both sides of the street; that can lead to a crisis situation if you or any of your neighbors need emergency assistance and emergency vehicles cannot navigate the street. Finally, be sure to clean up after yourself and your guests and in the unfortunate event of any damage done by you or any of your guests to a neighboring property—be sure to replace, repair, or pay for it.
- **Light with Care:** Illuminated neighborhoods increase security and serve as deterrents to prowlers. However, be sure your floodlights don't flood out your neighbors' privacy and that other outdoor lights don't cause glare for drivers. If your home exterior is currently poorly lit, it is a prime hiding spot for prowlers or others who are up to trouble.
- **Be Responsible with Pets:** Get in the habit of leashing and curbing your dog and of course picking up after it. Make sure your pets are up to date on vaccinations and get professional training for your dog if it acts aggressively when going for a walk or if it barks excessively. Additionally, realize that a roaming cat is a menace to a neighborhood because it can soil sandboxes, attack birds and small mammals that may be welcome in your neighbors' outdoor wildlife habitats, contract rabies from nocturnal animals such as opossums and raccoons, and increase feral populations.

Okay, so now you're a great neighbor; what if everyone around you isn't?

First, try talking with your neighbor—a cup of coffee, a stroll around the block, or a friendly chat accompanied by a sack of garden-fresh vegetables can work wonders. Chances are your neighbor had no idea their dog's barking was driving you crazy. If all those avenues fail, contact the respective department on the City of Sioux Falls "**Who to Contact**" in **Appendix A** to address your problem.

## **REGISTER WITH YOUR NEIGHBORHOOD AND PRESERVATION PLANNER**

Your neighborhood is encouraged to officially register with your Neighborhood and Preservation Planner. Registration will ensure that your organization is listed on the City of Sioux Falls' web page and receives valuable information about neighborhood resources, grant opportunities, capacity building, and technical assistance opportunities.

Please complete the **Neighborhood Registration Form at Appendix H** of this guidebook and return by mail or email to:

Diane deKoeper, Neighborhood and Preservation Planner  
 Planning and Development Services  
 231 North Dakota Avenue  
 P.O. Box 7402  
 Sioux Falls, SD 57117-7402  
 Office: 605-367-8889  
 Email: [diane.dekoeper@siouxfalls.gov](mailto:diane.dekoeper@siouxfalls.gov)

## APPENDIX A: WHO TO CONTACT



605-367-8000

for information on concerns not listed below

**POST ON YOUR REFRIGERATOR  
FOR QUICK REFERENCE**

*Emergencies, call 9-1-1*

# WHO TO CONTACT

## with your concerns or questions

### **Animal Control Questions, General Information | 605-367-7000**

- Stray animals
- Barking dogs
- Nuisance wild animals (skunks, opossums, bats in the house, etc.)

### **City Attorney | 605-367-8880**

- Uncorrected violations

### **Code Compliance Officer | 605-367-8613**

### **Emerald Ash Borer Information**

- Helpline Center at 2-1-1

### **EMERGENCIES | 9-1-1**

- Police and Fire

### **Engineering | 605-367-8601**

- Sidewalk and curb hazards
- Sidewalk specifications
- Drainage issues

### **Environmental + Household Hazardous Waste | 605-367-8276**

- Recycling of residential electronics
- Disposal/recycling of household chemicals and waste
- General recycling questions/requirements
- Home Healthcare Needle Disposal Program
- Storm water discharges

### **Fire Non-Emergencies | 605-367-8093**

- Illegal burning
- Free smoke alarms

### **Health | 605-367-8760**

- Garbage accumulations
- Vehicle parts
- Rubbish and waste material
- Unlicensed or inoperable vehicles/trailers on private property
- Yard waste

### **Health | 605-367-8760**

- Animal waste
- Litter
- Graffiti

### **Housing Repairs (Income-Based) 605-367-8180**

- Owner occupied homes
- Mobile homes
- Rental housing properties
- Housing Programs

### **Housing Rights and Retention 605-367-HOME (4663)**

- Landlord-tenant rights education
- Fair Housing Awareness
- Housing crisis referral and retention

### **Human Relations | 605-367-8745**

- Discrimination complaints
- Non-discrimination/anti-harassment training

### **Landfill | 605-367-8162**

- Garbage can lids and can placement
- Garbage removal requirements
- Waste removal companies
- Leaf and tree drop off/yard waste

### **Lawn Watering Schedule 605-373-6971**

- Watering violations, schedule

### **Mosquito Control | 605-367-8284 605-367-8799 (after hours)**

- Stagnant water/mosquito breeding sites

### **Neighborhoods | 605-367-8889**

### **Parking Citations | 605-367-8170**

- Citation payments, questions, or concerns
- Parking permits

### **Parks and Recreation | 605-367-8222**

- Low hanging branches over streets and sidewalks
- Approved street tree list
- Dead trees

### **Police Non-Emergencies | 605-367-7000**

- Vehicles and trailers parked on the street
- Vandalism

### **Pothole Hotline | 605-367-8002**

### **Property Maintenance | 605-978-6900**

- Dilapidated housing conditions/property maintenance
- Sidewalk snow removal/complaints
- Grass and weeds (taller than 8 inches)
- Noxious weeds
- Improper parking of vehicles/trailers

### **Street Light Outage | 605-373-6979**

### **Streets | 605-367-8255**

- Street hazards
- Snow removal (snow gates)

### **Zoning Enforcement | 605-367-8254**

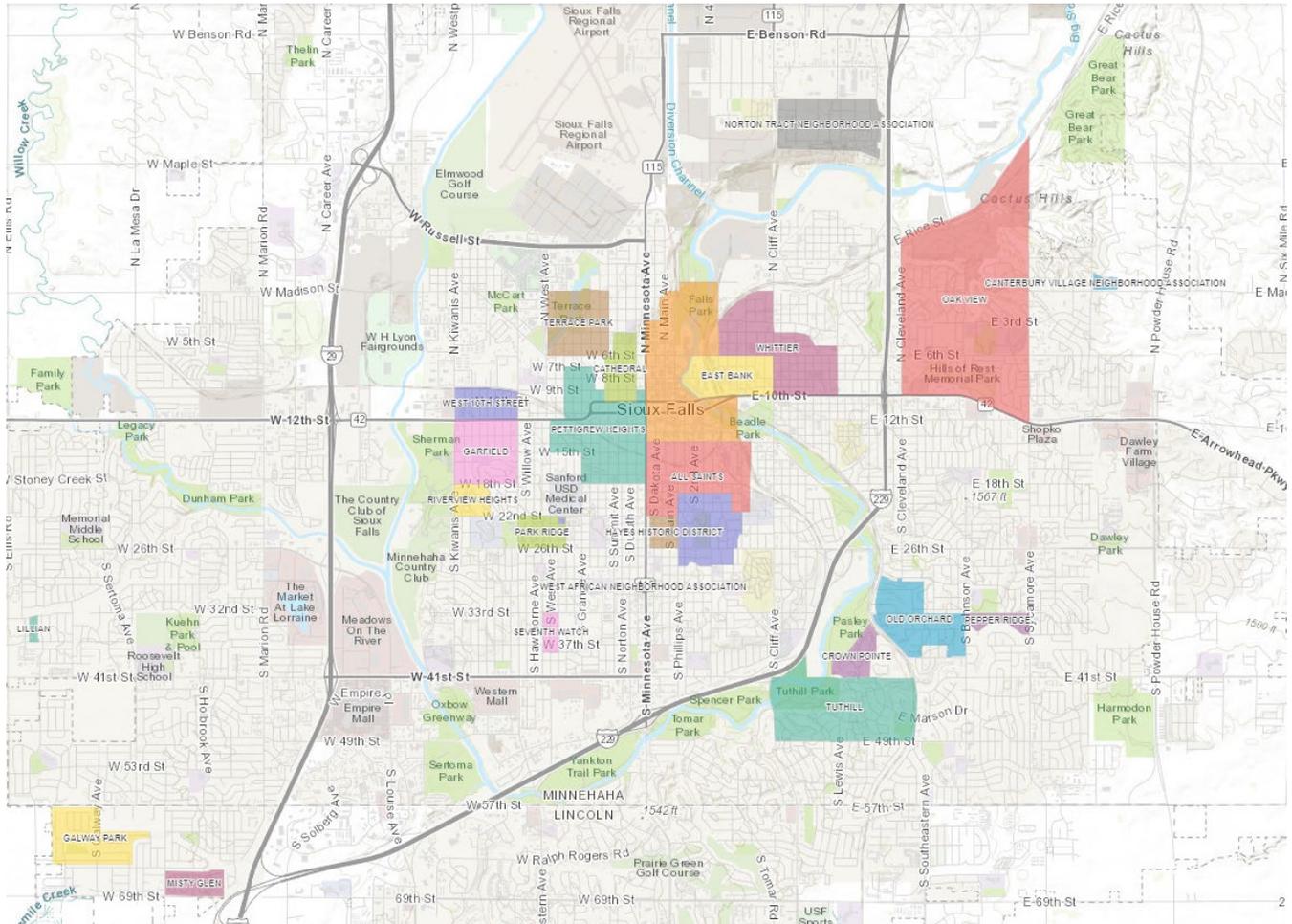
- Building and land use
- Property signs/private fences



## APPENDIX B: ACTIVE NEIGHBORHOODS MAP

For more information on how to get involved with active neighborhoods identified below, contact your Neighborhood and Preservation Planner.

Map from <https://siouxfalls.gov/planning-dev/planning/neighborhoods>



## APPENDIX C: SAMPLE OF FIRST MEETING INVITATION

As you begin the process of starting a neighborhood, you will want to set up an organizational meeting of neighbors to go over the group's goals and expectations. The City's Neighborhood and Preservation Planner is available to attend this meeting if you so desire, to explain the benefits of becoming a registered neighborhood, as well as answer any questions your neighbors may have about the neighborhood program or City services in general. Following is a sample letter you might use to invite neighbors to this meeting:

[date]

Dear [Name of Neighborhood] Neighbor:

The purpose of this letter is to invite you to attend a neighborhood informational meeting on [date of meeting] at [a public place to ensure everyone feels comfortable] from [time of meeting].

The purpose of this meeting is to hear about the City of Sioux Falls' neighborhood and community resources and to see if we would like to form our own neighborhood. This would be a voluntary group of neighbors who seek to preserve the strengths of our neighborhood, build a sense of community, and address any problems or issues that may arise. Everyone is welcome and encouraged to participate. The organization would be representative of the [ X ] number of households in the area between [streets which make up the boundary of the neighborhood].

Please join us on [date of the meeting] to meet your neighbors, hear about the [name of Neighborhood] neighborhood and community resources, and determine where we would like to go from here.

If you have any questions about this informational meeting, please contact [neighborhood contact for the meeting]. If you have any questions about the City of Sioux Falls' involvement in neighborhoods, please call the Planning and Development Services office at 605-367-8889.

I hope to see you on [date of the meeting].

Sincerely,

[Name of neighborhood contact]

## **APPENDIX D: SAMPLE MEDIA RELEASE**

Address it to a particular person (neighborhood news or public affairs editor). Always follow up to ensure the announcement was received and to find out if the editor or reporter has any questions.

FOR IMMEDIATE RELEASE

Contact: Jane Doe, 901-555-7777

Nesmith Neighborhood Wins Battle to Preserve Church

September 17, 2012—Members of the Nesmith Neighborhood are celebrating the victory won after a six-month battle to keep the abandoned Zion Lutheran Church from being demolished. The Zion Lutheran Church, once an anchor in the neighborhood, has recently been placed on the City's list of historic buildings. Neighborhood groups hope to turn the building into a community resource for art programs for the neighborhood.

Neighbors and interested citizens are invited to an open house to discuss the future of the Zion Lutheran Church to be held on Saturday, October 14, 2012, in the theater foyer, 445 North Franklin Street.

—END—

## **APPENDIX E: SAMPLE MEETING AGENDA**

**Nesmith Neighborhood  
Monday, May 21, 2012  
Franklin Youth Center  
6:30 p.m.  
Meeting Agenda**

- I. Welcome**
- II. Status of Bills and Payments**
  - None
- III. Nesmith Partnership Programming**
  - Bellevue House Report
    - Bancroft House Neighborhood Happenings and Newsletter
    - Tool Lending Library Update
  - Franklin Youth Center Report)
    - Franklin Youth Center—Neighborhood Happenings
    - Landscape Makeover Project
  - Habitat for Humanity Neighborhood Revitalization
    - 2012 Project Focus
  - City Community Development Report
    - PHN Rental Rehab Program Details & Update
  - Bahnson Community Garden Report
    - Status Update
- IV. Other Business and Discussion Items?**
- V. Future Meetings of Interest?**
  - Fridays—NNA Potluck, 6–9 p.m. at Zion Lutheran Church
- VI. Adjournment**

*Next Meeting: Monday, July 16, 2012, 6:30 p.m. at the Franklin Youth Center*

## **APPENDIX F: SAMPLE BYLAWS OF A NEIGHBORHOOD**

The following shall be known as the bylaws of The Commons Neighborhood (TCN). The bylaws are the rules of self-government of the neighborhood. These bylaws are the set of rules by which the neighborhood operates on a daily basis, votes, and settles disputes that may arise from time to time and they are binding on all those members associated with this neighborhood. If the bylaws are found to be inconsistent with state law, then state law will override.

### **Article I**

#### **Section 1: Name**

The name of this organization shall be The Commons Neighborhood.

#### **Section 2: Purpose**

The purpose of the neighborhood is to improve the quality of life in the neighborhood in matters of land use, environmental protection, public services, consumer protection, preservation of the historic and unique character of the community, to provide support in other matters of neighborhood concern, and to promote and participate in the civic life of the city.

#### **Section 3: Objectives**

Objectives of this neighborhood are to:

1. Represent and advance the interests of residents in the neighborhood.
2. Keep all residents informed of issues vital to the neighborhood by appropriate communications and meetings.
3. Establish standing committees to investigate and make recommendations to the neighborhood on all matters of neighborhood concern.
4. Seek the improvement of dwellings by residents and absentee property owners.
5. Establish mutual protection and safety.
6. Improve safety of the streets through better traffic control.
7. Facilitate the education of residents regarding available options relating to homeownership, zoning, rights, etc.
8. Work toward development and preservation of neutral green spaces, parks, trees, landscaping, and general land use management.
9. Develop, adopt, and monitor a neighborhood plan, including an inventory of land uses and facilities.

## **Article II**

### ***Section 1: Boundaries and Applicability***

Boundaries are defined as East Shelby Drive to the north, Greens of Irene Golf Course to the west, Midwest Summer Commons to the south, and Quartzite Street to the east. These bylaws and each provision shall be applicable to all lots with voluntary homeowners, as defined within the boundaries identified in bylaws.

## **Article III**

The following sections of this Article III shall apply to membership in the neighborhood.

### ***Section 1: Eligibility***

Membership in the neighborhood is voluntary and shall be open to the owner or owners of a lot, who have become such in compliance with all of the requirements and conditions contained in the bylaws, shall be entitled to attend and vote at all meetings of the neighborhood.

### ***Section 2: Voting Rights***

Each member as defined by the neighborhood's bylaws shall be entitled to one (1) vote at all meetings of the neighborhood.

## **Article IV**

### ***Section 1: Place of Meeting***

Meetings of the membership shall be held at the principal office or place of business of the neighborhood or at such other suitable place convenient to the membership as may be designated by the board of directors.

### ***Section 2: Annual Meetings***

The annual meeting of the members of the neighborhood shall be held at 7 p.m. on the third Thursday of July, each year, beginning the year after the first conveyance of common areas to the neighborhood. At such meeting, there shall be elected by the members a board of directors.

### ***Section 3: Special Meetings***

It shall be the duty of the president to call a special meeting of the members as directed by resolution of the board of directors or upon a petition signed by members representing at least twenty-five percent (25%) of the total number of votes outstanding having been presented to the secretary. The notice of any special meeting shall state the time and place of such meeting and the purpose thereof. No business shall be transacted at a special meeting except as stated.

### ***Section 4: Notice of Meeting***

It shall be the duty of the secretary to send a notice of each annual or special meeting, stating the purpose thereof as well as the time and place where it is to be held, to each

member of record, at their address as it appears on such record as their last known place of address, at least ten (10) days but not more than ninety (90) days prior to such meeting. Service may also be accomplished by the hand delivery of any such notice to the members at their last known address by deposit in the member's box or slot for the United States Postal Service. Notice by either such method shall be considered as notice served. Attendance by a member at any meeting of the members shall be a waiver of notice by him of the time, place, and purpose thereof.

### ***Section 5: Quorum***

The presence, either in person or by proxy, of members representing at least fifteen percent (15%) of the total votes entitled to be cast with respect to any question, shall be requisite for, and shall constitute a quorum for the transaction of business at all meetings of members. If the number of members at a meeting drops below the quorum and the question of a lack of a quorum is raised, no business may thereafter be transacted. At least three (3) members from the executive board must be present.

### ***Section 6: Adjourned Meetings***

If any meeting of members cannot be organized because a quorum has not attended, the members who are present, either in person or by proxy, may, except as otherwise provided by law, adjourn the meeting to a time not less than forty-eight (48) hours from the time the original meeting was called.

### ***Section 7: Voting***

At every meeting of the members, each of the members shall have the right to cast his vote on each question. The vote of members representing a fifty-one percent (51%) majority of the total votes entitled to be cast shall decide any question brought before such meeting, unless the question is one upon which, be express provision of a statute or of the charter, or of these bylaws, a different vote is required, in which case such express provision shall govern and control. No members shall be eligible to vote, either in person or by proxy, or to be elected to the board of directors, who is shown on the books or management accounts of the neighborhood to be more than thirty (30) days delinquent in any payment due the neighborhood.

### ***Section 8: Proxies***

Any member may appoint any other member or any other person permitted by law or by these bylaws as their proxy. In no event may any member cast more than one (1) vote by proxy in addition to their own vote. Any proxy must be in writing and must comply with all requirements imposed by law or by these bylaws.

***Section 9:*** Whenever the vote of members at a meeting thereof is required or permitted to take any action in accordance with any statute, or these bylaws, such meeting and vote may be dispensed with if all members who would have been entitled to vote upon such action consent in writing to such actions being taken.

## APPENDIX G: SAMPLE MEETING MINUTES

**[Name of Neighborhood]**

**Meeting:** [DATE]

Meeting was called to order at 7 p.m. at the Oak View Library Meeting Room C. Quorum was established.

**Attendees Present:**

President Robert Williams, Secretary Nolan Wilson, Vice President Katrina Jones, Treasurer Claire Thomas, Neighborhood Attorney Benz & Biller, Neighborhood Manager Jerry Anderson.

**Absent:**

Jim Johnson, member excused.

**Approval of Minutes:**

Motion to approve minutes from June 1 board meeting.

**Vote:**

Unanimous approval.

**Resolved:**

The minutes of the January 9, 2005, meeting are approved as corrected and entered into the neighborhood records.

**Reports:**

1. Treasurer's report given by Claire Thomas.
2. Management report given by Jerry Anderson.
3. Collections report given by legal firm Liège & Johansson.

Written reports presented and maintained in the neighborhood's records.

**Business:**

**Motion:** Hire Big Splash Pools, resurface pool for \$26,000.

**Vote:** Motion disapproved—one in favor, two opposed, one abstaining.

**Motion:** Accept Lawrence's Landscaping Company's written proposal (maintained in the neighborhood's records) to maintain the neighborhood's common property, subject to the neighborhood's attorney's review of the contract.

**Vote:** Motion approved—three in favor, one opposed. Discussion of recognition that Lawrence’s Landscaping was the highest bidder, but the consensus is that a good history with the company, justifying renewing the contract.

**Resolved:** That the neighborhood accepts Lawrence’s Landscaping written proposal to maintain the neighborhood’s common property, subject to the neighborhood attorney’s review of contract.

Meeting adjourned at 8:30 p.m.

# APPENDIX H: NEIGHBORHOOD REGISTRATION FORM



## City of Sioux Falls Neighborhood Registration Form

By registering with the City of Sioux Falls, your neighborhood will receive valuable information from various City departments, such as the Mayor's Office, Zoning, and Planning. If your neighborhood would prefer someone other than the president to receive this information, please indicate the person on this form. **PLEASE PRINT ALL INFORMATION.**

Date Information Provided: \_\_\_\_\_

**Neighborhood Name** \_\_\_\_\_

### Neighborhood Boundaries:

North: \_\_\_\_\_ South: \_\_\_\_\_  
East: \_\_\_\_\_ West: \_\_\_\_\_

If your neighborhood is not rectangular, please describe the bounding streets (or rivers, parks, railroads, etc.) in clockwise order starting at the north, or trace the boundaries on a copy of a local street map and submit it with this form.

### Mailing Address:

Street/P.O.B.: \_\_\_\_\_  
Zip Code: \_\_\_\_\_ Phone: \_\_\_\_\_  
Web Address: \_\_\_\_\_  
Email: \_\_\_\_\_

### Names and Addresses of Committed Members of the Neighborhood:

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Address: \_\_\_\_\_ Zip: \_\_\_\_\_  
Daytime No.: \_\_\_\_\_ Evening No.: \_\_\_\_\_  
Email: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Address: \_\_\_\_\_ Zip: \_\_\_\_\_  
Daytime No.: \_\_\_\_\_ Evening No.: \_\_\_\_\_  
Email: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Address: \_\_\_\_\_ Zip: \_\_\_\_\_  
Daytime No.: \_\_\_\_\_ Evening No.: \_\_\_\_\_  
Email: \_\_\_\_\_

**Neighborhood Information:**

What are your neighborhood's top three goals for the year? \_\_\_\_\_  
\_\_\_\_\_

How many people currently belong to your neighborhood? \_\_\_\_\_

When was the neighborhood founded? \_\_\_\_\_

Regular meeting (time/day/location): \_\_\_\_\_

**Newsletter:**

If the neighborhood has a newsletter, when is it published (monthly, quarterly, other)? \_\_\_\_\_

Who is the primary contact person for the newsletter?

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

When is the publication deadline? \_\_\_\_\_

As a public service, the City of Sioux Falls maintains a listing of neighborhood presidents on the City's website. Please indicate what information you would like listed on the website and if you want the link to be accessible from the neighborhood page. Please check one of the following:

- List the president's name, email address, and contact number.
- List the president's name and email address only.
- List the president's name only.
- Please do not include any of our information on the website.

**Additional Information or Comments:**

How can the City of Sioux Falls assist you and your neighbors?

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Mail completed forms to Diane deKoeyer, Planning and Development Services, 231 North Dakota Avenue, P.O. Box 7402, Sioux Falls, SD 57117-7402, or submit by email. Please email questions or comments to [diane.dekoeyer@siouxfalls.gov](mailto:diane.dekoeyer@siouxfalls.gov)