



Neighborhood Association Tool Kit

A Guide for Milwaukee Neighborhood Associations



Alderman Jim Bohl, 5th District

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Neighborhood Association Tool Kit



What is a neighborhood association and what does it do?

A neighborhood association is a group of residents who meet regularly to accomplish goals in their neighborhood. The association may include homeowners and renters, apartment residents, business owners, school and church officials, and members of nonprofit organizations. Depending on the goals of the group, meetings may be held twice a year, once a quarter, or every month.

Neighborhood associations help represent neighborhood residents to elected officials, identify challenges and problems in the neighborhood, support change and improvement efforts, help resolve conflicts, provide volunteers for community projects, and find and get resources to make the neighborhood a better place to live.

It's important to identify some of your goals before you ask others to form a neighborhood association. Goals for improving your neighborhood may include:

- helping neighbors get to know each other by holding social events.
- making physical improvements such as installing traffic control and community signs.
- holding regular neighborhood clean-ups.
- forming a Block Watch to reduce crime.
- organizing to share opinions with representatives of government.
- organizing to rectify neighborhood disturbances or deal with problem properties.



How to organize a neighborhood clean-up: Nine easy steps

Select a clean-up date and time:
Saturdays between 8 a.m. and noon are best. Schedule a date at least four weeks in advance.

Reserve weekend drop-box (dumpster): Call the city's Sanitation Division at least 3 weeks in advance at 286-3345 to reserve a drop-box. Have a delivery location ready before you call.

Obtain cleanup materials: Call Keep Greater Milwaukee Beautiful at least 3 weeks in advance at 272-5462 to obtain complimentary gloves and bags.

Need additional volunteers?: Contact neighborhood schools and/or churches, businesses, and civic groups (scouts) for additional assistance. Solicit area businesses for donations of food or drink or items/gift certificates for door prizes.

Organize neighborhood volunteers: Distribute flyers notifying neighbors of the event. Assign association members. Make follow-up calls or visit neighbors to solidify volunteer base.

Designate a location for meeting and layout a plan for where to take your cleanup.

The Clean-up: Divide targeted clean-up area into smaller plots & assign teams with maps into designated areas. Designate drop areas where filled litter bags may be left for collection.

Plan for refreshments: Have water and other refreshments for the volunteers.

Celebrate your success: Organize a neighborhood follow-up party to celebrate, socialize and plan for future events.



How to form a neighborhood association

1. Start with a core group

Start your neighborhood association by finding a core group of people who agree to meet regularly. Ask some neighbors you already know. Then knock on the doors of some you don't know and explain why you want to form a neighborhood association. When you find five to ten people who are interested schedule a meeting at someone's house, or at a school, church or other central location. It's a good idea to set up the meeting quickly, before people lose interest.

Each member of the neighborhood association should:

- Try to attend every meeting.
- Act for the benefit of the group.
- Use agreed-upon procedures at meetings.
- Be polite and make constructive comments.
- Treat other members with respect.
- Discuss issues and concerns, not personalities.
- Accept group decisions after a vote has been taken.
- Stick to the agenda.



2. Set the neighborhood boundaries

It's important to determine the boundaries of your neighborhood association. Boundaries might be roads, natural features such as a creek or river, residences within a certain distance of a school, or houses built in a certain type of style. You might want to look at a city map and take a tour of the neighborhood to help you set the boundaries. Call the Department of City Development at **286-5729** to see if your boundaries include any existing neighborhood associations: you may want to merge groups or work as partners on common problems. You may also obtain neighborhood information directly by logging on to the City's web site at www.milwaukee.gov/gis and clicking on Map Milwaukee. After you enter the site, you can click on neighborhoods under Property Zoning Data.

To obtain more information about your neighborhood, including crime statistics and other neighborhood groups, go to www.city.milwaukee.gov and click on the live and work icon.



3. Identifying and Reporting Problems

One of the primary functions of a community group is to identify and remedy neighborhood problems.

Staying on top of neighborhood concerns is vital to the quality of life in our neighborhoods. Abandoned or unlicensed autos, loose or improperly stored garbage, and discarded appliances that sit out for weeks at a time in your neighborhood is not only unsightly, it may also pose potential health and safety risks. Furthermore, small problems that are not remedied in a timely manner may lead to larger concerns in the future.

One suggested method for addressing neighborhood concerns is to develop a neighborhood plan. A neighborhood plan will help your association make decisions and take action. First, conduct a neighborhood inventory. An inventory is a collection of facts about the neighborhood including information on residents, area businesses, churches and schools. You can obtain information from the City of Milwaukee's COMPASS Project site, from the City of Milwaukee website (see last page of the "TOOL KIT" for additional information on these sites) or from the U.S. Census Bureau.

After you have gathered information by conducting a neighborhood inventory, identify a few neighborhood problems, concerns or desires. Problems can be identified by hosting a meeting where neighbors can share their concerns. Problems and concerns typically addressed by neighborhood associations may include crime, physical improvements, traffic control, problem properties, preserving unique features of the neighborhood, zoning or a desire for residents to get to know each other better.

The plan should include:

- The reasons the association was formed.
- Principles that will guide the association's actions.
- Guidelines for when members will meet.
- How meetings will be conducted.
- The goals of the association.
- An action plan for accomplishing the goals.

Once your group has established a plan or inventory of concerns, you will need to know the proper avenue for carrying it out.

Before turning over individual property concerns to governmental entities, use your association to contact property or business owner(s) and ask for their support in rectifying the problem. Many associations will provide an offer of volunteer assistance for larger tasks or for those not able bodied or with limited means. Associations should consider establishing a P.O. Box through the U.S. Postal Service to avoid anger directed at one person or another. If it has been established that concerns cannot be rectified at the neighborhood level, it will be necessary to contact the appropriate governmental entities for assistance.

Frequent communication with your area's public officials, including your alderman, county supervisor, or Police District Captain is vital because these people are able to respond quickly to the needs of the community. The old adage that the "squeaky wheel gets the grease" is still true today.

However, knowing how and where to access the proper resources to remedy problems can be a daunting task. To assist with this process, the Milwaukee Common Council has compiled a helpful telephone directory called the **Call for Action** handbook. This handy directory includes hundreds of telephone numbers for city services by specific problems. The back pages also contain important county, state, and federal numbers.

While you do not need to be part of a neighborhood group to request copies of this directory, neighborhood associations can provide a valuable asset to their resident members by proactively working to ensure that residents not only identify potential problems or needs for service, but that they know where and how to report them.

4. Establish committees

Neighborhood associations work best when the work is divided among members who sit on committees. The core group should define the goals and objectives of the committees and decide the rules members will follow. The goals of the association will help determine what kind and how many committees to create.

Examples of committees	Possible duties
Bylaws Committee	<ul style="list-style-type: none"> ▪ Determine how association will conduct meetings and votes. ▪ Make decisions to resolve disagreements among members about procedures.
Crime Reduction Committee	<ul style="list-style-type: none"> ▪ Work with the Police Department to educate residents about crime prevention. ▪ Help organize Block Watch programs.
Finance Committee	<ul style="list-style-type: none"> ▪ Keep track of the association budget. ▪ Conduct fundraising for the association.
Neighborhood Development Committee	<ul style="list-style-type: none"> ▪ Work with the city and nonprofit organizations on programs to encourage business development in the neighborhood.
Neighborhood Improvement Committee	<ul style="list-style-type: none"> ▪ Organize Neighborhood clean-ups. ▪ Work with the city on ordinance enforcement. ▪ Organize tree plantings and landscaping projects. ▪ Promote ongoing cleanliness efforts through an "Adopt a Block" program. ▪ Work with owners to rectify concerns at problem properties.
Publicity Committee	<ul style="list-style-type: none"> ▪ Inform people in the neighborhood of events and share information. ▪ Inform and remind members of meeting dates and locations, and provide transportation to those who may need it.

Nash Park Neighborhood Action Plan

Problem	
Rising burglary rate and overall crime	
Committee and goal	Crime Prevention Committee. Goal: reduce burglary rate and overall crime.
Resources and Strategies	<p>Resources: Police Department, COMPASS Project and Milwaukee Police Department websites.</p> <p>Strategies:</p> <ol style="list-style-type: none"> 1. Work to encourage the installation of motion sensor lights and timers. 2. Form Block Watch groups for every block. Have them operating within three months. 3. Have at least two residents from each block attend Police Department Block Watch captain's meetings and report back to the group. 4. Ensure residents have proper numbers to call to report crimes and encourage them to report all crimes and suspicious activities. 5. Monitor COMPASS and the Police Department's web site for crime updates. (www.milwaukee.gov/compass) 6. Work with other neighborhood groups on National Night Out events.
Problem	
Need to reduce blight and graffiti	
Committee and goal	Neighborhood Beautification Committee. Goal: improve appearance of neighborhood properties and public areas.
Resources and Strategies	<p>Resources: Neighbors willing to help with clean up.</p> <p>Strategies:</p> <ol style="list-style-type: none"> 1. Report all instances of graffiti promptly to city's Anti-graffiti hotline. 2. Obtain and disseminate information to homeowners on where to contact the city for special pick-ups, etc. 3. Hold a neighborhood clean-up within six months. 4. Identify problem properties and correspond with the owners. Set up neighborhood volunteers to provide assistance to those needing help. Work with DNS for those not rectifying problems. 5. Initiate an "Adopt a Block" Program.
Problem	
Traffic problems near German Immersion School	
Committee and goal	Traffic Committee. Goal: make intersections near German Immersion School safer.
Resources and Strategies	<p>Resources: Local Alderman; City Department of Public Works -traffic engineer; Milwaukee Police Department, Safety Commissioner.</p> <p>Strategies:</p> <ol style="list-style-type: none"> 1. Discuss with local Alderman concerns over speeding traffic on 82nd Street. 2. Have city traffic engineer study traffic and speeds near school. 3. Explore possibility of flashing school walk lights being installed. 4. Work with Safety Commission to obtain traffic "speed board" to be placed in area.



How to hold meetings

Plan the meeting

People will be more likely to attend meetings if they are organized, brief and useful, and in a convenient location. Set the time, date and location by consulting with the core group of members. Plan the meeting to last no longer than one hour.

Pick a place that is centrally located and familiar to your neighbors such as a home, school, church or public building, then remind them of the time and date by phone, email, letter or flier. Before the meeting begins, arrange the tables and chairs and place any handouts near the entrance of the room. Be sure to test any equipment such as projectors or computers before the meeting starts.

Parliamentary procedures

Parliamentary procedures are rules for conducting meetings. Small groups may choose to operate informally and not use them. Large groups will find them very helpful, though. These procedures are used to maintain order, ensure equal treatment for everyone, and accomplish business efficiently. (Most groups typically will utilize "Robert's Rules of Order" for meeting purposes. Paperback versions of "Robert's Rules" can be found at most book stores.)

Officers

To use parliamentary procedures, the group will need at least a few elected officers. **They are:**

Chair

The chair is the presiding officer at the meeting. Meetings are controlled by the chair. It is the responsibility of the chair to use parliamentary procedures, treat everyone fairly, keep the meeting moving and ensure that all items on the agenda are addressed. Anyone who wishes to speak at a meeting must be recognized by the chair. To get the chair's attention, a member raises a hand and says "Mr. or Madam Chair."

Vice Chair

Serves as alternate to the chair in presiding at meetings. Also serves on the association executive committee.

Treasurer

The treasurer handles finances, keeps financial records and prepares budget and financial reports. The treasurer also maintains the tax exempt number and coordinates tax statement preparation for 501(c)(3) organizations.

Secretary

The secretary is responsible for keeping clear and accurate records of meetings, including the minutes of the meeting. The secretary also maintains the roster of members, stores a copy of the neighborhood plan and bylaws and handles correspondence.



Here are some terms and actions that are part of parliamentary procedures:

Motion

A motion is a proposal that meeting participants take an action or consider a subject. Only one motion may be considered or acted upon at a time. To make a motion, say "I move that..."

Seconding a motion

Seconding a motion means that someone other than the person who made the motion wants the whole group to consider it. The person who seconds a motion does not have to support the motion; they just want the group to consider it. "I second."

Stating the motion

After a motion is made and seconded, the chair formally places it before the group by saying, "It is moved and seconded that _____. Is there any discussion?" When debate stops the chair repeats the motion and takes the vote. After the vote, the chair states the result of the vote.

Withdrawing a motion

Before a motion has been stated by the chair, it can be withdrawn or modified by the member.

Motion to reconsider

Unwise action can be corrected through the motion to reconsider that is made by someone who voted on the winning side.

Voice vote

The chair says, "All those in favor say 'aye' (yes); (pause for vote). Those opposed say 'no.'"

Majority-vote

Means the side with the most votes wins. The count is based on the members who are present at the meeting and participating in the vote.

Tie vote

When there are an equal number of votes on both sides, the motion is defeated.

The agenda

All meetings should have an agenda. The agenda lists what will happen at the meeting, including committee reports and any business that needs to be discussed. Here is a typical agenda:

1. Call to order

The chair calls the meeting to order and makes brief opening remarks.

2. Reading/approval of the minutes

The secretary keeps minutes of all the meetings. The secretary reads the minutes of the last meeting and asks, "Are there any corrections to the minutes?" A motion is then needed for approval of the minutes.

3. Reports of officers

The treasurer and other officers deliver association business reports. No motion is needed for adoption of the treasurer's report unless it is audited. After each of the reports, the chair asks, "Are there any questions or observations?" If not, the reports are filed.

4. Reports of committees

Committee chairs give their reports. No motion is needed for adoption of committee reports unless recommendations for association action are made. After reports, the chair asks, "Are there any questions or discussion in regard to this committee report? If not, the report will be filed." Appreciation may be expressed to the committee.

Bryant Heights Neighborhood Association

Meeting Agenda
March 8, 2016 • 7-8 pm

1. Introductions
2. Minutes of the previous meeting
3. Officer reports
 - a) Treasurer
 - b) Membership
 - c) Business outreach
 - d) Block Watch captains
4. Guests
 - a) John Givens,
Milwaukee County Recreation Department.
5. Old business
 - a) Illegal dumping in alley update
 - b) Proposition 301 Block Watch grants
 - c) Daytime burglaries
6. New Business
 - a) Tree planting program
 - b) Nominations for officers
 - c) Election of new officers
7. Open floor for member discussion
8. Adjourn

**Next meeting: August 7, 2016, at 7 pm.
At Marsha Smith's house, 5651 N. 86th St.**



5. Committee recommendations for action

Motions are usually made by the chair and seconded by a committee member. Each motion is discussed and disposed of before another motion may be proposed. The chair states, "The committee recommends that the association (take a particular action). Is there any discussion?" One way to keep a meeting moving forward is to limit the amount of time that can be spent on debate to five or 10 minutes.

6. Unfinished and new business

Unfinished business from the last meeting is brought to the floor for action. The chair asks, "Is there any unfinished business?" After discussion and action, the chair asks, "Is there any business to discuss?"

7. Announcements

Persons making announcements should be seated up front. The chair asks "Are there any announcements?"

8. Adjournment

The chair automatically adjourns a meeting unless there is any business that cannot be finished at that meeting. Then a motion for adjournment must be made and seconded. The chair says, "If there is no further business, the meeting will stand adjourned."

Bryant Heights Neighborhood Association

Minutes for March 8, 2016

REPORTS

Treasurer: We added \$35 to our account, bringing our total to \$324.23. No expenses were recorded.

Membership: Tim Lewis announced that 8 welcome wagon packets were delivered in June to new residents.

Business: The Association for Northwest Advancement has established an alliance between residents and businesses in our area. A major grocery store chain will be locating in the old shopping mall; the developer has expressed an interest in working with the neighborhood to address our concerns.

Housing/maintenance: Lisa Smith announced that the Housing Committee helped three elderly homeowners clean up their yards over the weekend. Another three homes will be done in August; please see Lisa if you can help.

Block Watch: All has been quiet this summer. The Block Watch meetings are held every third Monday of the month.

GUESTS

John Givens of the Milwaukee County Recreation Department talked about changes occurring in the parks system and how hours are being scaled back at some of the pools. He encouraged us to work with Sup. Smith to obtain new tot lot equipment at Bryant Park. Members voted to table the issue until more money can be raised.

OLD BUSINESS

An arrest has been made for illegal dumping in the alley behind 88th and Silver Spring. The police say there has been a big decrease in illegal dumping since the arrest and said it was a Block Watch member who made the call that led to the arrest. Two Block Watch grants were submitted for areas within our boundaries thanks to the Block Watch Captains who helped collect information and write the applications. Daytime burglaries continue to be a problem and you are reminded to make sure your doors and windows are locked when you leave for work. We will be meeting with Police District Four Community Liaison officer Rebecca Babich at Bryant School on September 10 at 7 p.m.

NEW BUSINESS

Everyone is invited to come to the park for the GAIN event in October, 7 p.m., for free hot dogs and soda and to meet your neighbors. Greening Milwaukee has given us 50 trees and a planting weekend has been set August 11th. Please volunteer to help plant these beautiful trees!

Nominations for 2016/2017 officers were as follows: President - Ran Vegas and Beatty White; Vice President- Zachariah Abraham, Trey Kiel and Samantha Sooner; Treasurer - Bob Smillie; and Secretary - Terry Ruggels, Kevin Kilgore, and George Age. Elections followed the nominations and the new officers are:

President:	Beatty White
Vice President:	Trey Kiel
Treasurer:	Bob Smillie
Secretary:	George Age

Next meeting is scheduled for August 7, 2016 at 7pm.



Publicity

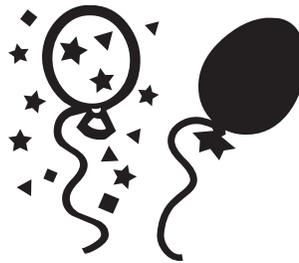
Communication is very important to the success of your association. Sharing information is a great way to build a sense of community in your neighborhood, get new people to join your association, and enlist support for your events and programs.

Here are some ways to get the word out:

- Publish a neighborhood association newsletter 4-12 times a year. Team-up with a nearby association to share the cost and work.
- Set up an email tree to report sensitive information and events.
- Announce your meetings and events in weekly area newspapers, and in schools, church and club newsletters.
- Distribute fliers door-to-door.
- Distribute a neighborhood survey (and the results) by email, phone or door to door.
- Ask permission to place notices, posters or fliers in laundromats, libraries, supermarkets, restaurants, local businesses, and waiting rooms in nearby dentist and doctor's offices.
- Work with the Department of Public Works for approval to hang banners on major boulevard light poles.
- Offer to be a speaker to business groups, service clubs, schools and churches.
- Send letters.
- Set up a telephone tree.
- Use social media sites like Facebook or Nextdoor to establish neighborhood pages where information on the association and neighborhood can be freely shared. (It may be necessary to establish and uphold guidelines for the free access sharing of information on these pages).

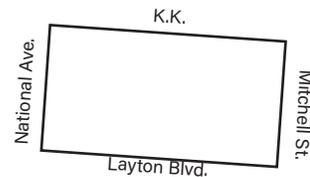


You are invited to a free... Community Picnic



- Help us beautify our neighborhood!
- Meet your neighbors.
- Hear latest crime info from the Police Dept.

If you live within the boundaries of K.K. to Layton Blvd. and National Ave. to Mitchell St. you are invited to attend a free community picnic!



Saturday, May 19
11 a.m. - 1 p.m.
Mitchell Park
524 S. Layton Blvd.

For more information, Call 278-3777

HOSTED BY THE SOUTH SIDE ORGANIZING COMMITTEE



Finances

Does every neighborhood association need a treasurer's report and a bank account?

It depends on how active the association is, what its goals are, and how much money, if any, it collects. Every association that collects or distributes money should have a treasurer's report. Whether you need a bank account depends on how much money is involved.

Report for the Month of April

Date	Activity Description	Check #	Receipts	Cash Flow			Expenditures					
			Donations/ Fundraising	Received	Paid Out	Balance	Office Supplies	Printing	Crime Prevention	Clean-up	Publicity	Misc.
4/1/15	Beginning Balance					\$1347.86						
4/5/15	Sally Smith (locker keys)	1022			\$5.10	\$1342.76						\$5.10
4/5/15	Bob Hoyt (donuts for meeting)	1023			\$10.03	\$1332.73					\$10.03	
4/5/15	Terry Carr (binoculars)	1024			\$20.00	\$1312.73					\$133.63	
4/5/15	Voided Check	1025			\$0.00	\$1312.73						
4/15/15	Cherry Carr (newsletter copies)	1026			\$231.05	\$1081.68		\$111.38			\$119.67	
4/15/15	Store-it locker rental: 1 mo. \$10.00 + one-time fee \$20.83	1027			\$30.83	\$1050.85						\$30.83
4/20/15	Cherry Carr (newsletter copies)	1028			\$246.33	\$804.52		\$246.33				
4/20/15	Deposit: Newsletter Ad Sales		\$305.00	\$305.00		\$1109.52						
4/24/15	Store-it locker rental	1029			\$10.00	\$1099.52						
5/31/15	Apr bank maint. fee				\$10.00	\$1089.52						\$10.00
			\$305.00					\$357.71			\$236.33	\$45.93
5/31/15	Ending Balance					\$1089.52						

Bank accounts

New associations probably do not need a bank account. Intermediate associations with stable or growing membership and bigger goals may benefit from having a personal or corporate checking or savings account. Advanced neighborhood associations may benefit from a bank account and may want to file for 501(c)(3) status as a charitable organization.

Personal account or corporate account?

An association can open a bank account with a member's personal Social Security number, or with a tax identification number obtained from the IRS. If the association uses a member's Social Security number, the person whose number is used is liable for paying taxes on the interest income reported by the bank to the

IRS. Also, if there is ever a lien against the account holder's assets, the money in the account can be assessed.

Types of accounts

All bank accounts open to individuals are also open to neighborhood associations. Banks usually charge lower fees on checking accounts that maintain a minimum balance, so checking accounts are good for associations that need to make frequent, but not large, withdrawals to pay for expenses. Savings accounts are good for associations that don't need to make withdrawals very often; some also have limited check-writing privileges. Banks may waive service charges to organizations that provide a necessary public service.

To open an account with an organization tax identification number, you must provide the bank a copy of your charter or bylaws. All signatures to the charter must be present for the account opening with two forms of I.D. or have their signature notarized. Most banks will require a minimum deposit. You should call your bank of choice before going in to open the account to be sure your bank has no additional charges.

After you have provided the bank with documentation, the bank will provide a card with wording for a resolution to authorize the bank account. The resolution must be adopted by members of the neighborhood association or—in the case of a 501(c)(3)—the board of the charitable organization.



501 (c)(3) Status

Benefits and disadvantages

Larger, well-organized groups may want to apply for status as a charitable organization, also known as a 501(c)(3).

Benefits

- Qualify for grants from government agencies.
- Qualify for grants from private foundations.
- Provide tax deductions for your donors' gifts.
- Receive tax exemptions from federal, state, local, income, property, sales and excise taxes.
- Provide legal protections for the association's directors and officers.

Disadvantages

- Must keep detailed financial records.
- Required to prepare and file an annual report or other periodic report with the state.
- Must make financial records available to organizations or individuals that contribute funds to the association.
- Association must not engage in political activities such as campaigning, lobbying, or support of specific candidates for office.

To apply for recognition by the IRS of exempt status as a 501(c)(3) charitable organization, use IRS Package 1023, Application for Recognition of Exemption. The application must be complete and accompanied by the appropriate user fee. The organization should also request an employer identification number using Form SS-4, Application for Employer Identification Number, even if the organization does not have any employees.

Go to www.irs.gov/formspubs/index.html to access forms.



Leadership: Finding and Maintaining it

Part of the job of a neighborhood organizer is to identify and develop neighborhood leaders. People in leadership positions are responsible for coordinating the activities of a group, including activities designed to help the group achieve its goals and those to help members stay together and feel good about working together.

It is important for leaders to involve all group members in the decision-making process and to be sure everyone is heard before the group votes on an action or makes a decision. The qualities of good leaders include flexibility, the desire to listen and consider the opinions of others, the ability to clearly state goals and expectations, and a willingness to acknowledge the contributions and achievements of other people.

The task of recruiting and developing leaders should be an ongoing activity for all members of the neighborhood association. Sometimes leaders are reluctant to share authority or delegate responsibility, but that hurts the group in the long run; eventually these leaders may burn out and no one will be available to replace them. Part of being a good leader is helping others to grow into leadership roles as well.

Develop leaders	Avoid leader burnout
Search for many potential leaders, not just one or two.	Delegate responsibility: match members' personal needs with the needs of the group.
Encourage people to switch tasks and discover their strengths.	Break big jobs into small parts and assign to different people.
Remind members to be open to change: bring in new members and leaders.	Encourage teenagers to get involved in association activities.
Encourage people to communicate in a positive and productive manner.	Focus on goals and achievements, not personalities.

When members disagree

Neighborhood associations, like any group of people, can run into problems with personality conflicts, burnout and leadership issues. When problems occur, encourage open and respectful discussion among association members. One way to avoid conflict is for association leaders to invest time in consensus building before key votes are taken.

Consensus building

Consensus building is a process in which groups of people who disagree are encouraged to share information and negotiate to reach the goals of the association. Each member of the group should be asked for their opinion and each should be willing to accept less than everything they want in order to help the group move toward its goal. A majority vote does not represent a consensus. Instead, the most acceptable alternative for all members should be offered and explained; this approach requires members to be flexible and willing to accept less than everything they might want.

Managing conflict

Some people try to avoid dealing with conflict because it makes them uncomfortable—and some people try to approach conflict as if they were in a battle, determined to win. But it's best to address conflict immediately so it won't damage personal relationships or the association, and many disagreements can be resolved with negotiation. Disagreements among association members can be an opportunity for growth, change and new understanding.

Tips for handling conflict

- Talk directly to one another, face-to-face. Direct conversation is more effective than sending a letter or complaining to someone else.
- Choose the right time to talk. Find a neutral place where you can both talk undisturbed for as long as it takes. Approach the other person and ask if you can set a convenient time to talk.
- Think about what you want to say ahead of time. State the problem, how it makes you feel, and offer a solution. Don't blame or interpret others' behaviors.
- Don't blame or call names. If you make the other person angry, they are less likely to be calm with you.
- Listen to the other person. Give them a chance to tell their side of the story completely. Although you may not agree with what is being said, show that you are listening by saying that you hear what they are saying and are glad that you are discussing the problem together.
- Negotiate a solution. Ask, "What can we do to improve the situation for both of us?" or "What can we do to resolve our differences?"
- Check back with each other. Ask the other person, "Is this working for you?"



Additional Community Resources

There are a number of additional resources available to help the creation and capacity building of neighborhood associations in Milwaukee. Among these resources are:

The Nonprofit Center of Milwaukee www.nonprofitcentermilwaukee.org

Located at 2819 W. Highland Blvd, the Nonprofit Center of Milwaukee provides tools and training to area nonprofit agencies. Building on the resources of trained staff and professionals from business, government and the nonprofit sector, The Nonprofit Center provides training and assistance in board training & development, data & demographic analysis, fundraising & development, marketing & communication and strategic planning, among other areas.

City of Milwaukee E-Notify www.milwaukee.gov/enotify

Sign up to receive email and text alert notices for activities in your area such as reported crime activity, parking restrictions during snow emergencies, recycling pickup dates, and Aldermanic news.

The City of Milwaukee Dept. of Neighborhood Services www.milwaukee.gov/dns

DNS offers a multitude of online services including code compliance forms, graffiti removal, noise complaints and nuisance complaints.

The Milwaukee COMPASS Project

COMPASS, located on the City of Milwaukee's web site at www.milwaukee.gov/compass, is short for Community Mapping, Planning and Analysis for Safety Strategies. It is a federally funded initiative that aims to build and support collaborative efforts to build strong neighborhoods. COMPASS provides tracking and mapping of crime, safety, property and other miscellaneous data to assist community collaboration and problem solving. COMPASS also provides links to various government, community/non-profit, business, education and faith-based partners.

One Call For City Services (286-CITY)

This number can connect you with 21 departments, 8,800 employees and 100s of city services, ranging from building permits to parking permission to library hours to garbage pick-up.

Milwaukee Police Department

Each police district station has an assigned community liaison officer whose job is to work with neighborhood & business associations and assist block watches in the district.

- District 1, 749 W. State St.....935-7213
- District 2, 245 W. Lincoln Ave. 935-7222

- District 3, 2333 N. 49th St. 935-7233
- District 4, 6929 W. Silver Spring Dr..... 935-7243
- District 5, 2920 N. 4th St..... 935-7252
- District 6, 3006 S. 27th St. 935-7262
- District 7, 3626 W. Fond du Lac Ave. 935-7272



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