



Albany Neighborhood Academy

Neighborhood Specialists: Ken Louzier, Lisa Rodriguez, Maribel Rodriguez and Shneecka Alexander

Sarah Kampf, Director

Neighborhood Services Dept Overview

The Neighborhood Services Department was created in 2022 to more efficiently interact with city residents, allow the city in having a greater presence in the neighborhoods and streamline public facing services.

- **One-stop-shop model** streamlines services and connects residents, businesses, and organizations to city resources.
- **Active community engagement**, averaging 60+ events annually, including neighborhood meetings, park walks, and public presentations.
- **Efficient customer service** with a fully integrated phone system and walk-in center handling ~150 calls and 60 visitors daily. Located at 200 Henry Johnson Blvd.
- **Front office team** trained in building permit processing, call triaging, and managing internal departmental relationships to maintain positive response times.
- **See Click Fix** the cities primary point of contact for residents to make direct reports for issues in their local community by submitting a ticket online or on the app (AlbanyWorks4U)

What does a Specialist do?

- Specialists are your direct line to city services. Each specialist is attached to a handful of neighborhoods. They do their best to keep their fingers on the pulse in the neighborhoods to not only tackle the needs of specific residents but also neighborhood wide issues. Below is a list of ways they can help additionally but non exhaustive.
 - If the city lacks resources for your issue or it falls under another jurisdiction they will help you get connected to state/county resources or a local non profit who can assist
 - Work with neighborhoods as a whole to tackle larger issues and help bring city resources together to find a resolution if possible
 - Are a public presence in their neighborhoods by attending community events, neighborhood association meetings, city events or even just walking around the neighborhoods. You'll find your specialist out and about to help
 - Facilitate and help put on community events such as neighborhood clean ups, code walks, and more.





Zone 2
Shneecka Alexander



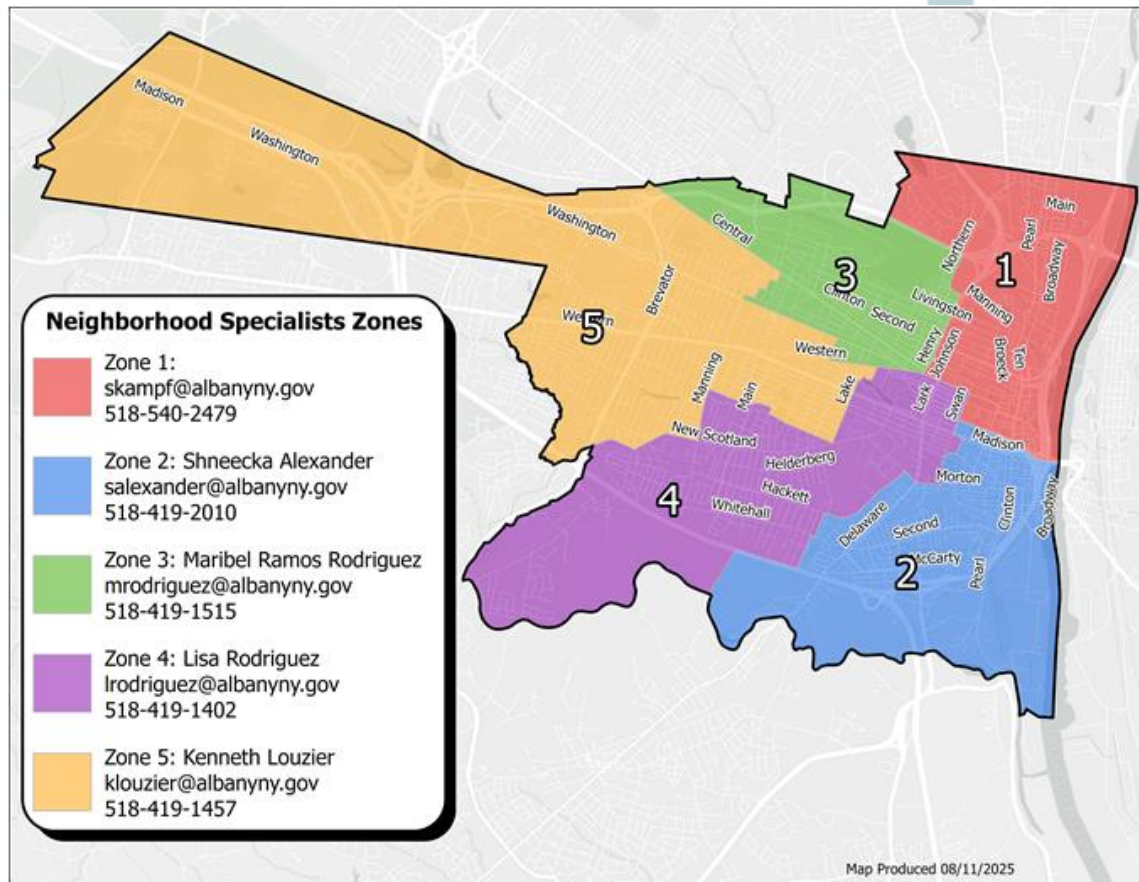
Zone 3
Maribel Ramos Rodriguez



Zone 4
Lisa Rodriguez

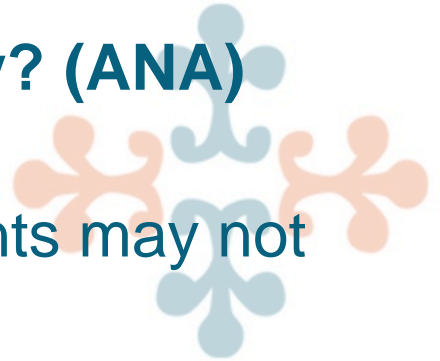


Zone 5
Ken Louzier



What is the Albany Neighborhood Academy? (ANA)

- There are issues across the city that residents may not know how to resolve.
- The ANA has been created to try and help with these issues by creating sessions where city depts and local nonprofits/community groups can educate residents in a friendly setting about how they can be well informed citizens.



What is the Albany Neighborhood Academy? (ANA)

- The Neighborhood Academy will be a reoccurring program designed to help residents better understand City services, their responsibilities as community members and opportunities to engage with neighbors and local organizations. Each session will include presentations on key topics and time for Q&A and community updates.
- The information we use is collected via
 - Specialists attending neighborhood groups and meeting with neighbors
 - Our Neighborhood survey (QR code to the right)
 - Our Resident request form on our website





DGS Presentation

Frank Zeoli

Executive Deputy Commissioner
Department of General Services



PROPERTY MAINTENANCE

Neighborhood Academy



Agenda

- Introduction
- Lawn Maintenance
- Hedges and Trees
- Gardens
- Litter and Debris
- Trash and Recycling Storage
- Trash & Recycling Collection

Introduction

Frank Zeoli, Executive Deputy Commissioner
Department of General Services

313-5.51

All property owners or persons owning, occupying or otherwise having control of property within the City of Albany shall at all times maintain that property and the adjoining public ways free of litter and debris, excessive accumulation of animal waste, water and other hazards.

Appropriate ground cover shall be properly established and maintained. Heavy undergrowth, weeds and/or overgrowth of plant material which are noxious or detrimental to the public health, safety and welfare shall be



Lawn Maintenance



Overgrown Lawn



As a general guideline, it is expected that the grass on the property should be at a *height no more than 10 inches high*.

There are many reasons for keeping the grass of the property at an acceptable length:

- **Pest Habitat** - *Tall grass provides shelter and breeding grounds for pests such as mosquitoes, ticks, and rodents.*
- **Safety Hazard** - *Tall grass can conceal potential safety hazards such as rocks, tree roots, or uneven terrain, increasing the risk of trips and falls.*
- **Fire Risk**—Dry, overgrown grass can become fuel for wildfires. Trimming grass reduces the risk of fire spreading *and helps protect property.*
- **Reduced aesthetic appeal** – *Tall, unkempt grass can detract from the appearance of a lawn or landscape, making it look untidy and neglected.*

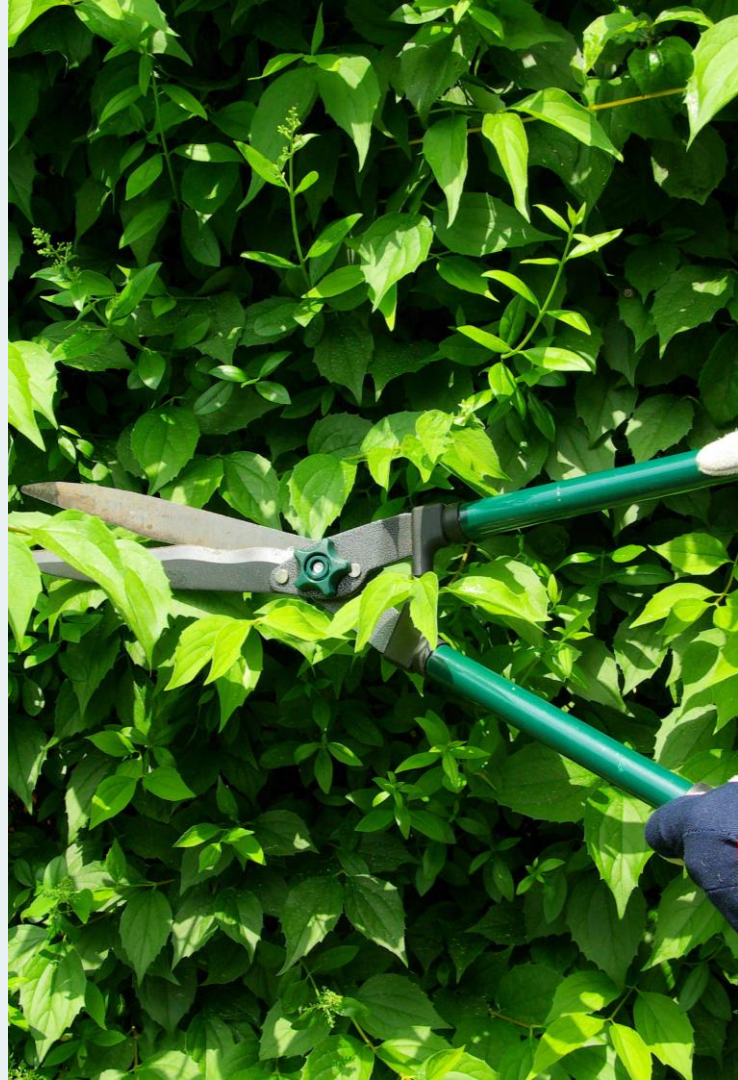
Overgrown Weeds

You must keep your property free of overgrown weeds. Keeping your property free of overgrown weeds is necessary for the following reasons:

- **Better Air Quality** – *Some weeds can release pollen and other airborne allergens, worsening air quality.*
- **Prevent Plant Competition** – *Weeds compete with more desirable plants for nutrients, water, and sunlight.*
- **Unsightly Appearance**– *Your neighbors don't want to look at your property like this. Would You?*



Hedge and Tree Maintenance



Overgrown Hedges



- **Sidewalk Obstructions -** *Overgrown bushes can obstruct walkways and driveways. This can make sidewalks non-ADA accessible.*
- **Property Damage—**Overgrown bushes can damage *your property* by rubbing against walls, windows, and siding.
- **Health of Hedges-** *Overgrown bushes and hedges may suffer from poor air circulation and sunlight exposure, leading to increased susceptibility to diseases, pests, and fungal infections.*

Tree Maintenance

- **Private trees vs. Public Tree Responsibility:** *When in doubt, call DGS to determine whose tree it is.*
- **Branches hanging over your property line-** *If your neighbor's tree branch overhangs your property line, you are welcome to cut it back.*
- **Tree Code Enforcement-** *If you believe your neighbor's tree is dead, you can have the arborist inspect it.*
- **Tree Wells-** *It is the property owner's responsibility to maintain the tree wells in front of their properties*



Gardens



Gardens



- **Native and Pollinator Gardens**—*The City of Albany allows native and pollinator gardens. However, they must be maintained. They have to be real pollinator gardens, not an excuse not to mow your lawn.*
- **Gardens in City Right of Way**—While planting in the city right of way is discouraged, it is allowed. However, it must be well-maintained and not obstruct sidewalks, fire hydrants, or *ADA ramps*.

Litter and Debris



Litter and Debris



Litter and debris generally refer to any unwanted or discarded material that is improperly disposed of and can be found in the backyard, front yard, or alleyway of a property within the City of Albany. Below are some examples:

- ***Plastic Waste*** - plastic bottles, bags, wrappers, straws, and packaging materials.
- ***Paper Waste*** - Discarded newspapers, magazines, flyers, and cardboard boxes.
- ***Food Waste*** - Leftover food, food packaging, and containers can accumulate as litter.
- ***Excess Cigarette Butts***- These are one of the most common forms of litter and are made of non-biodegradable materials like cellulose acetate
- ***Animal Waste***- *It is the responsibility of the pet owners to pick up after their pets.*

So What Happens if I don't Comply....

Complaint

Inspection

Notice of Violation Is Issued.

10 Days to Correct

Second Inspection

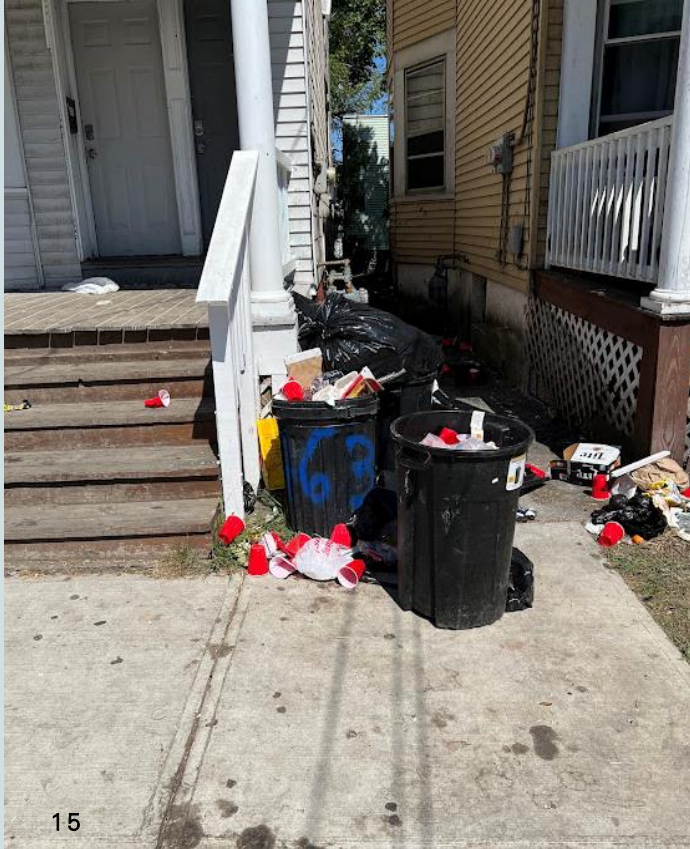
Clean the Property

Property Owner Receives Bill (cost of cleanup) & Fine (up to \$1,000)

Trash Storage



Trash & Recycling Storage



- ***Storage***—Trash and recycling containers should be stored out of public view. Trash must also be containerized before being placed outside.
- ***Placement for Collection***—Trash should be placed curbside for collection after 4:30 p.m. the day before your collection day.
- ***Trash Can regulations***-Trash cans must be 50 gallons or less.

Trash & Recycling Curbside Collection

RESIDENTIAL CURBSIDE COLLECTION

The purpose of Albany's waste collection and recycling program is to collect normal weekly generated household trash and recycling from residential properties with 4 or less units. Excessive quantities of trash may be subject to a bill and fine. Excessive amounts of trash is defined as anything not manageable by 1 person, unable to be loaded into a collection vehicle and takes laborers more than 4 trips between the pile and the vehicle. Trash should be placed curbside, prior to 12:01a.m. on the scheduled collection day but not before 4:30 pm of the prior day.

NOTE: Trash cans are not permitted to be stored in public view.

All garbage should be containerized using heavy-duty plastic bags and/or metal or plastic containers. Metal or plastic garbage containers shall have a maximum volume of 50 gallons and be fitted with a lid. If you wish to dispose of a broken or damaged garbage container please label "CONTAINER BROKEN, PLEASE DISPOSE. "

BULK TRASH (e.g. household furniture, mattresses and toilets) may also be placed at the curb in limited quantities. Please call the Department of General Services at (518) 434-CITY (2489) at least 24 hours prior to your collection day to inform them of these items.

NOTE: Please call during normal business hours (M-F 7am to 5pm).

Trash & Recycling Placed Curbside

- ***Yard waste***- Please put your yard waste in biodegradable bags and place the bags curbside on your designated collection day
- ***Mattress*** – Mattress must be wrapped prior to placement at the curb. Any mattresses placed curbside that are not wrapped will be subject to a fine. Mattress Bags are available free of charge from DGS, Neighborhood Services and the Treasurers Office.

RESIDENTIAL CONSTRUCTION DEBRIS

Construction debris can be collected under the following circumstances:

1. Materials are neatly containerized in metal or plastic garbage cans or tied in bundles. Debris must be manageable by one (1) person.
2. Loading the debris into the collection vehicles should take laborers no more than four (4) trips between the debris piles and the vehicle.
3. Building debris should be placed curbside no more than two (2) times per month on your scheduled collection day.

So What Happens if I don't Comply....

Complaint

Inspection

No Notice of Violation is issued

Collect Trash Curbside in Violation

Property Owner Receives Bill (cost of cleanup) & Fine (up to \$1,000)



Department of General Services

518-427-7480

generalservices@albany.ny.gov

www.albany.ny.gov

Thank You

Looking Toward Future Topics

- Based off those results we found that one of the most desired topics to cover was lawn maintenance
- Other topics that garnered a lot of attention that will be covered in the future include
 - Codes
 - Public Safety
 - Traffic (Design, enforcement, engineering, etc)
 - Community Events
 - Housing/Homeownership
 - Vacant Buildings



ANA Moving Forward

- We need your feedback and suggestions for topics!
 - Take a moment and fill out a sticky note in the back to let us know topics you'd like to cover in the future
- Please let your specialist know what you would like to see and know more about.
- Talk to your neighbors, tell them of the ANA and empower them to reach out about what they would like to see moving forward.



Neighborhood Survey



City of Albany Employment



Neighborhood Newsletter

