

**METRO GOVERNMENT—DEPARTMENT
OF CODES & BUILDING SAFETY**



**PROPERTY STANDARDS FOR METRO NASHVILLE
AND DAVIDSON COUNTY**

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This work booklet is designed to assist citizens in maintaining and improving their neighborhoods, protecting their health, safety and property values.

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Department of Codes & Building Safety

HOW TO BE A BETTER NEIGHBOR

A CITIZENS' GUIDE TO METRO SERVICES



IN THIS EDITION

- ◆ Updated Neighborhood List
- ◆ Expanded Agency Contacts Information
- ◆ Revised Telephone Listing

**Metropolitan Government of Nashville and
Davidson County**

FALL 2008/ SPRING 2009



Table of Contents ● ● ● ● ● ● ● ● ● ●

● 10 Things You Need to Know About Codes	11
● Abandoned Vehicles	9
● BOLO Program	40
● Brush and Leaf Collection	36
● Building Permits	17
● Citizen Police Academy	40
● Codes Administration	4
● Community Support Services	13
● Crime Prevention Programs	39
● Crime Stoppers	41
● Dead Animal Collection	37
● Drainage and Sewers	37
● Farm Animals	18
● Garbage Collection	32
● Graffiti	8
● Historical Commission	20
● Household Hazardous Waste	35
● Household Recycling	34
● Housing - Dilapidated Structures	5
● Housing - Yard Area	8
● Inoperable / Unlicensed Vehicles	9
● Mayor's Office of Neighborhoods	42
● Metropolitan Beautification Commission	30
● Metropolitan Council	44
● Metro Development & Housing Agency (MDHA)	24
● Metropolitan Phone List	46
● Metro Health Services	38



Metro Nashville and Davidson County

● Metropolitan Social Services	27
● Metropolitan Water Services (Storm Water)	37
● Neighborhood Watch Program	39
● NOTICE Program	13
● Operating a Business in a Residential Area	17
● Parking and Paving Requirements	10
● Parking on Sidewalk	10
● Permits & Zoning	17
● Planning & Re-Zoning	26
● Premises Identification	6
● Public Housing	25
● Public Works	31
● Recycling Convenience Centers	34
● Recycling Drop-off Sites	34
● Section 8 Rental Assistance	25
● Signs and Sign Permits	19
● Trailers & Watercraft	10
● Trash Collection	32
● Tree Removal Ordinance	8
● Vehicle Repair in a Residential Area	10
● Yard and Garage Sales	9



Department of Codes & Building Safety
Metropolitan Government of Nashville and Davidson County



INTRODUCTION

We all have different expectations of our neighbors. For some of us, a good neighbor is one who takes time for chats across the fence, or who helps with the chores when a neighbor is ill. For others, a good neighbor is one who leaves us alone.

Although we don't agree on all of the fine points of neighborliness, we do tend to agree on certain basic standards that allow residents to enjoy their homes and property, preserve peace and quiet in our neighborhoods, help maintain property values and prevent disputes among neighbors.

The people of Nashville have enacted these standards into law. Some of the "good neighbor ordinances" are described in this booklet.

Remember, when you follow these simple rules, you are not only obeying the law—you're being a good neighbor!



ADMINISTRATION

The Department of Codes & Building Safety is responsible for the interpretation, administration and enforcement of the Metro Building Code, Property Standards Code, Zoning Code, Plumbing, Electrical, Gas, and Mechanical Codes.

For more information about Metro Codes programs visit them on the web at www.nashville.gov/codes.



Site Inspection/Erosion Control	(615) 880-2420
Use and Occupancy Permits	(615) 880-2420
Water Quality/Storm Sewers/Creeks	(615) 880-2420
Stormwater Maintenance	(615) 880-3300
To Report Stormwater Problems	(615) 862-4600

Traffic Court Clerk

Ben West Bldg. (37201)	(615) 862-5219
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Traffic Violations Bureau

501 Great Circle Rd.,	(615) 862-5222
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Traffic Warrant Office

Ben West Bldg. (37201)	(615) 862-5211
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Trustee's Office

800 2nd Ave., N. (37201)	(615) 862-6330
Trustee: Charles Cardwell	(615) 862-6330
FAX line	(615) 862-6337
Collections Division	
Delinquent Real Property Tax	(615) 862-6140
Delinquent Personality Tax	(615) 862-6133

Water Services Department - Metro Water Services

Administrative Offices (1600 2nd Avenue North)	(615) 862-4505
Director: Scott Potter	(615) 862-4505
FAX line (Administration)	(615) 862-4929
Customer Service (1700 3rd Ave. No. 37208)	(615) 862-4600

**PROPERTY STANDARDS
HOUSING**

Dilapidated Structures: All buildings or structures (residential and non-residential) are now subject to the minimum maintenance standards outlined in the Property Standards Code (Chap 16.24). All are required to be in good general condition (interior and exterior) and maintained in a clean, safe and sanitary condition. For information, call 862-6590.

Minimum Standards For Dwellings (One and Two Family Units)

Emergency Egress

All bedrooms shall have at least one window that meets the following requirements:

- Minimum net clear opening height of 24"
- Minimum net clear width of 20"
- Minimum net clear opening of 4 square feet
- (Note: 20" x 24" opening does not provide 4 square feet of net clear opening)
- Maximum finished sill height of 44" above the finished floor

Any basement sleeping area or basement addition for sleeping area requires that an emergency escape window be installed in the basement.

Smoke Detectors

Smoke detectors are required on each floor (including basement), in each bedroom and in the hallway leading to the bedroom within 15 feet of bedroom doors. Hardwired detectors with battery backup are required in new construction.

When interior alterations, repairs or additions requiring a permit occur, or when one or more sleeping rooms are added or created in existing dwellings, the dwelling unit shall be provided with smoke alarms located as required for new construction.



Premise Identification

All buildings and structures within Davidson County shall have approved address numbers posted in accordance with the Metro Property Standards Code.

- Residential numbers shall be a minimum of 3" in size.
- Residences may have their numbers attached to the mailbox, if the mailbox is next to the street.
- Multi-family and commercial numbers shall be a minimum of 6" in size.
- All numbers are to be posted on a contrasting background and be plainly 'visible and legible' from the street.

For information, call 862-6590.

Exterior Property Areas:

Sanitation: All property must be kept in a safe, clean and sanitary condition. It's the occupant's responsibility to maintain a safe and sanitary condition.

Open Storage: It is a violation of the Property Standards Code to openly store the following:

- Inoperable, unlicensed or unregistered motor vehicles
- Appliances
- Metal
- Tires
- Debris—weeds, dead trees, trash garbage, etc
- Building material
- Rubbish
- Automotive parts

Fences: Fences must be constructed of the following materials:

- Woven wire or chain link
- Wrought iron
- Wood, vinyl, steel, or aluminum slats of no more than one inch by six inches in width hung vertically,



Metro Nashville Government

Administrative Offices (615) 862-8170

Sheriff (615) 862-8170

FACILITIES:

Criminal Justice Center (Inmate Information) (615) 862-8123

Correctional Work Center (615) 880-3864

Hill Detention Center (615) 862-8288

Social Services Department

25 Middleton Street (37210) (615) 862-6400

Director (615) 862-6400

General Information (615) 862-6400

FAX line (615) 862-6404

Intake and Assessment (615) 862-6458

Nutrition Program for the Elderly (615) 880-2292

Director

Volunteer Coordinator

FAX line for Elderly Programs (615) 880-2291

Homeless Services (615) 880-2526

Planning and Coordination (615) 862-6419

Family Support (615) 862-6432

Homemaker Program (615) 862-6480

Stormwater Division

(615) 862-4600

Assistant Director - Stormwater Division (615) 862-4510

Engineering/Permits (615) 862-4506

Flood Information (615) 862-6038



Public Defender's Office

1202 Stahlman Bldg. (37201)	(615) 862-5730
Public Defender	(615) 862-5730
FAX line	(615) 862-5736

Public Works Department

750 South 5th Street, Nashville TN 37206	
Director	(615) 862-8706
Administrative Office/Front Desk	(615) 862-8700
Administrative Office FAX line	(615) 862-8799
Customer Service	(615) 862-8750

Miscellaneous

Beautification and Environment Commission	(615) 862-8418
Brush Collection	(615) 880-1000
Curbside Recycling (Curby)	(615) 880-1000
Excavation Permits	(615) 862-8782
Parking Meter Repairs & Reserve Bags	(615) 862-8683
Parking Service & Request	(615) 862-8750
Public Information Officer/Media Liaison	(615) 880-2439
Street Closures/Temporary	(615) 862-8782
24-Hour Emergency Damage	(615) 862-8750

Register of Deeds

Gaylord Entertainment Center, Suite 501 (37203)	(615) 862-6790
Register	(615) 862-6790

Sheriff's Office

506 2nd Ave. N. (37201)	(615) 862-8170
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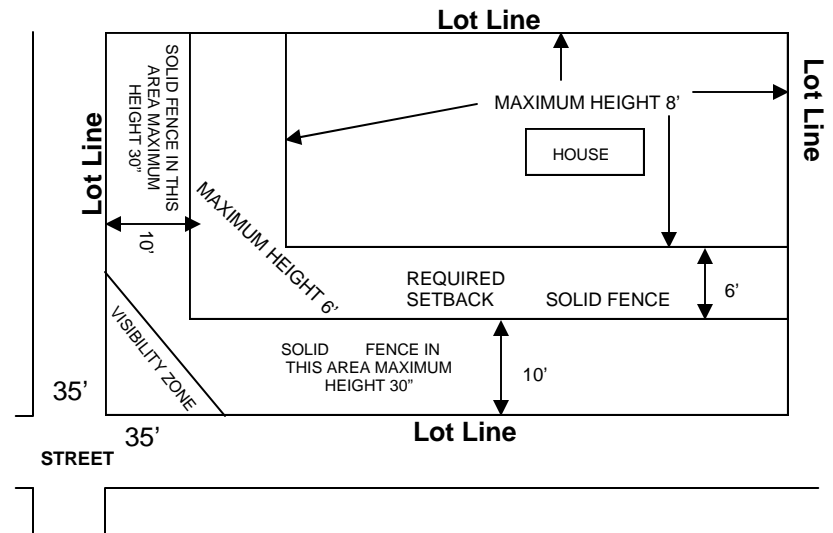
horizontally, or diagonally between steel, wood, or vinyl posts no further than ten feet apart;

- Masonry consisting of brick, concrete block, split-face block, dry-stack stones, or stones and mortar;
- Plastic or other synthetic material treated in a manner to maintain the fence in good structural condition and with an appearance that is aesthetically compatible with the type of fence it represents;
- Decorative-type split rail or dry-stack stone may be used for decorative fences.

Metal and Wood Fences:

Metal fences shall consist of materials manufactured and/or treated in a manner to prevent rust or corrosion. Wood fences shall be painted, stained or preserved in a manner to maintain the fence in good structural condition. All fences shall be maintained in a manner to preserve the structural integrity and appearance of the fence, including, but not limited to, the replacement of broken boards or sections and preventing paint from peeling.

Solid Fence Location Requirements





Vacant Buildings and Structures

All vacant buildings, structures and premises shall be maintained in a safe, clean, and sanitary condition to prevent blight and to protect the public health, safety and welfare.

Yard Areas

All exterior property and premises shall be maintained in a clean, safe and sanitary condition. Except as otherwise provided for in the Zoning Code, it is unlawful to utilize a premises for the open storage of any inoperable, unlicensed or unregistered motor vehicle, appliance, building material, rubbish, tires, automotive parts, junk, trash or debris. It is the responsibility of every owner or occupant to remove all such openly stored items upon notice from Metro Codes. For information call 862-6590.

Note: (1) Any property having **high grass and weeds** (12" or higher), (2) any **vacant lot** having high grass or weeds, trash, junk cars or debris, or (3) any **illegal dumping** should be referred to the Metropolitan Health Department at 862-5900.

Graffiti: The Property Standards Code states that it shall be the duty of the owner of any building to remove graffiti and restore the damaged exterior surface to an approved state of maintenance and repair. For information call, 862-6590.

Tree Removal Ordinance: It is unlawful to remove a "protected tree" without first obtaining a Tree Removal Permit. Protected trees are trees six (6) inches or more in diameter on any property other than a property platted for a 1 or 2 family residential development. Removal of protected trees may create the necessity for the planting of 'replacement trees' based on an acceptable tree plan provided at the time of issuance of a Tree Removal Permit. The tree removal penalty will be determined by the Environmental Court Judge. For more information call Urban Forestry at 862-6504.



Metro Nashville Government

Recreation:	(615) 862-8424
General Information	(615) 862-8400
Centennial Sportsplex	(615) 862-8480
Park Police	(615) 880-3429
FAX Line (Park Rangers)	(615) 880-3438
Greenways Commission	(615) 862-8400
Parthenon	(615) 862-8431
Tennis Center	(615) 862-8490
Two Rivers Mansion	(615) 885-1112
Warner Nature Center	(615) 352-6299
Wavepool	(615) 885-1052
Centennial Art Center	(615) 862-8442
Hamilton Creek Marina	(615) 862-8472
Picnic Reservations	(615) 862-8408
Golf Courses	(615) 862-8400
Community Centers	(615) 862-8424

Planning Commission

Metro Office Building 800 2nd Ave. S. (37210)	(615) 862-7150
Executive Director	(615) 862-7171

Police Department

Chief	(615) 862-7301
Deputy Chief - Administrative Services	(615) 880-1334
Emergency Communications Center (non-emergency)	(615) 862-8600
Information & Security (Police Headquarters)	(615) 862-7400



Housing Management: Jerry Seay, Director (615) 252-8460
 FAX line (Housing Management) (615) 254-6963
 Rental Assistance (Section 8): Pat Clark, Director (615) 252-6506
 FAX line (Rental Assistance) (615) 252-6614

Metropolitan Nashville Public Schools

2601 Bransford Ave. (37204) (615) 259-4636
 Director of Schools: Pedro E. Garcia, Ed.D.

Metropolitan Transit Authority (MTA)

130 Nestor Street (37210) (615) 862-5969
 Chief Executive Officer: Paul J. Ballard (615) 862-6262
 BUS SCHEDULES (615) 862-5950
 Customer Service (615) 862-5950
 AccessRide (615) 880-3970

Nashville Career Advancement Center

621 Mainstream Dr. (37228) (615) 862-8890
 Executive Director: Dr. Christine Bradley (615) 862-8890
 FAX line (615) 862-8910

Nashville Electric Service

1214 Church Street (37246) (615) 736-6900
 Customer Service (615) 736-6900
 All Other Calls (615) 747-3981

Parks & Recreation

Administrative Offices, Centennial Park Office (37201) (615) 862-8400
 Director (615) 862-8401



Yard and Garage Sales: A resident is allowed no more than two (2) yard/garage sales each year, for no more than three (3) days at a time. More than two (2) constitutes doing business in a residential area, which is not permitted. The purpose of a garage sale is to allow a property owner or tenant the opportunity to periodically dispose of unused or unwanted household items. One sign 6 square feet or less is permitted on the property to advertise the sales event. For more information, call 862-6590.

Consignment sales are strictly prohibited.

**PROPERTY STANDARDS
 VEHICLE REGULATIONS**



Inoperable/Unlicensed Vehicles:

Except as may be otherwise permitted by the Zoning Code, inoperable, unlicensed or unregistered motor vehicles shall not be openly parked, kept, or stored on any premises. Such vehicles must be repaired, licensed or stored in a garage or enclosure, or removed from the premises to comply with the Metro Property Standards Code. For information, call, 862-6590.

Abandoned Vehicles on Public Property: Vehicles may not be abandoned on public property. Abandoned vehicles on public property are defined by State and local law as:

- (1). Vehicles which are “more than 4 years old” and remain unattended on the public right-of-way for ten (10) days, or
- (2). Vehicles in an “obvious state of disrepair” which remain unattended on the public right-of-way for at least three (3) days.

Vehicles which have been abandoned on a “Vacant Lot” should be referred to the Metropolitan Health Department at 862-5900.



Vehicles which are abandoned on Interstate Highways should be referred to the Tennessee Highway Patrol at 741-3181. Vehicles which are 'illegally parked', 'stolen', or 'obstructing traffic' on highways, streets or roads should be referred to the Metropolitan Police Department at 862-8600.

Section 12.08.150 of the Metro Code of Laws provides that the Police Department may impound any vehicle when left parked in an alley, street, highway or thoroughfare for a period of 48 hours without current registration.

Parking Requirements for Residences: The Property Standards Code provides that vehicles parked at private residences **may not** be parked on the grass. Vehicles should be parked on a paved or graveled surface, not exceeding 25 percent of the lot area for a one or two family dwelling. For information call, 862-6590.

Parking on Sidewalks or in Yard: It is unlawful to park any vehicle on the sidewalk, utility strip or other area designated for pedestrian use. It is also unlawful to park a motor vehicle in the yard.

Repairing Vehicles in a Residential Area: Any home owner or tenant engaged in the business of repairing or stripping vehicles in a residential zone district is in violation of the Zoning Code. Only vehicles owned by persons residing on the premises may be repaired on the premises. If vehicles are unlicensed or inoperable they must be stored in a fully enclosed structure. For information call, 862-6590.

Trailers and watercraft: No trailer or watercraft located on Private single family or two-family residential property shall be stored in the front yard, but shall be stored on a paved or graveled driveway, or behind the front facade of the residential structure. For purposes of this subsection the following definitions shall apply: "Trailer" means every non-motorized vehicle drawn by a motor vehicle designed for carrying or transporting property. "Watercraft" means vessel used or capable of being used to transport persons on water, including motorized and non-motorized devices.



Metro Nashville Government

Mayor's Office of Emergency Management

2060 15th Avenue, South (37212) (615) 862-8530
 FAX line (615) 862-8534
 Director (615) 862-8530

Mayor's Office of Neighborhoods

107 Metro Courthouse (37201) (615) 862-6000
 Director (615) 862-6000
 FAX line (615) 862-6001

Metro Action Commission

1624 5th Ave., N. (37208)
 Executive Director (615) 862-8860
 FAX line (615) 862-8881

Metropolitan Clerk's Office

205 Metro Courthouse (37201) (615) 862-6770
 Metropolitan Clerk: Marilyn Swing (615) 862-6770
 FAX line (615) 862-6774

Metropolitan Development & Housing Agency (MDHA)

701 South 6th Street (37206) (615) 252-8400
 Applications for Housing (615) 252-8590
 Applications for Rental Assistance (Section 8) (615) 252-6500
 Executive Director (615) 252-8410
 Development Department, Acting Director (615) 252-8505



Human Relations Commission

Howard Office Bldg. (37210) (615) 880-3370
 Director: Kelvin Jones (615) 880-3370

Library, Public

Information - All Departments (615) 862-5800
 Director (615) 862-5760
 Metro Archives, 3801 Green Hills Village Drive (615) 862-5880
 FAX line (Archives) (615) 862-5883

Mayor's Office

107 Metro Courthouse (37201) (615) 862-6000
 Mayor's Office (615) 862-6000
 FAX line (615) 862-6040

Mayor's Office of Affordable Housing

100 Metropolitan Courthouse (37201) (615) 880-1891
 FAX line (615) 880-1893

Mayor's Office of Children and Youth

107 Metropolitan Courthouse (37201) (615) 862-6000
 FAX line (615) 880-1813

Mayor's Office of Economic & Community Development

222 3rd Ave. North, Suite 475 (37201) (615) 862-4700
 Director (615) 862-6021
 Director of Cultural Affairs (615) 862-4701
 Development Associate and Film Coordinator (615) 880-1827
 Director of Special Events (615) 862-6024
 Public Relations Associate (615) 862-6027



10 THINGS YOU NEED TO KNOW ABOUT CODES & BUILDING SAFETY

Who really wants to get a letter from the Code's man? I know I wouldn't, so we have compile a list of things you must know in order to avoid the dreaded Abate Notice as well as a few tips on what to do if you get one.

- ◆ **Number 10 - Call The Inspector.** If you receive an abate notice from Codes, call the inspector. Even if the violation is obvious and you know what to do and you plan to fix the problem within the time limit specified in your letter, it's always a good idea in environmental court because they did not understand what was required to comply with the abate notice.
- ◆ **Number 9 - Out of Sight Doesn't Mean It's Not a Violation.** A lot of folks think that their dead vehicle or junk is OK if it is hidden behind a privacy fence or covered up by a tarp or car cover. Remember, if it's a violation without the camouflage, it's a violation.
- ◆ **Number 8 - Trailers Are For Haul'in and Not Stor'in.** The rules concerning trailers have changed, but one thing has always been true. You can't use an open trailer to store trash, junk and debris. Some things are OK to keep on the trailer, like a functional motor vehicle or a riding lawn mower, but old paint cans, dead appliances, and trash are a no-no. And trailers that are in the front of the property must be parked on a hard surface.
- ◆ **Number 7 - If It's Bigger Than 10' X 10', Get a Permit.** If you plan to build a deck or storage building or any other structure larger than 100 square feet, you must first obtain a building permit. There are two very important reasons for this. First, structures larger than 10-square feet should be inspected to ensure they are constructed properly, lest they fall apart and cause serious injury or death. The second reason is to make sure the structure does not extend to your required front, side or rear setback or worse, having to demolish it and start over.
- ◆ **Number 6—Home is for living.** Unless you have a home



occupation permit that allows for limited use of a part of your home for a business, you can't operate a business on the residential property. If the customers have to come to you or you are doing auto repair on someone else's vehicle, then you are probably in violation of the zoning code. If you think you'd like to operate a business from your home, give the zoning department a call first to ask about a Home Occupation Permit.

- ◆ **Number 5 - If I Give It Gas, It's Got To Go.** Vehicle stored on private property must meet three conditions. The vehicle must operate, it must have a current metal license plate affixed to the vehicle and it must be parked on a hard surface (asphalt, concrete or gravel). Temporary tags are not sufficient, and the vehicle must be able to start and drive on the roadway under its own power.
- ◆ **Number 4 - Three's Company, Four or More Is Illegal.** The zoning code defines a family as individuals related by blood or marriage. There can be no more than three unrelated individuals or persons in a dwelling unit. No matter how large the structure may be the limit is three. The only exception to this is an approved care or rehabilitation facility. These must have State and local Fire Marshal approval. Everyone else must adhere to the three unrelated person rule.
- ◆ **Number 3 - But Our Deed Restriction Says...**Metro has no jurisdiction over restrictive covenants and other deed restrictions. If it's not in the Metropolitan Code of Laws, we can't enforce it. If your subdivision's covenants prohibit using the color pink as a house paint color, you have to take your neighbor to civil court to address that issue; Metro has no standing to enforce private covenants.
- ◆ **Number 2 - Grazing In The Grass Ain't Always A Gas.** Field of grass might be great in the country, in the city your grass can't be over 12 inches tall and the yard area can't be allowed to become overgrown with weed and other plant materials. If you want to use native vegetation to create a more natural setting, you will need to file a vegetation plan with the Metro Beautification Commission first. Otherwise, your natural landscape might be considered an overgrown landscape that could land you in environmental court.
- ◆ **Number 1 - Ugly Ain't In The Code.** We get lots of calls from neighbors who want to do something about the ugly

Metro Nashville Government

General Services Department

222 3rd Ave. N., Suite 350 (37201)	(615) 862-5050
Director	(615) 862-5050
Business Manager	(615) 880-2812
Financial Administrator	(615) 862-5055
Human Resources Coordinator	(615) 862-6686
Building Maintenance & Operations Division Manager	(615) 862-5050
Security Operations	(615) 862-5039
Communications Division - 41 Peabody Street (37210)	(615) 862-5111

Greater Nashville Area Regional Council

501 Union Street (37219)	(615) 862-8828
Executive Director	
Area Agency on Aging	

Health Department

311 23rd Ave., N. (37203)	(615) 340-5616
Director	(615) 340-5622
FAX line	(615) 340-5665
AIDS Hotline	(615) 340-5676
Animal Control	(615) 862-7928 Or 862-7929
Sanitation	(615) 340-5644
Supplemental Food Program	(615) 340-5623
Vector Control	(615) 340-5668

Historical Commission

Sunnyside at Sevier Park, 3000 Granny White Pike	(615) 862-7970
Executive Director	(615) 862-7970
Historic Zoning Commission	(615) 862-7970



Fire Department

500 2nd Ave., N. (37201)	
FAX line	(615) 862-5419
Director-Chief	(615) 862-5424
Administrative Service Division	(615) 862-5421
Emergency Medical Service Division	(615) 862-5350
Fire Marshal	(615) 862-5230
Fire Suppression Division	(615) 862-5422
Nashville Fireman's Credit Union	(615) 256-3850
Public Information Officer	(615) 880-2029

**Gaylord Entertainment Center
(Formerly Nashville Arena)**

501 Broadway, Nashville, TN 37203	(615) 770-2000
Senior VP & General Manager	(615) 770-2002
Assistant General Manager	(615) 770-2047
Office Manager	(615) 770-2001
FAX line	(615) 770-2010

General Hospital, Metropolitan Nashville

1818 Albion St. (37208)	(615) 341-4100
FAX line (Administration)	(615) 341-4493
Hospital Information (All Departments)	(615) 341-4000
Patient Information	(615) 341-4100



Metro Nashville Government

house in the neighborhood. Unfortunately, if what is wrong is just plain ugly, then there isn't anything we can do about it. Ugly includes shocking paint colors, yard art gone crazy, that big bass boat on a nice trailer in the driveway, and the list goes on. One of the effective way to address this issue is to try and talk to the neighbor and offer some constructive advice on how they can make their home fit better in the neighborhood. But be warned, some folds love their garden gnomes and pink shutters. You may just have to live with it.

COMMUNITY SUPPORT PROGRAMS

The Department of Codes Building & Safety takes part in several Community Support Programs, as well as trying to give support to our callers and emails. We try to give suggestions and various tips on seasonal topic, and try to and answer questions that are presented to us. Some of the programs are listed below, and we are always trying to improve and increase our involvement in the communities in Nashville.



NOTICE PROGRAM

How many times have you noticed something in your neighborhood, which brought down its appearance? We've all seen that abandoned vehicle, or the house with old furniture and junk scattered about. And you have probably wondered, "Is there anything I can do about that?"

Well now you can. The "Neighborhoods Organized to Initiate Code Enforcement" (NOTICE) program is designed to help citizens



identify and report codes violations in their neighborhood. This customer support program is a cooperative effort between Codes Administration and the Metro Health Department. The NOTICE program allows citizens to assist in the identification of basic Property Standards and Health code violations. Neighbors can now become a direct participant in the process that helps improve and maintain their own neighborhoods.

The program is available to neighborhood groups only. Interested groups should first identify at least four persons who will form their Volunteer Inspection Team. Then a short application is filed with the Codes Administration office. Once your group has been selected, they will receive training to help them to identify potential codes violations.

A special reporting procedure has been established and the program provides for anonymous notification of property owners of codes violations. Our objectives for this program are to:

- Clean up the exterior of residential or commercial buildings, grounds, and vacant lots.
- Instill a sense of community pride and stem further blight of the neighborhood.
- Foster community involvement in the upkeep of our neighborhood and the city.

To obtain additional information or to request an application, call the Metro Codes office at 862-6590 or email the Neighborhood Coordinator at bill.penn@nashville.gov.

STRATEGIC NEIGHBORHOOD INITIATIVE NARROWING THE FOCUS



The Strategic Neighborhood Initiative (SNI) is similar to other program in the it relies upon input from the community, but it differs in that it is limited to inspections of a much smaller area. Up to five blocks can be inspected under this program and the



Metro Nashville Government

Credit Unions

Firemen's Credit Union	(615) 256-3850
Metro Employees - 89 Hermitage Ave. (37210)	(615) 862-6695
Police Credit Union	(615) 242-5461

Election Commission

Metro Office Bldg. (37210)	(615) 862-8800
FAX line (Administrative Office)	(615) 862-8810
Administrator of Elections	(615) 862-8800
Teletype	(615) 862-8811
Absentee/Early Voting	(615) 862-8815
Voting Machine Warehouse	(615) 862-8821
FAX line (Warehouse)	(615) 862-8825

Finance Department

Metro Historic Courthouse	(615) 862-6151
Internal Audit	
222 3rd Ave. N, Suite 401, 37201	(615) 862-6110
Minority and Small Business Assistance	
222 3rd Ave. N, 6th Floor, 37201	(615) 862-6180
Purchasing	
222 3rd Ave. N, Suite 601, 37201	(615) 862-6180
FAX	(615) 862-6179
Real Property Services	
222 3rd Ave. N, Suite 701, 37201	(615) 862-4777
FAX	(615) 862-6175



FAX line (Clerk & Master Office)	(615) 862-5722
Case Management	(615) 862-5721
Cost Clerk	(615) 862-5723

Courts - Circuit

First Circuit Court - A.A. Birch Building	(615) 862-5901
Second Circuit Court - A.A. Birch Building	(615) 862-5905
Third Circuit Court - A.A. Birch Building	(615) 862-5907
Fourth Circuit Court - A.A. Birch Building	(615) 862-5910
Fifth Circuit Court - A.A. Birch Building	(615) 862-5915
Sixth Circuit Court - A.A. Birch Building	(615) 862-5917
Seventh Circuit Court (formerly Probate Court) 410 Metro Courthouse	(615) 862-5990
Eighth Circuit Court - A.A. Birch Building	(615) 880-2591
Circuit Court Clerk - Metro historic Courthouse	(615) 862-5181

Courts - Criminal

Division One - A.A. Birch Building	(615) 862-5930
Criminal Court Clerk - A.A. Birch Building	(615) 862-5601

Courts - Juvenile

Juvenile Justice Center, 100 Woodland St. (37213)	(615) 862-8000
FAX line (Administrative/Judicial)	(615) 862-7143
Judge Betty Adams Green	(615) 862-8000
FAX line (Juvenile Youth Services)	(615) 862-7142
Juvenile Court Clerk: Vic Lineweaver	(615) 862-7980
FAX line (Court Clerk's Office)	(615) 862-7982



Metro Nashville Government

inspections in the five blocs will concentrate on identifying any codes violation, no matter how small. Our goal with this program is to intensely enforce the code within in the five block area in order to produce an immediate, visible change in the community. In other programs, where the inspections are occurring over a wider area, it is sometimes difficult to see the improvements being made.

In order to participate in the SNI program, a request must be made by the neighborhood groups. Individuals cannot request an SNI inspection. If a group is interested, they should first select the five blocks they would like to focus on. These blocks can be five separate blocks or they can be five contiguous blocks. By limiting the area of the inspections, we can focus our assets and can often make an immediate impact on a community since the blocks selected are the worst in the neighborhood. Because these are the worst blocks, it may take longer to bring the properties into compliance given the number of violations and / or the complexity of these cases.

Neighborhood groups interested in participating in this program should contact the Property Standards division to schedule a meeting with the group to discuss their needs and the programs requirements.

It's a good idea to have some blocks identified prior to the meeting in order to facilitate the selection process. The Codes staff will review the selected blocks to determine their appropriateness for the program and to establish our inspection timeline. Once the inspections occur, we will provide the group with a report of our progress. We invite Nashville's neighborhoods to take advantage of Code's newest pro-active community support program.

**CODES ON-LINE
CUSTOMER SERVICE DESK**

Citizens can report codes violation in a number of ways. While many requests are received by phone, Metro Codes can accept



Requests for Service via the internet. From the Metro Government home page, www.nashville.gov, click on the Building Code section at the **WORK** tab on the left side of the page. Then select the heading entitled Report a Codes Violation under the "I Want To..." section on the right side of the page to access the Codes On-Line screen. When completing the form, the two most important pieces of information are the address of the violation and a



description of the violation. Especially important are items like when the violation occurs (i.e.: at night or on the weekend) or where on the property the violations are located, etc.

Request for Service, once received by Codes' Property Standards Division, are entered into the request tracking system which schedules an initial inspection.

Some examples of code violations include: high grass (as long as there are other violations), debris on a property; an abandoned and / or inoperable vehicle; dilapidated house; graffiti on building; sign violations; operating a business in residential zoning; farm animals; rooming and boarding houses. Once the request is submitted, an email message is sent to the citizen with the Request for Service (RFS) number indicating that a request has been initiated and an inspection will follow. After a reasonable amount of time, if the citizen would like to follow-up on the status of the inspection, they may call the Property Standard Division at 862-6590 for an update, referencing the RFS number.

E-NEWSLETTER

Every month, the Property Standards Division places a digital Neighborhood Newsletters on the website for the Dept. of Codes & Building Safety. In the newsletter, the department has articles of interest to the Nashville neighbors. We also place announcements of things going on with various communities in Nashville as well as various tips and suggestions on many topics including seasonal gatherings and community activities.



Metro Nashville Government

Convention Center

601 Commerce Street (37203-3724)	(615) 742-2000
Director of Administration	(615) 742-2003
Director of Sales	(615) 742-2053
Building Safety Administrator	(615) 742-2010
FAX line Administration	(615) 742-2014
Assistant Director	(615) 742-2248
FAX line Operations/Event Services	(615) 742-2029
Event & Technical Service Manager	(615) 742-2005

Council Office

Historic Metro Courthouse (37201)	(615) 862-6780
FAX line	(615) 862-6784

County Clerk

523 Mainstream Drive in the Riverview Business Center II at Metro Center	(615) 862-6050
County Clerk	(615) 862-6050
Auto Licenses & Titles	(615) 862-6251
Dealer Department	(615) 862-6252
Business Licenses/Taxes	(615) 862-6254
Marriage/Notary	(615) 862-6256
Boat Registration	(615) 862-6266
	(615) 862-5710

Courts - Chancery

Suite 308	(615) 862-5710
1 Public Square	
Clerk & Master	(615) 862-5710



Civil Service Commission

Suite 200, 222 3rd Ave., N. (37201) (615) 862-6640
 FAX line (615) 862-6654

Codes Administration

800 2nd Avenue, South (37210) (615) 862-6600
 Director (615) 862-6600
 Assistant Director—Building Division (615) 862-6521
 Administrative Service Manager (615) 862-6541
 Plans Examination (615) 862-6526
 Fire Marshal Plans Examination (615) 862-6613
 Public Works—Storm Water (615) 862-6038
 Zoning Administrator (615) 862-6608
 Urban Forester (615) 862-6488
 Building Permits, Records, and Zoning Information (615) 862-6500
 Trade Permits (electrical, gas mechanical, plumbing) (615) 862-6517
 Zoning Appeals (615) 862-6530
 Property Standards and Zoning Inspections (615) 862-6590
 Property Standards and Zoning Inspections FAX Line (615) 862-6593
 Gas-Mechanical Division (615) 862-6580
 Building Division (615) 862-6550
 Electrical Division (615) 862-6560
 Plumbing Division (615) 862-6570
 FAX line (615) 862-6514



CODES ADMINISTRATION—PERMITS AND ZONING

Business Operating in Residential Area: A business may not operate in a residential zone district unless a Home Occupation Permit has been obtained. Before obtaining a permit, nine (9) conditions must be met by the applicant. The permit allows for one (1) “non-resident” employee to work on the premises. No customers or clients may visit the premises. There shall be no visible signs from the dwelling indicating the type of business being operated. The area used for the Home Occupation Permit may not exceed 20% of the area of the premises, but in no event more than 500 square feet. For information, call 862-6590.

Building Permits: Building permits are mandated by state and local laws to promote orderly development through a Zoning Code and to bring about safe construction through Construction Codes. It is the duty of every person desiring to construct, alter, repair, enlarge, move or demolish a building or structure, or part thereof, or any appurtenances connected or attached thereto, or to install any heating, air conditioning/ventilation, mechanical, electrical or plumbing systems, to obtain proper permits.

Building permits are required for roof replacement/repairs if the project involves repairs to more than one-third (1/3) of the building’s roof area. In addition to these instances, the following activities also require a permit(s):

1. Construction of a new residence or an addition to an existing home.
2. Placing or replacing a mobile home on a property.
3. Placing a modular or double-wide mobile home on a property.
4. Moving and placement of a previously constructed residential building on a property. (This also requires a separate moving permit which must be issued simultaneously and is subject to a strict completion period.)
5. Construct a new accessory structure or addition



(accessory structures include garages, carports, patio covers, decks, porches, and storage buildings including portable storage buildings of 100 square feet or more).

6. Construction or installation of swimming pools (below or above ground, a 48" high barrier or fence required around pool).

A SITE PLAN IS REQUIRED FOR ITEMS 1 THRU 6

7. Converting accessory areas, such as attached garages, unfinished basements, attics, etc., to habitable spaces.
8. Installation of siding, roofing, fireplaces or solar panels. Repair, alteration, or rehabilitation of a structure that goes beyond the scope of normal maintenance repair, including removing or altering load bearing timbers, replacing support walls, or moving partitions.
9. Demolition of any structure or portion thereof.

Only properly licensed contractors may obtain permits or perform work in Davidson County. However, homeowners may be permitted to perform work on their own personal residence or residential property. Any electrical, plumbing, or mechanical work being performed by a homeowner on a house must be approved by the Chief Inspector or the appropriate Metropolitan Board according to the Metropolitan Code of Laws. Call 862-6517 for more information.

Farm Animals: Common domestic farm animals, exotic and native wildlife are permitted in some residential areas with a minimum lot size of five (5) acres. For information call, 862-6590.



Signs: A sign is any writing (including letter, work, or numerical), pictorial representation (including illustration or decoration); emblem (including device, symbol or trademark); flag (including banner or pennant); inflatable structure; or any other figure of similar character, which is:



Metro Nashville Government

Assessor of Property

800 2nd Avenue North (37201)	(615) 862-6080
Administration	(615) 862-6086
Customer Service Center	(615) 862-6083
Residential Division / Commercial Division	(615) 862-6080
Personal Property Division	(615) 862-6073
Personal Property Audit Division	(615) 862-6096
Computer Support Division	(615) 862-6061
FAX line (Administration)	(615) 862-6078
FAX line (Customer Service / Personal Property)	(615) 862-6057

Beer Permit Board

Suite 450, 222 - 2nd Ave. N (37201)	(615) 862-6750
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Bordeaux Long-Term Care

1414 County Hospital Road (37218)	
Information	(615) 862-7000
FAX line	(615) 862-6960
Administrator	(615) 862-7005
Chief Executive Officer	(615) 862-7020
Chief Operating Officer	(615) 862-7005

Caring For Children

700 2nd Avenue, South (37210)	(615) 862-7950
Fax line	(615) 862-7975



ADA Compliance Division (General Services)

222 3rd Ave. North, Basement, Suite 10, 37201 (615) 862-8744
Dianna Stephens, ADA Title II Coordinator (615) 862-5050
FAX line (615) 880-2836
TTY (615) 862-8951

Adventure Science Center

800 Fort Negley Blvd. (37203) (615) 862-5160

Agricultural Extension Service

800 2nd Avenue North - Suite 3 (37201-1083) (615) 862-5995
FAX Line (615) 862-5998

Airport Authority

Administrative Office (615) 275-1600
FAX Line (615) 275-1784
Airport Welcome Center - Gen. Information & Paging (615) 275-1675
Emergencies/Safety & Security (615) 275-1703
John C. Tune Airport - 210 Tune Airport Drive (37209) (615) 350-4900
John C. Tune Airport / A W O S (615) 350-6222

Arts Commission

800 2ns Avenue, South, (37210) (615) 862-6720
FAX line (615) 862-6731



Metro Nashville Government

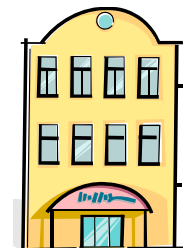
1. A Structure or any part thereof, or is attached to, painted on, or in any other manner represented on a building or other structure; and/or
2. Used to announce, direct attention to, or to advise.

Sign Permits: Except as otherwise provided for no sign shall be constructed, installed, or altered without first obtaining a zoning permit, a building permit and all other applicable permits. Application shall be made by the owner of the property on which the sign is to be displayed or by the owner's legal representative. After construction of the sign is completed the person constructing the sign shall certify to the Department of Codes & Building Safety that the sign was legally constructed and is within the Code. All signs shall display a permanent compliance tag, to be provided by the Department of Codes, upon final approval of the permit.

Because of the many elements involved in permitting signs, Metro Zoning Review should be called at 862-6510 before any sign is erected.

Signs in the Right-of-Way: It is unlawful to place signs on the public right-of-way. Placement of signs on the right-of-way are subject to removal and / or prosecution.

Rooming and Boarding Houses: A dwelling utilized as a rooming or boarding house must be property zoned. Rooming houses require permits. All residential zone districts limit the number of dwelling units on the property. Conversions of residential or other accessory structures are required to have proper permits prior to construction or occupancy.



Zoning Appeals: Residents are given an opportunity to comment when a zoning appeal is requested in or near their neighborhood. The Board of Zoning Appeals (BZA) reviews cases when an application for a zoning permit has been denied by the Zoning Division of the Metropolitan Codes Department. After an application has been denied, the applicant may make application to the BZA and the case is scheduled for public hearing within 60 days.



Additional information regarding the BZA and their powers and limitations can be found in Chapter 17.40 or the Zoning Code, or on the web at www.nashville.gov.

METRO HISTORICAL COMMISSION



The Metro Historic Commission preserves, protects, and documents the history, historic places, buildings, and neighborhoods of Davidson County through education, technical assistance, and advocacy. The Commission also reviews and approves historic loan applications and historic marker applications, and discusses policies related to historic preservation.

The Commission is composed of 15 members who serve without compensation for a four-year term. Members are appointed by the Mayor and confirmed by a majority vote of the Metro Council. The Commission meets at noon on the third Monday of every other month (January, March, May, July, September, and November).

The Metro Historic Zoning Commission reviews applications to create new historic overlay districts and makes recommendations regarding overlays to the Metro Planning Commission. MHZC adopts historic overlay design guidelines, and reviews and approves preservation permits in historic and conservation districts for new construction, alterations, additions and relocation and demolition of structures. The commission is composed of nine members who serve without compensation for a five-year term. Members are appointed by the Mayor and are confirmed by a majority vote of the Metro Council. The commission meets at 1:30 p.m. on the third Wednesday of the month at the MHZC offices at 3000 Granny White Pike.

There are three types of overlay districts: historic preservation, neighborhood conservation, and historic landmark. It is important to note that these types of zoning are overlay districts and do not affect land use within a district.





METRO COUNCIL

The Metropolitan Council is the legislative body of Metropolitan Government. Presided over by the Vice-Mayor, the Metro Council consists of five at large representatives and thirty-five district representatives. Members are elected to four-year terms.

Council meetings are held on the first and third Tuesdays of every month at 7:00 p.m. Meetings are open to the public and held in the old Ben West Library. The Government Access Channel broadcasts these meetings live. Meetings on the first Tuesday of odd-numbered months are reserved for public hearings on zoning matters.

You may contact your council representative through the Council Office at 862-6780, or visit their web site at www.nashville.gov/council.



GETTING TO KNOW YOUR GOVERNMENT

Government Access TV

The Government Access channel is located on Comcast cable channel 3. Many of Metro's meetings, including those of the Metropolitan Council are shown on this channel. WNPT—Channel 8 also broadcasts regular meetings tape-delayed at 10:30 p.m. For a complete list of programs and air dates/times, go to www.nashville.gov or call 880-3831.

The channel also displays Metro Government related information on the message board on a space available basis. However, outside programming is not accepted.



Historic Preservation Overlay District

This applies to sites, buildings, structures, or objects of local, state, or national significance, including structures associated with important individuals. It also applies to structures built with distinctive architectural character or style (e.g. Queen Anne, Italianate, Craftsman, Bungalow, Tudor Revival, and Colonial Revival). Properties listed or eligible for listing in the National Register may qualify as a district. There are three districts designated as historic preservation districts within Davidson County: Edgefield, Second Avenue, and Woodland-in-Waverly.

Neighborhood Conservation Overlay District

This applies to structures and sites that as a collection represent a distinctive architectural character or style, reflect a period of Davidson County's development, or hold significance for local history. Properties listed or eligible for listing in the National Register may qualify for inclusion in a conservation zoning district, as well as those determined to be locally "worthy of conservation" by the Historical Commission staff. Conservation Zoning districts include (as of summer 2005):

Lockeland Springs-East End, Richland-West End, South Music Row, Woodlawn West, Cherokee Park, Blakemore, Belle Meade Links Triangle, Belmont-Hillsboro, Eastwood and Ellington Place.

Historic Landmark District

Designation as a Historic Landmark District honors a Nashville landmark's historical significance while protecting the unique character by requiring review of any exterior work on the building. Twenty-nine properties are protected as an Historic Landmark District in Davidson County (as of 2005). For your convenience, these properties are listed on the next page.



Locust Hill	Smith Farmhouse
Idlewild	Carnegie—North Branch Library
Croft House	Customs House
Davidson Co. Courthouse	East Branch Library
Holly St. Fire Hall	The Parthenon
21st Ave. S. Fire Hall	Two Rivers Mansion
Union Station	Warner Parks
Eakin and Cavert Schools	Airdrie
City Cemetery	City Reservoir
Lindsley Hall	Omohundro Water System
Shelby St. Bridge	Trolley Barns at Rolling Mill Hill
MLK Magnet at Pearl HS	East Schools Campus
West End Middle School	Hume-Fogg High School
Sunnyside at Sevier Park	Fort Negley
Cameron School	

Preservation Permits

A permit is required for work done on historic and conservation overlay districts as shown in the table that follows. Staff reviews all applications and assists applicants with meeting the design guidelines.

Permits are reviewed and approved by the commission. If a permit is approved, staff issues the preservation permit within 24 hours. Work must begin within six months from the date of issuance.

Getting Involved as a Neighborhood

- **Government cannot “fix” all of our problems.** But it is an important tool that we can use to get things done.
- **Learn how to build relationships with Metro Council members.** Meet with your council representative to build a relationship before you have a neighborhood crisis. Remember that the five at-large Council members also represent you; get to know them well.
- **Learn who is responsible for what in Metro Government.** There are many Metro departments with a wide range of responsibilities. Use this booklet as a starting point to find out what those departments and their staff do. Take a few neighbors to visit a specific department to understand how things work.
- **Find ways to take action in your neighborhood,** and then bring in government as a partner. For example, if the condition of your neighborhood is a problem, work with city agencies and neighborhood volunteers to host a cleanup. Or, you and your neighbors can make a list of the serious Codes violations in the neighborhood and report them to the city. Often, having neighborhood partners can make government agencies more effective.
- **Organize, don’t agonize.** Sometimes we make one call about a problem and are ready to give up. If something is a problem for you, it might be a problem for others as well. Find them. Form a group. Organize to make government work for you and with you.



MAYOR'S OFFICE OF NEIGHBORHOODS



The mission of the Mayor's Office of Neighborhoods is to improve the quality of life in Nashville's neighborhoods through a more informed, active and involved citizenry and enhanced governmental response to community needs.

Since its inception in September 1999, the Office of Neighborhoods has worked to bring citizens and government together through various initiatives:

- **Mayor's Night Out/In**—meetings that provide citizens the opportunity to address their concerns directly with the Mayor and other governmental officials. These meetings are held monthly. For more information call 862-6000.
- **Community Matters**—Provides a sustained period of response to concerns in specific communities. Partners key neighborhood oriented Metro departments to provide two months of coordinated assistance in a community to alleviate codes and health violations, remove litter, and large bulk items. The program includes: Codes Department providing training in N.O.T.I.C.E; Metro Beautification coordinating neighborhood clean-up events; Codes and Health departments identifying "neighborhood hot spots" for violations and issuing citations; and Davidson County Sheriffs Office providing pickup assistance for those receiving citations for excessive bulk items.

For more information concerning the programs offered by the Mayor's Office of Neighborhoods please call 862-6000.



When is a Preservation Permit Required?

Type of work	Historic Zoning	Conservation Zoning
New Construction		
Primary building	X	X
Outbuilding	X	X
Additions	X	X
Demolition		
(in whole or part)	X	X
Relocation		
	X	X
Exterior Repairs and Alterations		
Architectural details		
Awnings and canopies		
Curb cuts		
Decks		
Doors, Fences, Fire Escapes, Gutters	X	
Light Fixtures, Masonry repainting	X	
Masonry cleaning or painting	X	
Maintenance, Material changes	X	
Parking, Porches, Public right-of-way	X	
Roofs, Satellite Dishes, Sidewalks, Siding	X	



Type of work	Historic Zoning	Conservation Zoning
Signs, Skylights, Solar Collectors Stairs/Steps	X	
Storm windows, Doors, Security Grilles	X	
Swimming pools	X	
Windows	X	

This list includes the most common work requests in historic zoning districts but is not comprehensive. Before you begin work, call the MHZC at 862-7970 to determine if your plan requires a preservation permit.

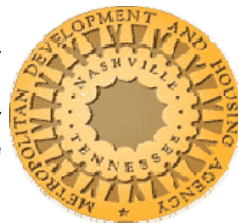
To see if your property is in a historic or conservation zoning district, and to begin the process of obtaining a preservation permit, call the MHZC staff at 862-7970.

The Metro Historical Commission and Metro Historic Zoning Commission are located at Sunnyside in Sevier Park at 3000 Granny White Pike.



ASSISTANCE PROGRAMS

The Metropolitan Development and Housing Agency is a public housing authority, primarily responsible for the housing, urban and community development programs, and other related programs. Their mission is to serve the citizens of Metropolitan Nashville by providing affordable housing in a safe environment, and to revitalize and maintain neighborhoods. MDHA provides a number of housing services:



this program. Persons interested in the program should call the Criminal Justice Center Information desk at 862-7811.

Crime Stoppers

The Crime Stoppers section is part of the Metro Police Department's Intelligence Division. Crime Stoppers offers rewards **up to \$1,000** for information that will solve featured unsolved crimes and leads to the arrest and prosecution of the suspects. Callers can remain anonymous. Tips cannot be taken over the internet. Persons with information should call **74-CRIME (742-7463)**.

Call 911 When Time Counts: In Metro Davidson County, 911 is an emergency telephone number that should only be used for life and property threatening situations. Dialing 911 will put you directly in touch with police, fire and ambulance services. **Non-emergency** calls to the Police Department should be made to 862-8600. The non-emergency number for the Fire Department is 862-8585.

Other Services

- **Gangbusters Hotline** may be used to anonymously report gang activity. Call 862-GANG (862-4264)
- The **Vice Division** investigates large scale drug and gambling operations (782-3301).
- The **Youth Services Division** focuses on juvenile crimes and administers programs geared toward preventing juvenile delinquency such as the D.A.R.E. (Drug Abuse Resistance Education) program in Metro Schools (862-7417).
- **The Domestic Violence Division** investigates domestic abuse and provides counselors and assistance to victims (880-3000).
- **The Crime Prevention Division** provides programs that heighten crime awareness and encourage citizens to work with the police (862-7145).



BOLO Program

Be On the Lookout (**BOLO**) is a program designed to include citizens in the crime prevention process. Citizens are trained to make observations in their neighborhoods and report suspicious activity to Patrol Officers in their area. The program does not train citizens to be law enforcement officers. Some of the things BOLO program participants report are inoperative street lights, graffiti, and other quality of life issues, to the appropriate city department.

If you would like to find out more information about the Metropolitan Nashville Police Department's BOLO program please contact your local precinct.

Central	862-7611
East	862-7600
Hermitage	880-1776
North	862-4410
South	862-7744
West	862-7617

Citizen Police Academy

The Citizens Police Academy is only available to residents of Davidson County. The academy is offered periodically as a public service to Metro's neighborhoods and is a nine week training course held at the South Precinct. An elective class includes a court viewing in Judge Ruben's court. While the training provides participants with insight into police operations and procedures, the course is not designed to certify citizens to perform law enforcement services.

It should be noted that relatives of Metro Nashville Police Officers and persons seeking employment as an officer are not eligible for

Public Housing Developments: MDHA operates 18 public housing developments, including 6 elderly developments for low-income persons and families. Call 252-8400 for more information.

Section 8 Rental Assistance: In addition to public housing developments, MDHA offers federally funded rent supplements, designed to help families find affordable housing. For information call 252-6500.

Community Services: Offers direct social services to residents of public housing and receives and processes all applications for admission to low-rent public housing, and for admission to the Section 8 Existing Housing Program. Call 252-8520 for additional information.

Housing Rehabilitation: The objective of MDHA's Housing Rehabilitation Programs are to provide home repair assistance to low and moderate income households who own and occupy homes in Metropolitan Nashville and Davidson County. The program is funded from grants from Federal and State government.

Qualifications: In order to qualify for an MDHA grant or loan, you must meet the following criteria:

1. You must own and occupy your home.
2. Your home must be in Metro Nashville and Davidson County.
3. Your income must be within current income guidelines.
4. Your property taxes must be current.

Applicants will be evaluated for a 3% payback loan. Qualifications will be determined based upon income and household expenses. Applicants may qualify for a deferred payment loan which is due on sale or transfer of the property. If an applicant is at least 55 years of age and or disabled and their income is below the very low guidelines, they may qualify for a maximum of \$2,000 in material assistance (labor is not included) for repairs to correct certain health and safety conditions.



This is a non-payback assistance program. To apply for assistance or for further information about the types of programs available, call 252-8500.

Visit MDHA's web site at www.nashville.org/mdha for additional information.



PLANNING & ZONING SERVICES

Metropolitan Planning Department

The Metropolitan Planning Department is a leader in enhancing the quality of life for Nashville's citizens. To accomplish its mission of promoting livability and quality growth, the department encourages citizen participation in the planning process, leads in articulating Metro's development policies through planning documents, and serves as an accessible resource to citizens and the business community.

The Planning Department:

- Reviews rezoning and subdivisions requests and makes recommendations to the Planning Commission
- Develops and maintains sub area plans with community input
- Works with neighborhoods to create neighborhood plans
- Works with business groups to create small commercial area plans
- Creates neighborhood profiles
- Researches various planning topics
- Monitors development
- Creates maps of the city, and
- Aids in the development of the city's Capital Improvements Budget and Program



CRIME PREVENTION

Neighborhood Watch Program

Police Departments across the country are learning that community participation in anti-crime programs, is essential. One of the most effective ways to promote citizens interaction with police is the sharing of information. Citizen groups determine specific needs or problems and then share this information with local police.

The **Neighborhood Watch** concept is designed to target specific geographical areas and to assist citizens in these areas to;

- Establish an organizational structure and create an information sharing network.
- Help to introduce neighbors and create social ties that will help them work together.
- Allow police to train citizens on how to be proactive by preventing crime and how to recognize and report criminal activities.
- Access information and assistance from police and other Government agencies that can help to improve living conditions. And,
- Provide the community with a strong unified voice to inform community leaders on programs and actions that the "people" support.

For more information on starting a Neighborhood Watch program for your neighborhood call 862-7145 or visit the Metro Police web site at www.police.nashville.org.



PUBLIC SAFETY - PUBLIC HEALTH



Metropolitan Health Department

The Metropolitan Health Department of Nashville and Davidson County is the agency responsible for protecting and promoting the health of all county residents. There are a number of programs administered by the Health Department, to include:

- **Animal Control:** This program investigates dangerous and nuisance animal complaints as well as impounding dogs running at large. Call 862-7930 to report complaints.
- **Dead Animal Removal:** For the removal of dead animals in the Urban Services district, call 862-8971. For removal of dead animals in the General Services District, call 862-7930.
- **General Sanitation Program:** This program is responsible for enforcing the health and sanitation codes. Among these programs are:
 1. Improper storage and disposal of garbage and trash,
 2. Enforcing rodent and pest control regulations,
 3. Enforcing regulations pertaining to interior and exterior plumbing problems involving human contact with sewage.
 4. Enforcing regulations which deal with excessive vegetation and littered vacant lots,
 5. Illegal dumping,
 6. Lead-based paint surveys and,
 7. Trailer court and campground inspections.

For removal of hypodermic needles, call 340-5644. For monitoring and control of insects and rodents capable of transmitting disease, call the Vector Control Division at 340-5688. For more information concerning Metro Public Health programs, visit their web site at healthweb.nashville.org.

Important contact numbers

- General Information—**862-7150**
- Community Plans (sub-area, detailed neighborhood design plans) - **862-7156**
- Information on Nashville Neighborhoods—**862-7156**
- Property Mapping—**862-7177**
- Rezoning applications, subdivisions, and Planned Unit Developments (PUDs) - **862-7190**
- Transportation Planning—**862-7204**
- Urban Design Overlays (UDOs) - **862-7176**
- Zoning Questions (e.g. what does this zoning district mean to me?) or Street and Alley Closures—**862-7190**

For additional information visit the Planning Departments web site at www.nashville.org/mpc

METROPOLITAN SOCIAL SERVICES



Mission

Metropolitan Social Services promotes quality living in our communities by linking people, information and resources. We respond to persons challenged by economic, social, physical or behavioral problems.

With origins in the charity movement of the 1800s, Metro Social Services (MSS) has a rich history of assisting our community's neediest citizens in Metropolitan Nashville—Davidson County. MSS activities promote positive change for individuals and families in times of crisis and economic hardship.

Today, MSS is committed to helping Nashville residents meet the challenges of a new day. We provide direct services to the elderly,



disabled, extended family and homeless populations through our adult and family support services program. We identify the needs of the community and coordinate the delivery of services to meet those needs through our planning and coordination unit.

MSS is a department of the Metropolitan Government of Nashville and Davidson County. As a government agency, Metro Social Services is a steward of taxpayers dollars allocated for the purpose of assisting those in need. This responsibility is taken seriously and careful judgment is exercised in determining the best use of resources.

Adult and Family Support Services 615-862-6432

- Metro Social Services provides direct services to the elderly, disabled, extended family and homeless populations through its adult and family support services program.

Information and Referral Services 615-862-6458

- Identify the needs of customers.
- Link customers with community agencies that deliver services to meet those needs.

Brief Counseling 615-862-6432

- Solution-oriented counseling for individuals with short-term goals.

Adult Homemaker Program 615-862-6480

- Serves frail elderly and disabled adults who need help with household tasks and/or personal care.

Senior Nutrition Services 615-862-2292

- Promotes health and well being of persons over 60 years of age by providing nutritious meals at congregated meal sites or delivering to senior homes.

Burial Assistance 615-862-6458

- Provides assistance to families experiencing grief from the loss of a loved one.



For a small fee, all Davidson County residents may take their brush and leaves to the Bordeaux Mulch Facility at 1400 County Hospital Road. For more information please call 880-1000 or visit our website at www.nashville.gov/recycle.

Leaf Collection

Leaves will be collected three times per year starting in the month of November. The routes will be publicized at that time. Leaves must be in biodegradable bags for collection.

Dead Animal Collection

Metro Public Works collects dead animals from all of Nashville including the satellite cities. Please call 880-1000 for more information or to make an appointment for collection.



STORMWATER

Stormwater Division Contact Numbers

- Report a **“New”** drainage-related complaint - 862-4600 or email Christina.Binkley@nashville.gov
- Inquire on the status of a **“Previously Reported”** drainage-related complaint - 880-3300 or email Christina.Binkley@nashville.gov
- Report a **Stormwater/Water Quality** complaint (such as dumping into a catch basin, wastewater discharges into a catch basin or the creek, etc.) 313-PURE or 880-2420
- Inquire whether a property is in the **Floodplain** - 862-6038
- Inquire about **Grading** permits or concerns - 862-4588



fifteen gallon or one hundred pound limit per month.

Accepted Items: Adhesives, antifreeze, bleach, brake fluid, car wash cleaners, caulk, detergent, drain opener, flea collars, gasoline, household batteries, household cleaners, insect repellent, insecticide, lead acid batteries, lighter fluid, mothballs, motor oil, oven cleaner, paint (there is a fifteen gallon limit), paint stripper, paint thinner, pesticides, pet spray and dip, pool chemicals, rat and mouse poison, shoe polish, spot remover, stain remover, toilet bowl cleaner, transmission fluid, tub and tile cleaner, varnish, weed killer, windshield wiper fluid.

Not accepted: Ammunition, explosives, industrial hazardous waste, medical waste.

For more information please call 880-1000 or visit our website at www.nashville.gov/recycle.

LEAF AND BRUSH COLLECTION



Brush Collection

Metro Public Works collects yard brush five times a year for residents in Davidson County. It does not include satellite cities (Belle Meade, Berry Hill, Oak Hill, Goodlettsville, Lakewood, or Forrest Hills).

Brush is picked up on a route system. To find out when the brush truck will be in your area please call 880-1000 or log on to Metro's brush "looker upper" at www.nashville.gov/routelookup/ The "looker upper" can also be used for trash and recycling collection days.

Please have your brush set out by the street or in the alley by the first day the brush truck is scheduled to be in your route area. Brush limbs must be less than 4 inches in diameter and no stumps are accepted. Brush from commercial companies must be disposed of by the company and not left for collection by Metro.



Relative Caregiver Assistance 615-862-6432

- Life Management Skills Training
- Family-centered Casework
- Parenting Skills Development
- School Success Tutoring

Homeless Services 615-880-2526

- Address the needs of homeless individuals and families by providing supportive services and coordinating direct services with partner agencies.

Planning and Coordination Unit 615-862-6494

Metro Social Services' planning and coordination unit identifies needs in the community and coordinates the delivery of services to meet those needs to effectively serve Metro Nashville. The unit will provide social service planning, coordination, contracting and monitoring support.

Social Service Planning:

- Develop and maintain a long-range plan for the delivery of social services in Davidson County.
- Identify social service needs, particularly in the youth, senior, homeless and immigrant populations.
- Develop service strategies to meet customer needs.
- Track trends and changes in social service needs over time.

Social Service Coordination:

- Coordinate social service delivery with community partners throughout Davidson County to minimize overlapping services and administrative costs.
- Conduct regular scheduled social services needs assessment meetings with various government, private and community agencies.



Social Service Contracting:

- Assist partner agencies in seeking federal, state or foundational grants.
- Identify and contract with appropriate agencies for service delivery.
- Manage service delivery contracts.

Social Service Monitoring:

- Monitor social service needs of the community.
- Encourage partner agencies to utilize available resources to provide effective and efficient delivery of services to those in need.



METRO BEAUTIFICATION AND ENVIRONMENT COMMISSION

Metro Beautification and Environment Commission, a division of the Parks and Recreation department, works to make Nashville clean, safe, and attractive. The Commission coordinates efforts of volunteers, city departments, businesses, community groups, and government agencies to provide environmental programs, beautification projects, and educational activities.



- **Neighborhood Cleanups**—programs to help communities come together and improve their neighborhoods.
- **Great American Cleanup**—nation’s largest cleanup program.
- **Adopt-a-Street program**—volunteer cleanup programs for cleaning local right-of-ways four times each year.
- **Vacant Lot Tracking System**—program that deals with neglected or abandoned lots with excessive vegetation or debris.



Metro Nashville Government

The current addresses are:

939 Anderson Lane (in Madison off Myatt Drive)

941 Dr. Richard Adams Drive (in East Nashville off Trinity Lane)

Both centers are open seven days a week. Monday—Saturday from 7:30 a.m. to 5:00 p.m. and on Sunday from noon to 4:00 p.m.

Accepted Items:

Waste—Residential Trash, Scrap Metal, Residential Construction/ Demolition Waste, Furniture/Appliances, Mattress/Box Springs, Tires (up to 4 a month)

Recyclables—Aluminum and metal cans, glass bottles (clear, green and brown), plastic bottles, cardboard, newspaper, and mixed paper. There is no fee for recycling.

Not Accepted Items:

Commercial Waste of any kind, gas tanks, roofing shingles, dirt, rocks, asphalt, concrete, unpainted/untreated wood, leaves/brush, medical waste, radioactive material, smoke detectors, ammunition, flares, and fireworks.

Fees

3 items or less: No charge

Tires with rims: \$2/each—limit of 4

Standard pickups (up to rails of truck): \$5.00

Standard pickups (from rails to top of cab): \$10.00

All other loads: \$11.00 / cubic yard

Household Hazardous Waste: Metro Public Works operates a household hazardous waste drop-off. It is open seven days a week at the East Recycle/Convenience Center. It is free and available to all residents of Davidson County. The drop-off is for household waste only, no industrial or business waste. There is a



CURBSIDE RECYCLING

Plastic Products

- Plastic bottles

Items not accepted—Glass, soiled food containers such as pizza boxes, plastics other than plastic bottles, such as plastic bags, bowls, tubs, storage containers, toys, etc.

The recycling cart should also be placed by the street or alley before 7:00 a.m. and removed by 7:00 p.m. on the same day of collection. Recyclable materials must be in the cart for collection. Additional carts are available at no extra charge. Please do not place the carts within 3 feet of stationary objects such as a mailbox, trash cart, telephone pole or parked motor vehicle.

If your recycling day falls on a holiday the pickup will be the following Saturday. You can sign up for a recycling e-mail reminder to help you remember your monthly collection day. For additional questions or information please call 880-1000 or visit our website at www.nashville.gov/recycle.

Recycling Drop-Offs: Metro Public Works sponsors various drop-off locations in Davidson County. The sites accept a variety of materials including newspaper, mixed paper, paper board, cardboard, aluminum cans, metal food cans, glass bottles and jars, and plastic bottles.

To find the nearest drop-off to you or for questions and more information please call 880-1000 or visit our website at www.nashville.gov/recycle.

Recycling Convenience Centers: Metro Public Works operates two recycling/convenience centers with more planned in the future.

- **Lawn and Garden Contest and Holiday Lights Contest**—encourages home pride and community involvement.
- **Education programs**—offered free to Metro area public and private schools. School education programs include Enviromutt, Trees are Terrific, and Recycling Programs. Classroom contests include Trash Art and Arbor Day Essays. School beautification projects include bulb plantings, and Ring Around the School clean up days. Programs for adults include composting mini-classes, Master composting classes, and recycling presentations.

For more information call the commission at 862-8418, or visit them on the web at www.nashville.gov/beautification.



PUBLIC WORKS SERVICES

The Department of Public Works delivers a wide range of services to help define the quality of life of residents of Nashville/Davidson County.

Important contacts for:

- **Alley maintenance:** Public Works provides regular clean-up services for selected alleys. To see which alleys are on the list, or to report alleys blocked by debris, have potholes, or other obstructions call 862-8750 or visit their web site at www.nashville.gov/pw.
- **Dumping on public right-of-way**—862-8750
- **Private Hauler / Collection Contact** information - 862-8740
- **Pothole Patching and Repair**—862-8750
- **Refuse Collection** - If refuse is not collected at regularly scheduled times or for information concerning holiday pickup call 862-8971.
- **Road Repair / Paving**—862-8750



- **Recycling Drop-off Sites**—862-8620
- **Street Signs:** For maintenance and repair of traffic and parking signs on Metro streets and road—862-8677
- **Street Lights**—862-8750
- **Traffic Signals**—862-8750
- **Twenty-four hour emergency damage**—862-8530
- **Curb or Driveway Cuts**—862-8750

Trash Cart Placement

Trash carts should be placed by the street or alley before 7:00 am and removed before 7:00 pm on the day of service. All trash should be bagged and in the cart for collection. Trash outside the cart will not be picked up. Second carts are available for no additional charge. Please do not place the cart within 3 feet of any stationary object such as a mail box, recycling cart or parked car.

Holiday Collection

If your trash collection day falls on a holiday, the collection will be the following Saturday. Residents in the USD that are 65 and older or are disabled qualify for a special collection waiver. For information or questions please call 880-1000 or visit our website at www.nashville.gov/trash

Recycling Carts

Metro Public Works will provide 96 gallon recycling carts to residents that live in single family homes, duplexes and small businesses in the USD. Recycling carts have a sticker under the lid that indicates the day and week of the month of collection. The sticker also includes a list of acceptable recyclables to be placed in the cart. Acceptable materials are:

Paper products

- Any kind of dry paper including magazines, catalogs, cardboard, paperboard (cereal boxes) , soft drink boxes, etc. Paper used to serve or contain food or drink or used for personal hygiene is not acceptable.
- Paper bags, office paper, junk mail, phone books

Metal Products

- Aluminum cans
- Metal food cans

GARBAGE COLLECTION BRUSH COLLECTION AND RECYCLING



Metro Public Works, Division of Waste Management is responsible for trash and curbside recycling collection in the Urban Services District (USD), brush collection, and dead animal removal. They maintain 7 recycling drop-off and 2 recycle/convenience centers including a household hazardous waste drop-off.

Trash Collection

Trash collection is available once each week to all Davidson County residents living in the USD. Residents living in the General Services District (GSD) must contract privately for trash collection. To determine which district you are in you should call the customer service line at 880-1000.

Metro Public Works will provide a 96 gallon trash cart to qualifying households and small businesses in the USD. Trash carts have a sticker on the inside of the lid indicating what day of the week trash is picked up. There is an arrow on the top of the lid pointing the way the cart should be facing the street or alley. This insures all of the trash will be emptied from the cart during pickup.