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**How**

**To**

**Be**

**A**



**Better Neighbor**

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**Department of Codes Administration**  
**Metropolitan Government of Nashville**  
**and Davidson County**  
**Bill Purcell, Mayor**



## 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!



## Garbage Collection

**Eligibility:** Metro's weekly garbage collection is available to all Davidson County residents living in the Urban Services District (USD). Residents living in the General Services District (GSD) must contract for services directly with a waste collection company. To determine which district you are in you should call the Customer Service Line at 862-5000. Brush and Leaf collection services are available for residents in both the service districts.

**Garbage & Trash:** The ordinance which pertains to curbside refuse collection is 89-826. This ordinance outlines the responsibility of the homeowner in regard to refuse containers. Specifically, the code requires that lids or covers must be provided and they shall be kept tightly closed at all times. Containers shall be in good condition so that collection thereof shall not injure the person collecting the contents. Containers having ragged or sharp edges or other defects must be promptly replaced. Containers shall not be larger than twenty-five inches in diameter and thirty inches in height. All containers shall be kept watertight at all times. Containers are not to weigh over fifty (50) pounds including the contents. If residents choose to use a cart or roll off type can, all contents must be bagged.

### *Procedures for Collection*

#### A. Location of Containers

1. All residents, except those who have obtained a written exemption from the Department of Public Works, and business owners shall place their refuse containers at curbside, street side, or alley side.





2. In alleys, the container shall be placed so as to not protrude into the traveled portion of the alley.
3. Where streets are used, containers shall be placed adjacent to and in back of the curb or adjacent to and in back of the ditch or street line.

B. Type of container

1. Each dwelling unit or commercial establishment is entitled to a maximum of four (4) thirty gallon containers or their equivalent.
2. Up to four (4) bags of leaves or yard waste may be placed on the curb each week.

C. Date and time of collection

1. All residents and business owners shall place refuse containers curbside, street side, or alley side no later than 7:00 a.m. on the scheduled day of collection. All refuse containers must be removed from the street line no later than 7:00 p.m. on the day of collection, except in alleys.
2. Residents and business owners who live in the USD may call the Public Works Customer Service line at 862-5000 to find out the day their refuse is collected.

**Dead Animal Collection:** Dead animal collection is available for removal of animals on the street or in the public right-of-way in the Urban Service and General Service Districts, but not in the satellite cities. Call 880-1000 for more information.



## Yard Waste

**Metro Brush and Leaf Collection:** Metro Public Works now uses a route system to collect brush and leaves in the Urban and General Service Districts. If you are a resident of either of these areas, your brush will be collected automatically at certain times every year, so there's no need to call for an appointment.

To find out the dates when your brush and leaves will be collected you should call the customer service line at 862-5000 or you can visit Metro's web sight at [www.nashville.gov/recycle/service/brushCollect.htm](http://www.nashville.gov/recycle/service/brushCollect.htm) . When leaving brush and



leaves for collection, be sure to follow these guidelines:

1. Brush and leaves need to be set out by the first day the trucks are scheduled to be in the area.
2. Brush and leaves must be set out for collection in the area where your garbage is collected—at the curb if your garbage is collected at the curb or in the alley if your garbage is collected in the alley.
3. Brush and leaves are collected by Metro in the Urban Services District and the General Service District but NOT in satellite / self-incorporated cities such as Forest Hills, Berry Hills, and Belle Meade. Residents of those areas should contact their city officials for the services available.
4. Limbs must be less than 4 inches in diameter. No stumps will be accepted.
5. Brush from commercial tree and landscaping services must be disposed of by the company and not left for collection by Metro.
6. Leaves must be bagged—paper bags are preferred but not required.

For a small fee, all Davidson County residents may take their leaves to the Bordeaux Composting Center at 1400 County Hospital Road. The compost center is open Monday through Saturday, 7 a.m. to 4 p.m. The center accepts untreated wood, leaves, and brush. Leaves may also be composted in your own backyard; visit Metro's composting pages to at [www.nashville.gov/recycle/composting/](http://www.nashville.gov/recycle/composting/) to find out how.



## Recycling

### Household Recycling Program

Metro provides curbside recycling service to more than 100,000 single family homes in Nashville's Urban Services District. Recyclable materials accepted for monthly pick-up include paper, cardboard, aluminum and steel cans. Other materials, such as glass and plastic, should be taken to one of the drop-off or convenience centers operated by the Division of Waste Management.

Participation in the recycling program will help make Nashville cleaner and greener. Recycling collection in Nashville is a monthly service. Collection of recyclables will occur from 7 a.m. until 5 p.m. on your collection day. Weather, traffic, and the volume of material collected may cause the actual collection time to vary.

You should place your cart in the same place you currently place your trash



(curb, alley, etc.). When the cart is delivered, it will be placed where it should be positioned on collection day. It should be at least three feet from any stationary object such as a car, mailbox, utility pole, etc.

Public Works also provides a reminder service that makes it easy to remember your pick-up day. If you'd like to receive a reminder message via phone or email each month, you can sign up online at Metro's Public Works web page at [www.nashville.gov/recycle/](http://www.nashville.gov/recycle/). This web site also has detailed information about the recycling program, or call 880-1000.

### *Acceptable Materials*

Materials that can be placed in your cart include any kind of clean, dry paper; cardboard, paperboard (cereal boxes, freezer boxes, and 12-pack soft drink boxes, but not pizza boxes), paper bags, office paper, envelopes, junk mail, catalogs, magazines, and phone books. Also acceptable are aluminum cans and metal food cans. (Remember that some materials may sit in your cart for a month, so please rinse the cans first.) You can put the items in the cart together—no separation is required.

## **Recycling Convenience Centers / Household Hazardous Waste**

There are two recycling convenience centers in Davidson County:

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

939 Anderson Lane (in Madison off Myatt Drive)

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

### *Acceptable Materials*

Both centers accept bulk items (i.e., stoves, refrigerator, washer, sofa, etc.) . Disposal of the first three items are free.

Tires, up to four are free.

Scrap metal, household trash, household construction and demolition waste. A passenger car load or less for free; there is a small fee for pickup truck loads and larger.

Aluminum and tin cans, plastic and glass bottles, paper, newspaper and cardboard (unlimited amounts for free).

The Dr. Richard Adams Drive site also has:

A household hazardous waste facility (free)

A Goodwill drop-off station

A re-use Library.

The household hazardous waste drop-off is open seven days a week at our



recycling convenience center on Dr. Richard Adams Drive. It is free and available to all residents of Davidson County. There is a limit of 15 gallons or 100 pounds per vehicle, per visit.

*Acceptable Materials for Household Hazardous Waste Disposal:*

Paint and paint thinners, shellacs and varnishes, fertilizers, pesticides, and herbicides, pool chemicals, insect and rodent sprays, cleaners and solvents, and batteries.

*Materials not Accepted at the Hazardous Waste Disposal Center:*

Explosives, ammunition, fireworks, flares, radioactive materials, medical waste.

**Bulky Items:** Bulky item collection is available by appointment twice a year for those residents who live in the Urban Services and General Services districts, but not in the satellite cities. Call 880-1000 to make an appointment or for more information.

*Acceptable Materials for Bulk Item Pickup:*

Furniture, mattresses, stoves, refrigerators, air conditioners, washers, dryers.

*Materials not Acceptable for Bulk Item Pickup:*

Scrap metal, household hazardous waste, construction and demolition materials, brush and leaves, household trash.

**Drop-off Sites:** For residents who do not live in the Urban Service District and those who would like to recycle materials other than what is accepted in the curbside program, there are 10 recycling drop-off sites in Davidson County. These sites are conveniently located and accept a wide variety of materials.

*Acceptable Materials:*

Newspaper	Cardboard	Glass bottles and jars
Mixed paper	Aluminum cans	Plastic bottles
Paper board	Tin cans	

### Locations and Hours of Operation

**Kroger**, 3930 Clarksville Pike, Nashville —Open 24 hrs.

**Kroger**, 7087 Highway 70 S., Nashville —Open 24 hrs.

**Kroger**, 3955 Nolensville Rd., Nashville —Open Sat. 9 a.m. to noon

**Kroger**, 4400 Lebanon Rd., Hermitage —Open 24 hrs.

**Kroger**, 301 Old Thompson Ln, Nashville —Open Sat. 9 a.m. to noon

**Hillsboro High School**, 3812 Hillsboro Pike, Nashville—Open Mon.—Sat. 9 a.m. to 4 p.m., Sun. noon to 4 p.m.



**Nashville State Tech**, 120 White Bridge Pike, Nashville—Open 24 hrs.  
**Granbery Elementary School**, 5501 Hill Rd., Brentwood—Open Sat. 9 a.m. to noon  
**Compton’s Foodland**, 2811 Smith Springs Rd., Nashville—Open 24 hrs.  
**Rivergate Recycling**, 630 Myatt Dr., Madison—Open 24 hrs.



## Housing \_\_\_\_\_

The Department of Codes Administration 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](http://www.nashville.gov/codes).

**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.

**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.

**Premises 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. 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. Residences may have their numbers attached to the mailbox, if the mailbox is next to the street. 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.

**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. Consignment sales are strictly prohibited. One sign 6 square feet or less is permitted on the property to advertise the sales event. For more information, call 862-6590.



## Codes Administration 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. The NOTICE program allows citizens to assist in the identification of codes 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

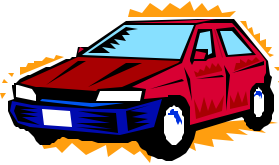


should first identify at least four persons who will form their Volunteer Inspection Team. Then a short application is filed with the Codes Administration office. Once your group has been selected, they will receive training to help them to identify potential codes violations.

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.
- Instilling a sense of community pride and stemming further blight of the neighborhood.
- Foster community involvement in the up keep of our neighborhood and the city.

To obtain additional information or to request an application, call the Metro Codes office at 862-6516 or email the Neighborhood Coordinator at [bill.penn@nashville.gov](mailto:bill.penn@nashville.gov).



## Codes Administration Vehicles & Parking

**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.



## Codes Administration—Permits and Zoning

**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.

**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:

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 Administration 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 Administration, 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 properly 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.

**Historic Zoning:** The Metropolitan Historic Zoning Commission is a nine member board appointed by the mayor which reviews applications for work on properties within Davidson County's locally designated historic, landmark structures or neighborhood conservation zoning districts.

The Metro Historic Zoning Commission meets every month on the third Wednesday to review applications. The meeting begins at 1:30 p.m. in Suite 414, 209 10th Avenue S. (Cummins Station-corner of Demonbreun Street and 10th Avenue South) in Nashville. For additional information call 862-7970.

**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 of the Zoning Code., or on the web at [www.nashville.gov](http://www.nashville.gov).



## 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:

**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 Metropolitan 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](http://www.nashville.org/mdha) for additional information



## 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, and government agencies to provide environmental programs, beautification projects, and educational activities.



- **Community Cleanup Days**—a coordinated effort to collect large unwanted items.
- **Neighborhood Cleanups and Neighborhood Days**—programs to help communities come together and improve their neighborhoods.
- **Great American Cleanup**—nation's largest cleanup program.
- **Adopt-a-Highway and Adopt-a-Street program**—volunteer cleanup programs for cleaning state and 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.
- **Lawn and Garden Contest and Holiday Lights Contest**—encourages home pride and community involvement.
- **EnviroMutt and Treerific education programs**—offered free to Metro area public and private schools.

For more information call the commission at 862-8418, or visit them on the web at [www.nashville.gov/beautification](http://www.nashville.gov/beautification).



## 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](http://www.police.nashville.org).

**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.



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, contact Sgt. Shawn Parris at [sparris@police.nashville.org](mailto:sparris@police.nashville.org), or you may call 862-7145.

### **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 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 Departments 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)**.

### **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).



## 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](http://healthweb.nashville.org).



## Department Of Public Works

## 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](http://www.nashville.gov/pw).
- **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

## Metro Water Services

## Stormwater

### Stormwater Division Contact Numbers

- Report a **'New'** drainage-related complaint—862-4600 or email [Christina.Binkley@nashville.gov](mailto:Christina.Binkley@nashville.gov)
- Inquire on the status of a **"Previously Reported"** drainage-related complaint—880-3300 or email [Christina.Binkley@nashville.gov](mailto: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 or email [Sandra.Finn@nashville.gov](mailto:Sandra.Finn@nashville.gov)
- Inquire whether a property is in the **Floodplain**—862-6038
- Inquire about **Grading** permits or concerns—862-4506



## 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

### Important contact numbers

- **General Information**—862-7150
- **Applications** (zoning changes, subdivisions, etc.) - 862-7190
- **Community Plans** (sub area, neighborhood, and commercial) - 862-7165
- Information on Nashville Neighborhoods—862-7156
- **Neighborhood groups** and Neighborhood Questions—862-7156
- **Planned Unit Development** (PUDs) - 862-7205
- **Property Mapping**—862-7175
- **Research**—862-7185
- **Rezoning and Subdivisions**—862-7184
- **Transportation Planning**—862-7204
- **Urban Design Overlays** (UDOs) - 862-7165



- **Zoning Questions** (e.g. what does this zoning district mean to me?) or street and alley closures—862-7196

For additional information visit the Planning Departments web site at [www.nashville.org/mpc](http://www.nashville.org/mpc)



## 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.
- **Neighborhood Response Team (NRT)**—a coalition of various sectors of local government that coordinate responses to neighborhood needs and to handle neighborhood audits. There are representatives from:

Codes	Planning
Health Department	Sheriff's Office
MDHA	Fire Department
Public Works	Environment & Beautification Comm.
Police Department	Historical Commission
Nashville Electric	Metro Water Services

For information concerning the NRT program and schedule, call 862-6000

- **Neighborhood Training Institute**—a series of workshops designed to build capacity and assist in the establishment and development of neighborhood associations. These free interactive courses help citizens develop the skills, knowledge and organiza-



tional resources necessary to become effective advocates for their communities. The contact person for this program is Michelle Cummings at 880-1811, or email at :  
michelle.cummings@nashville.gov.

**Neighborhood Associations:** Nashville is only as strong as its neighborhoods. While there have been many neighborhood associations formed in Nashville, many communities do not yet have them. If you live in one of these areas without a neighborhood organization and would like to start one, you can call the Mayor's Office of Neighborhoods at 862-6000. Detailed information is also available on the web at [www.nashville.gov](http://www.nashville.gov).

### 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.
- **Use the Mayor's Office of Neighborhoods when you hit a major roadblock.** The Office of Neighborhoods cannot solve all your problems nor does it have the staff to take all complaints. But if you've worked with your neighbors and your Council members, and you still can't get the response you need from Metro Government, call the Office of Neighborhoods at 862-6000.



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](http://www.nashville.gov/council).

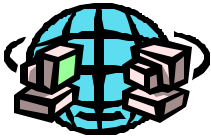


Getting to Know Your  
Government

### **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. 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](http://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.



## Worldwide Web \_\_\_\_\_

Metropolitan Nashville's address on the worldwide web is [www.nashville.gov](http://www.nashville.gov). The site outlines the basic functions of the divisions of government and provides information on taxes, recreation & entertainment, Government Access Television Channel 3 program schedules, meeting schedules, property information, and a lot more.



## Important Community Information \_\_\_\_\_

\_\_\_\_\_  
Name of Neighborhood Group

\_\_\_\_\_  
President \_\_\_\_\_ Phone Number \_\_\_\_\_

\_\_\_\_\_  
My group meets on \_\_\_\_\_ We meet at \_\_\_\_\_

\_\_\_\_\_  
Name of Councilperson \_\_\_\_\_ Phone Number \_\_\_\_\_

\_\_\_\_\_  
Garbage Collection Day \_\_\_\_\_ Recycling Collection Day \_\_\_\_\_

\_\_\_\_\_  
Brush Collection Day \_\_\_\_\_





Academy Square Condos Neighborhood Watch  
 Acklen Park Neighbors  
 Acklen/Westgrove Neighbors  
 Alameda Street Association  
 Alan Estates Neighborhood Watch  
 Algonquin Crime Watch  
 Amber Hills Homeowners  
 Amqui Station Neighborhood Watch  
 Andrew Jackson Courts Resident Association  
 Antioch Neighbors  
 Arden Place Homeowners  
 Arlington Green Neighborhood Watch  
 Arrowhead Estates Neighborhood Watch  
 Ashford Crossing Neighborhood Watch  
 Ashford Crossing Neighbors  
 Ashley Green Condominiums  
 Avalon Neighborhood Watch  
 Avalon Neighbors  
 Bakers Grove Neighbors  
 Baltic Bunch  
 Banbury Crossing Neighbors  
 Barclay Square Neighbors  
 Barnes Road / Cedarmont Neighbors  
 Batavia Neighbors - Britt Place  
 Battlefield Neighbors  
 Battlemont Neighbors  
 Baxter Road Neighbors  
 Bayview Neighborhood Watch  
 Beacon Square Neighbors  
 Beech Avenue Neighborhood Watch  
 Bell Forge Village Homeowners  
 Bell Trace Drive Neighborhood Watch  
 Belle Forest Condominiums  
 Belle Meade Highlands Neighborhood Watch  
 Belle Meade Links Triangle Neighbors  
 Belle Meade Links Triangle Neighbors  
 Belle Oaks Neighbors  
 Belle Pointe Townhomes Association  
 Belle Valley Apartments Neighborhood Watch  
 Bellevue Area Citizens for Planned Growth  
 Bellevue Harpeth Historic Association  
 Bellevue Manor/1776 Estates/Dunaway Woods Neighbors  
 Bells Bend Defenders  
 Bellshire Terrace Neighborhood Watch  
 Belmont - Hillsboro Neighbors, Inc.  
 Bianca Square Neighborhood Watch  
 Binkley Crime Busters  
 Birds & Butterflies Ministries / East End United Methodist  
 Birkdale Place Neighbors  
 Bluefield Association  
 Bonnafield Drive Neighborhood Watch  
 Boone Trace Homeowners  
 Bordeaux - Whites Creek Greenway Alliance  
 Bordeaux Civic Association  
 Bordeaux Community Housing Development Organization (CHDO)  
 Bordeaux Hills / River Meadows Neighborhood Watch  
 Bosobel Heights Neighbors  
 Bowling-Woodlawn Neighbors  
 Bradford Hills Neighbors  
 Brandywine Farms Homeowners  
 Brandywine Place Neighborhood Watch  
 Brandywine Point Neighborhood Watch  
 Bransford Avenue Homeowners Association  
 Bransford Avenue Neighborhood Watch  
 Breeze Hill Neighborhood Watch  
 Breeze Hill Neighbors  
 Brentwood Downs Apartments  
 Brentwood Summit Homeowners  
 Brentwood Trace I Neighborhood Watch  
 Bret Ridge Watch  
 Brick Church/Bellshire Homeowners  
 Bridle Downs Homeowners  
 Brookside Neighborhood Watch  
 Brookview Estates Homeowners  
 Buena Vista Neighborhood Association  
 Burchwood Gardens Neighbors  
 Burton Hills Homeowners  
 Burton Valley Neighborhood Association  
 Caldwell/Abby Hall Neighborhood Association  
 Calumet Homeowners & Neighborhood Watch  
 Cambridge Forest  
 Cane Ridge Community Club  
 Capitol Hill Area Residents  
 Carleen Waller Manor Residents  
 Castlegate Neighborhood Association  
 Cedar Pointe Neighborhood Watch  
 Cedarcrest Estates Neighbors  
 Cedarwood Condominiums  
 Chatham Pointe Neighbors  
 Cheatham Place Homes Residents  
 Cherokee Park Neighborhood Association  
 Cherokee Park Neighborhood Watch  
 Cherokee Park Neighbors  
 Christiansted Valley Neighbors  
 Citizens for Better Neighborhoods  
 Citizens Protecting Revitalization  
 Clarksville - Buena Vista/Whites Creek Pike Neighbors  
 Claymille Station Homeowners Association  
 Cleveland Park Neighbors  
 Cloverland Homeowners  
 Cobblestone Corners Association  
 Colemont Neighbors  
 College Park Neighborhood Watch  
 Community at Bordeaux Neighbors  
 Community Preservation  
 Community Residents Against Crime  
 Compton Road Neighbors  
 Concerned Citizens of South Inglewood  
 Conway Lane Neighborhood Watch  
 Copperfield Homeowners  
 Cora Howe Family Resource Center  
 Corinthian MBC Neighborhood Watch  
 Coronada Condominiums  
 Cottonport Neighborhood Watch  
 Cowan Street Advisory Group  
 Craigmeade Circle Neighborhood Watch  
 Creekside Neighborhood Watch  
 Crestridge Drive Neighborhood Watch  
 Crieve Hall Neighbors  
 Cross Timbers Neighborhood Watch  
 Cross Timbers Neighbors  
 Crowley Wood Neighbors  
 Cumberland Gardens Neighbors  
 Cumberland View Residents  
 CWA - Cayce Learning Center  
 Dahlia Doers  
 Dalewood Neighborhood Watch  
 Dallas Avenue Neighborhood Watch  
 Devon Park Homeowners  
 Devonshire Homeowners Association  
 Dickerson Road Community (& Merchants Assoc)  
 Dismas House  
 District 1 Neighbors  
 District 5 Community Neighborhood Watch  
 Donelson Hills / Walnut Grove Neighbors  
 Donelson-Hermitage Neighbors  
 East End Neighbors  
 East End Neighbors  
 East Glenduff Neighborhood Association  
 East Hill Neighbors  
 East Madison Neighborhood Watch  
 East Nashville Block Club Group  
 East Nashville Caucus  
 East Nashville Neighborhood Watch  
 Eastdale Neighbors  
 Eastmoreland / Joseph Neighborhood Watch  
 Eastwood Neighborhood Watch  
 Eastwood Neighbors  
 Edgehill Community Garden Association  
 Edgehill Homes Residents  
 Edge-O-Lake Neighborhood Watch  
 Edmondson-Cloverland Homeowners  
 Edo State Union  
 Elkins Park Citizens Action Group  
 Enchanted Hills Neighbors  
 Ensworth Avenue Neighbors  
 Ensworth Neighbors  
 Fisk Area Neighbors (FANG)  
 Fisk-Meharry CAC  
 Flatrock/Battlewood Neighbors  
 Four Corners Neighbors  
 Four Corners Neighbors  
 Fox Hollow Farms Homeowners  
 Fredericksburg Homeowners  
 Friends of Sever Park  
 Friends on Five Neighborhood Watch  
 Gillock/Hilltop Lane Neighborhood Watch  
 Glenduff Neighborhood Watch  
 Gleggery Park Neighborhood Watch  
 Golden Valley Neighbors  
 Grand Staff Apartments  
 Grande Villa Estates  
 Green Hills Action Partners, The (TGHP)  
 Green Hills Mall Office NW  
 Green Hills Neighborhood Association, The  
 Green Hills Neighbors  
 Greenfield Neighborhood Watch



Hadley Park Towers Residents  
Hadley Park/Clifton Neighborhood Watch  
Hadley/Washington Neighbors  
Hampton Hall Homeowners Neighborhood Watch  
Hampton Hall Neighbors  
Hanover Park Homeowners Association  
Harbor Village Homeowners  
Harding Mall B/O  
Harpeth Trace Estates Homeowners  
Haynes Area Residents  
Haynes Estates Neighborhood Watch  
Haynes Garden Tenant Council  
Haynes Heights Neighbors  
Haywood Lane Homeowners  
Heritage Square Homeowners  
Heritage Village Condominiums  
Heritage Village Homeowners  
Hermitage Ridge Neighborhood Watch  
Heron Walk Homeowners  
Hickory Chase Neighbors  
Hickory Glade Neighborhood Watch  
Hickory Highlands Homeowners  
Hickory Valley Condominiums  
Hickory Woods Estates Neighborhood Watch  
Hickory Woods Homeowners  
Highlands Neighbors  
Highlands of Harpeth Trace Neighbors  
Highlands of Picadilly Neighbors  
Highlands of Tulip Grove Neighbors  
Hill N Dale Neighbors  
Hill Place Homeowners  
Hill Place Neighborhood Watch  
Hillbrook Neighbors  
Hillhurst Homeowners  
Hillsboro Station Condominiums  
Hillsboro West End Neighborhood Watch  
Hillsboro-West End Neighbors  
Hillwood Estates Neighbors  
Hillwood Heights Neighbors  
Historic Buena Vista Neighbors  
Historic Edgefield Neighborhood Watch  
Historic Edgefield Neighbors  
Historic Germantown Nashville, Inc.  
Historic Germantown Neighborhood Watch  
Historic Talbot's Corner  
Historic Waverly Place Neighborhood Association  
Honey Brook Homeowners  
Hooten Hows Road Neighborhood Watch  
Hope Gardens Neighborhood Watch  
Hope Gardens Neighbors  
Huntington Ridge Neighborhood Watch  
Huntington Village Homeowners  
Hydes Ferry/Drakes Branch Community  
I.W. Gernert Homes Residents  
Inglewood Neighbors  
Inns of Granny White  
J.C. Napier Homes Residents  
Jackson Grove Subdivision  
Jackson Park Community Club  
Jacksonian Drive Neighborhood Watch  
James A. Cayce Homes Residents  
Janice Neighborhood Watch  
Jasperson Drive / Center Street Neighborhood Watch  
Jefferson Street United Merchants Partnership (JUMP)  
Jelton Community Club  
Joelton Neighbors  
John Henry Hale Homes Residents  
Jones/Buena Vista Neighborhood Watch  
Joseph Avenue Block Club  
Joy-Caring Neighborhood Watch  
JSH Neighborhood Club  
Keeling Avenue/Trinity Lane Neighborhood Watch  
Kenmore Neighborhood Watch  
Kenner Manor Neighbors  
Knob Hill Area Neighbors  
Knolls Neighborhood Watch  
Kur-It Neighbors  
Lake Park Homeowners  
Lake Park Neighborhood Watch  
Lakeshore Heartland Neighborhood Watch  
Lakeshore Neighbors  
Lakeshore Woods Neighborhood Watch  
Larchwood Homeowners  
Larkwood Neighbors  
Lexington Homeowners  
Linmar Place III Homeowners  
Lion's Head Condominiums Homeowners  
Lockeland Springs Neighborhood Association  
Lockeland Springs Neighborhood Watch  
Lombardy Neighbors  
Long Hunter Chase Homeowners  
Magnolia Hills Homeowners  
Margo Lane Neighborhood Watch  
Market Square Neighborhood Watch

Maxwell Avenue Neighborhood Watch  
McCrory Heights Neighborhood Watch  
McCrory Trace Estates Neighborhood Watch  
McFerrin Park Area Group  
Meadowood Neighborhood Watch  
Medial Avenue Residents  
Melborne Drive Neighborhood Watch  
Melrose Civic League  
Merry Oaks Neighbors  
Midtown Business Association of Nashville  
Mill Creek Neighbors  
Monroe Village Improvement Council  
Monroe Village Neighborhood Watch  
Montague Neighborhood Association  
Montcastle Estates Homeowners  
Montrose Avenue Neighborhood Alliance  
Morena Street Neighborhood Group  
Mt. Pisgah Homeowners  
Mt. View Road Citizens Link  
Mt. View Road Neighbors  
Mulberry Downs Neighborhood Watch  
Mulberry Downs Neighbors  
Murfreesboro Road Business Association  
Myrtlewood Estates Neighbors  
Napier Area Neighbors  
Nashboro Woods Neighbors  
Nashville Neighborhood Alliance  
Neelys Bend Association  
Neighbor Watch  
Neighborhood Improvement Project (NIP)  
Neighborhood Trash Patrol  
Neighborhood Vision  
Neighborhoods Against Crime, Inc. (NAC)  
Neighborhoods Resource Center (NRC)  
Neighbors of Antioch  
Neighbors of Gibson Drive  
Neighbors Reaching Out  
Neil Hunt Neighborhood Watch  
New Hope Meadows Neighborhood Watch  
New Hope Point Neighborhood Watch  
Nichol Lane Families  
Nocturne Forest Homeowners  
Norman King Neighborhood Watch  
North Nashville Community Organization  
North Nashville Organization for Community Improvement (NNOCI)  
Northbrook Estates Neighbors  
Northeast Nashville Coalition  
Northeast Nashville Neighbors  
Northeast Organized Neighbors (NEON)  
Northwest Nashville Civic Association  
Northwest Neighborhood Association, Inc.  
Oak Hill Neighborhood Watch  
Oak Hill Taxpayers  
Oak Park Neighbors  
Oakcrest Neighborhood Watch  
Oakland Acres Neighbors  
Oakland Trace Condos  
Oakland Trace III Neighbors  
Oakwood Homeowners  
Oakwood Neighborhood Watch  
Oakwood Neighborhood Watch  
October Woods Neighbors  
Oglesby Community House  
Old Hickory Neighborhood Watch  
Old Hickory Village Neighborhood Association  
Old Hickory Village Neighbors  
Organized Neighbors of Edgehill (ONE)  
Osage Neighborhood Watch  
Otter Creek Neighborhood Watch  
Overton Lea Neighborhood Watch  
Panorama Apartments  
Park Court Neighborhood Watch  
Parkway Neighborhood Watch  
Parkwood Homeowners  
Pebble Creek Apartments Neighborhood Watch  
Pebble Creek Estates  
Peninsula Homeowners, The  
Pennington Bend Neighbors  
Penmock Area Neighborhood Watch  
Peppertree Forest Neighborhood Watch  
Perry Priest Neighborhood Watch  
Perry Heights Neighbors  
Pineridge Neighborhood Watch  
Plantation Neighborhood Watch  
Players Club of Brentwood Apartments  
Pleasant Colony Neighborhood Watch  
Poplar Creek Estates Homeowners  
Poplar Creek Homeowners  
Poplar Glen Neighbors  
Poplar Ridge Neighbors  
Poplarwood Neighborhood Watch  
Preston Taylor Homes Residents  
Priest Lake Neighborhood Watch

Quail Valley Homeowners  
 Radical, Inc.  
 Radnor Lake Community Association  
 Radnor Neighborhood Association, Inc.  
 Radnor Neighbors  
 Ragland Drive Neighborhood Watch  
 Rainbow Place Neighbors  
 Raintree Village Neighborhood Watch  
 Ravenwood Homeowners Association  
 Raymond Heights Neighbors  
 ReDiscover East  
 Regent Drive Neighbors  
 Renewal House Apartments  
 Renraw Community Association  
 Richland/West End Neighborhood Watch  
 Richland/West End Neighbors  
 River Crest Homeowners Association  
 River Drive Neighbors  
 River Park Homeowners  
 River Plantation Section III Neighbors  
 River Plantation Section IV Neighbors  
 River Plantation Section IX Neighbors  
 River Plantation Section VI Neighborhood Watch  
 River Trace Estates Neighborhood Watch  
 River Trace Homeowners  
 River Trace Neighborhood Watch  
 Rivers Edge Neighbors  
 Rivenwood Neighborhood Alliance  
 Rivenwood Neighborhood Watch  
 Rivenwood Residents Association  
 Robertson/Urbandale/Nations (RUN)  
 Rolling Acres Neighborhood Watch  
 Rolling Acres Neighbors  
 Rolling River Homeowners  
 Rolling River Neighborhood Watch  
 Roxanne Drive Neighborhood Watch  
 Royal Arms Community Neighborhood Watch  
 RUN Neighborhood Watch  
 Salemtown Neighbors  
 Scottsboro Community Club  
 Seay Hubbard United Methodist Church  
 Seven Oaks Homeowners  
 SHaRP Group, the  
 Sheffield on the Harpeth Homeowners  
 Shepherd Hills Neighborhood Association  
 Slaydon Drive Neighborhood Watch  
 Smith Springs Neighborhood Watch  
 SNAP Neighborhood Watch  
 Somerset Farms Homeowners  
 Somerset Kinsel Green Homeowners  
 South Hampton Homeowners  
 South Harpeth Area for Planning  
 South Harpeth River Valley Neighbors  
 South Inglewood Neighborhood Coalition  
 South Inglewood Neighbors  
 South Nashville Action People (SNAP)  
 Southeast Neighbors Association  
 Southeast Neighbors for Planned Growth  
 Southfork Subdivision  
 Southside Neighborhood Coalition  
 St. Luke's - West Nashville Business Alliance  
 Stanford Estates Homeowners  
 Starboard Neighborhood Watch  
 Sterling Oaks Neighborhood Crime Watch  
 Stillwood Neighborhood Watch  
 Stone Creek Park Neighbors  
 Stonemead Homeowners  
 Stuart Glen Neighborhood Watch  
 Sugartree - Hillsdale - Kenway Estates Neighbors  
 Summit Run Homeowners  
 Summit Run Homeowners  
 Sunnyside Community Citizens Inc.  
 Sunnyside Neighbors  
 Sunrise Court Neighbors  
 Sunset Place Residents  
 Sutherland Heights Neighbors  
 Sweetbriar Neighborhood Watch  
 Sylvan Heights Homeowners  
 Sylvan Heights Neighborhood Group  
 Sylvan Heights Neighborhood Watch  
 Sylvan Park Neighborhood Watch  
 Sylvan Park Neighbors  
 T.R.A.C. Neighborhood Watch  
 Tennessee Neighborhood Volunteers  
 The District Organization  
 Third Eye Neighborhood Watch, The  
 Thousand Oaks Estates  
 Thrible Springs Neighborhood Watch  
 Timber Lane/Woodleigh Neighbors  
 Tomorrow's Hope Neighborhood Association  
 Towne Village Neighborhood Watch  
 Traceside Homeowners  
 Traceside Neighborhood Watch  
 Trevecca Towers, Inc.

Valley Brook Town Homes Neighborhood Watch  
 Valley Grove Neighbors  
 Valley View Meadows Homeowners  
 Valley View -Clovertand Neighbors  
 Villa - Wedge South  
 Village by the Creek Neighborhood Organization  
 Village by the Creek Neighborhood Watch  
 Village of Huntington Homeowners  
 Villages of Brentwood Homeowners  
 Villages of Huntington Association  
 Vine Hill Homes Residents  
 Vultee Neighborhood Watch  
 Waldkirch Avenue Neighbors  
 Walnut Hill Neighborhood Watch  
 Walnut Hills Manor Neighborhood Association  
 Walnut Hills Subdivision  
 Watch Tower for Crime (WTFCC)  
 Welch Bend Community Watch  
 West End Neighbors  
 West Meade / Bellevue AARP Chapter  
 West Meade Hills Neighbors  
 West Meade Park Neighbors  
 West Meade/Highway 70 Neighbors  
 West Nashville Neighborhood Coalition  
 West Nashville Presidents Council  
 Westchase Homeowners  
 White Bridge Neighbors  
 White Bridge Road Neighborhood Watch  
 Whites Bend Action Group  
 Whites Creek Community Club  
 Whitland Area Neighborhood Association  
 Whitland Area Neighbors  
 Williams Grove Neighborhood Watch  
 Wilowen Drive/Lisa Lane Neighborhood Watch  
 Windsor Terrace Neighbors  
 Woodbine Commercial District  
 Woodbine Community Organization  
 Woodbin e Neighbors  
 Woodland Forest Homeowners Association  
 Woodland-in-Waverly Neighborhood Watch  
 Woodland-in-Waverly Neighbors  
 Woodlawn-West Historic Neighborhood  
 Woodmont Estates Neighbors  
 Woodycrest Area Neighborhood Watch  
 Wynbrook Homeowners Association  
 Your Neighborhood Group



**If your neighborhood is not listed and you are interested in forming a neighborhood association, please call the Mayor's Office of Neighborhoods at 862-6000.**



## Metro Services Phone List

Abandoned motor vehicles on private property	615-862-6590
Abandoned motor vehicles on the public right-of-way (street)	615-862-6551
Accident (to report an accident) - Police Department	615-862-8600
Accident report (copies of accident reports) - Police Dept.	615-862-7631
Adopt-A-Street	615-862-8418
Adult Protective Services/DHS	1-888-APSTENN
Agricultural Production/Marketing	615-862-5995
Air pollution inspections	615-340-5653
Alarm Registration, Metro Clerk's Office	615-862-6770
Alley closures	615-862-7192
Alley maintenance	615-862-8750
Animal bite investigation	615-862-7928 or 615-862-7929
Arrest Information	615-862-8123
Asbestos inspections	615-340-5653
Auto Theft - Police Department	615-862-7612
Big and Old Trees in Davidson County	615-862-8418
Bird control and information	615-340-5668
Blasting complaints	615-862-5230
Blind intersections	615-862-8750
Bond Information - Pre-trial Release Program	615-862-8520
Building Code Questions - Residential Additions & Alterations	615-862-6550
Bulk Item Trash Pickup	615-880-1000
Brush Collection	615-880-1000
Burglary Unit - Police Department	615-862-7572
Bus Schedules	615-862-5950
Business operating in a residential area	615-862-6551
Business Tax and Licenses	615-862-6050
Campground inspections and permitting	615-340-5644
Central Sector - Police Department	615-862-7611
Charitable Solicitations online permit application	615-862-6778

Civil Warrants - Sheriff's Office	615-862-8174
Closest Fire Hall to you	615-862-5230
Cockrill Bend Industrial Park (real estate sales) - Port Authority	615-862-6209 or fax 615-862-6025
Community Cleanup Days	615-880-1000
Community Corrections	615-862-8370
Community Service - Sheriff's Office	615-880-3897
Community Service Block Grant (CSBG) - Metro Action Comm.	615-862-8860 ext 121
Consumer Information - Household Problems	615-862-5995
Corrections Corporation of America Contract Monitor - Sheriff's Ofc.	615-831-7088
Council Metro Action	615-862-6770
County Clerk - General Information	615-862-6050
Court Date Information - Criminal/General Sessions Courts	615-862-5600
Crime Stoppers - Police Department	615-862-7463
Criminal Court Clerk	615-862-5600
Criminal Court Collections - Court Payment Information	615-862-5600
Criminal Warrant - Police Department	615-862-7683
Customer Service - Metro Water Services	615-862-4600
Customer Service - Nashville Electric Service	615-736-6900
Day care center inspections	615-340-5630
Dead animal removal in the general services district	615-880-1000
Dead dogs in general services district	615-880-1000
Dilapidated houses	615-862-6590
Directors/Department Heads	(see department directory)
Dog bites - reporting	615-862-7928
Dogs running at large	615-862-7928 or 615-862-7929
Domestic Violence - Police Department	615-880-3000
Drainage	615-862-8750
DUI / Probate Court	615-862-5600
Dumping on private properties	615-340-5644
Dumping on public right-of-ways	615-880-1000



Dwellings unfit for human habitation	615-862-6590
Easements	615-862-8760
East Sector - Police Department	615-862-7600
Economic Development - One Stop Business Assistance Program	615-862-6026
Electric Service - Nashville Electric Service	615-736-6900
Enforcement of Metro leash laws	615-862-7928 or 615-862-7929
Environmental information	615-862-5900
4-H Club Youth Program	615-862-5995
Family & Community Education Clubs (FCE Clubs)	615-862-5995
Farm animals on residential property	615-862-6551
Fencing requirements	615-862-6551
Film Office	615-862-4700
Financial Management Education	615-862-5995
Fire Education	615-862-5230
Fire Marshal	615-862-5230
Food Safety Education	615-862-5995
Garbage and trash inspections	615-340-5644
Garbage collection	615-880-1000
General plan information - Planning Commission	615-862-7182
Glad Bag-A-Thon (Nation's Largest Cleanup)	615-862-8418
Graphics - Planning Commission	615-862-7180
Grass cutting on private properties with houses or structures	615-862-6590
Grass cutting on public right-of-ways	615-862-8750
Grass cutting on vacant lots	615-340-5644
Grocery store inspections	615-340-5620
Guardrails	615-862-8750
Handicap Accessibility	615-862-6550
Head Start	615-862-8860 ext 140
High grass, weeds, junk, trash, garbage and debris on a vacant lot	615-340-5644
High grass, weeds, junk, trash, and debris on private property	615-340-5644

Holiday Lights	615-862-8418
Hotel and motel inspections	615-340-5630
Hotel and Motel Tax	615-862-6050
How is property zoned? - Planning Commission	615-862-7190
Illegal dumping	615-340-5644
Illegal dumping on public property or streets	615-340-5644
Illegal dumping on vacant lots with no structures	615-340-5644
Impounding of dogs found running at large	615-862-7928
Inmate Information at Criminal Justice Center - Sheriff's Office	615-862-8123
Inmate Information (female) at Correction Corporation of America	615-831-7088
Insect control	615-340-5668
Job Training - Nashville Career Advancement Center	615-862-8890
JTPA - Nashville Career Advancement Center	615-862-8890
Junk appliances or furniture stored in yard areas or on porches	615-862-6590
Junk, garbage, and debris on private property with a dwelling	615-862-6590
Junk/inoperable vehicle on Federal Highway or Interstate	615-741-3181
Junk/Inoperable vehicles on private property	615-862-6590
Junk/Inoperable vehicles on the Right of-way (street)	615-862-6551
Jury Duty	615-862-5295
Lawn and Garden Contest	615-862-8418
Lawn & Garden Information	615-862-5995
Lead paint inspections and information	615-340-5644
Leash Laws for animals	615-862-7930
Legislation, Metro Council	615-862-6770
Living at Home/Senior Citizens, Inc.	615-327-4551
Litter Education	615-880-1000
Low Income Energy Assistance (LIHEAP) - Metro Action Comm.	615-862-8860 ext 127
Lot giveaway/Homestead	780-7000
Marriage Licenses	615-862-6050
Medical waste	615-340-5644



Meeting dates and other general information - Planning Comm.	615-862-7150
Memorial Trees	615-862-8418
Metro & Parking Ticket Information	615-862-5222
Mice control information	615-340-5668
Mosquito fogging and control	615-340-5668
Nashville Career Advancement Center - Job Training	615-862-8890
Nashville Career Advancement Center - JTPA	615-862-8890
Nashville Fire Department - Administrative Offices	615-862-5421 or 615-862-5423
Nashville Fire Department - Ambulance Center	615-862-5350
Nashville Fire Department - Ambulance Center	615-862-5367
Billing/Customer Service	
Nashville Fire Department - Communications Center	615-862-8585
Nashville Fire Department - Fire Training Academy	615-862-5390
Nashville Fire Department - Fire Prevention Bureau	615-862-5230
Nashville Fire Department - Hydrant Shop	615-862-5270
Nashville Fire Department - Maintenance & Repair Shop	615-862-5380
Nashville Fire Department - Nashville Fire-fighter's Assoc.	615-889-7250
Nashville Fire Department - North Division Assistant Chief	615-862-5428
Nashville Fire Department - Safety Section	615-862-5270
Nashville Fire Department - South Division Assistant Chief	615-862-5404
Nashville Foreign-Trade Zone - Port Authority	615-862-6029 or fax 615-862-6025
Needles/Syringes reported for pick-up	615-340-5644
Neighborhood Day Applications	615-862-8418
Neighborhood plans - Planning Commission	615-862-7165
Notary Commissions	615-862-6050

Operating commercial business from a house in a residential area	615-862-6551
Other community plans - Planning Commission	615-862-7165
Other Zoning Questions - Planning Commission	615-862-7196
Overgrown vacant lots (weeds, vines, small saplings)	615-340-5644
Parking commercial vehicles, on private property in residential area	615-862-6551
Parking Lot requirements, paving, spaces, etc.	615-862-6550
Permits for Building, Plumbing, Electrical, Mechanical and Roofing	615-862-6510
Pesticide Certification	615-862-5995
Planned Unit Development (PUD) applications - Planning Comm.	615-862-7190
Planned Unit Development (PUD) design - Planning Comm.	615-862-7163
Planned Unit Development (PUD) existing - Planning Comm.	615-862-7206
Planning Commission - General plan information	615-862-7182
Planning Commission - Graphics	615-862-7180
Planning Commission - How is property zoned?	615-862-7190
Planning Commission - Meeting dates and other general info.	615-862-7150
Planning Commission - Neighborhood plans	615-862-7165
Planning Commission - Other community plans	615-862-7165
Planning Commission - Other Zoning Questions	615-862-7196
Planning Commission - Planned Unit Development (PUD) apps.	615-862-7190
Planning Commission - Planned Unit Development (PUD) design	615-862-7163
Planning Commission - Planned Unit Development (PUD) existing	615-862-7206
Planning Commission - Property mapping	615-862-7165
Planning Commission - Research section: community data	615-862-7185
Planning Commission - Resubdivision Design	615-862-7200
Planning Commission - Subarea plans	615-862-7165
Planning Commission - Subdivision applications	615-862-7190
Planning Commission - Subdivisions: general information	615-862-7194
Planning Commission - Transportation planning	615-862-7204



Planning Commission - Zone change applications	615-862-7190
Police Advocacy Support Services	615-862-7887
Police Department - Accident (to report an accident)	615-862-8600
Police Department - Accident report (obtaining a copy of a report)	615-862-7631
Police Department - Auto Theft	615-862-7612
Police Department - Burglary Unit	615-862-7572
Police Department - Central Sector	615-862-7611
Police Department - Crime Stoppers	615-862-7463
Police Department - Criminal Warrant	615-862-7683
Police Department - Domestic Violence	615-880-3000
Police Department - East Sector	615-862-7600
Police Department - South Sector	615-862-7744
Police Department - Tow in Lot	615-862-7800
Police Department - West Sector	615-862-7747
Police Department - Youth Services	615-862-7417
Port Authority - Cockrill Bend Industrial Park (real estate sales)	615-862-6029 or fax 615-862-6025
Port Authority - Nashville Foreign-Trade Zone	615-862-6029 or fax 615-862-6025
Pot Holes in Streets and sidewalks	615-862-8750
Power Outages - Nashville Electric Service	615-736-6900
Probate Court Clerk's Office	615-862-5980
Property mapping - Planning Commission	615-862-7165
Public facilities inspections	615-340-5630
Public Guardian	615-244-7708
Public Lands Day	615-862-8418
Public restroom inspections	615-340-5644
Questions about the Proposed Zoning Code? - Planning Comm.	615-862-7190
Rabies control	615-862-7928 or 615-862-7929
Rat control	615-340-5668
Recycling	615-880-1000
Registration - Motor Vehicles	615-862-6050

Repairing vehicle on residential property	615-862-6551
Repairing vehicles in the Right-of-Way (street)	615-862-6551
Research section: community data - Planning Commission	615-862-7185
Restaurant inspections	615-340-5620
Resubdivision Design - Planning Commission	615-862-7200
Rooming and Board Houses	615-862-6551
School plant inspections	615-340-5630
Senior Solutions	615-255--1010
Sewage system evaluations and recommendations	615-340-5604
Sewage systems investigated for loan letters	615-340-5604
Sewage systems, failed creating health hazard	615-340-5644
Sheriff's Office	615-862-8170
Sheriff's Office - Civil Warrants	862-8174
Sheriff's Office - Community Service	615-880-3897
Sheriff's Office - Correctional Work Center	615-880-3853
Sheriff's Office - Corrections Corp. of America Contract Monitor	615-831-7088 ext. 120
Sheriff's Office - Criminal Justice Center	615-862-8123
Sheriff's Office - Hill Detention Centers I & II	615-862-8243
Sheriff's Office - Inmate Information at Criminal Justice Center	615-862-8123
Shoulder maintenance	615-862-8750
Signals & Street Signs - Regulatory	615-862-8677
Signs on private property	615-862-6551
Signs on the Public Right-of-Way	615-862-6551
Signs on Utility poles	615-862-6551
Soil Samples Analyzed	615-862-5995
South Sector - Police Department	615-862-7744
Special Events	615-862-4700
State/National Arbor Day Celebrations	615-862-8418
State Tropper Ticket Information	615-862-5600
Stormwater Pollution Hotline	615-313-PURE
Street Closures	615-862-8782
Subarea plans - Planning Commission	615-862-7165
Subdivision applications - Planning Commission	615-862-7190
Subdivisions: general information - Planning Commission	615-862-7194



Swimming pool inspections	615-340-5630
Swimming Pools - Residential	615-862-6550
Taxicab Regulation	615-862-6777
Titles - Motor Vehicles	615-862-6050
Tow in Lot - Police Department	615-862-615-780-0
Transportation planning - Planning Commission	615-862-7204
Tree Hazard	615-862-6488 or 615-862-8418
Tree Ordinance	615-862-6488
Tree Removal	615-862-6488
Tree Trimming/Removal Near Power Lines - NES	615-736-6900
Trees to Trails Sites (Holiday Tree Disposal)	615-862-8418 or 615-862-8620
Unsafe Buildings - Commercial	615-862-6550
Unsafe Buildings - Residential	615-862-6590
Vacant houses not boarded or secured - standing open	615-862-6590
Vacant lot having high grass, weeds, junk, furniture, & debris	615-340-5644
Vacant lot having inoperable vehicles	615-340-5644
Vacant Lots	615-340-5668
Vehicle inspections, maintenance program	615-340-5656
Vicious dog investigation	615-862-7928 or 615-862-7929
Victim Intervention Program	615-862-7887 or 615-862-7773
West Sector - Police Department	615-862-7747
Wrecker/Towing Regulation	615-862-6777
Yard and Garage Sales	615-862-6551
Youth Services - Police Department	615-862-7417
Zone change applications - Planning Commission	615-862-7190
Zoning information and permits	615-862-6590

## Your Special Phone Numbers \_\_\_\_\_

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## Notes \_\_\_\_\_

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**Metro government – Department  
of Codes administration**



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

<b>Codes Hotline</b>	<b>862-6590</b>	Switchboard
<b>Directors Office</b>	<b>862-6600</b>	Terrence Cobb
<b>Neighborhood Coordinator</b>	<b>862-6516</b>	William Penn
<b>FAX Number</b>	<b>862-6514</b>	

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

Metropolitan Government of Nashville and Davidson County  
Department of Codes Administration

Howard Office Building  
700 2nd Avenue, South  
Nashville, Tennessee 37210

Phone: 615 862-6590

Fax: 615 862-6514

Email: [bill.penn@nashville.gov](mailto:bill.penn@nashville.gov)