



Metro Codes

E - News for Neighborhoods

Metropolitan Government of Nashville and Davidson County



Welcome to the **NEW** Nashville.gov

On March 30th, Nashville.gov launches a new version of the city's award winning web site. The improved site includes easier navigation, a Google search engine and a cleaner, streamlined home page.

The new web site will make it easier for those who live, work or visit Nashville to get information. Whether you want to learn about Metro Council meetings, building permits, schools, jobs, or tourist attractions, Nashville.gov will guide you.

"Nashville.gov is a key to bringing Metro Government to the citizens of our city and to people around the world," said Mayor Bill Purcell. "The new Nashville.gov will improve access to the city and its programs and show why Nashville is a great city to live, work and raise a family."

For the past five years Nashville.gov has been recognized as one of the top 10 big city internet sites in the nation by the Center for Digital Government in its annual Digital Cities Survey. The award winning Citizen's Guide to the Budget puts information about the city's expenditures and revenues in the hands of citizens for every department. The eBid program has increased revenues for the city with the sales of surplus property.

The new home page will include better organized and more prominent links to the most often visited sites at Nashville.gov. The links will be under the categories Live, Work and Play. The Live category will include links to sites about schools, public safety and health services. The Work category will include links to sites for finding government jobs, building codes, and transportation. The Play category will include links to Metro Parks and entertainment venues.

"This has been a major undertaking by the Information Technology Services Department to revamp the entire Nashville.gov website including all 18,000 web pages on the site," said ITS Director Sandy Cole. "The new site will not only be more accessible to the public, it will also allow ITS to get information on the site more quickly and make changes more easily."

Cole credited the members of the ITS Web Team Matt Adams, Melissa Gann, Robert Rawlins, Michelle Renfro, Ashley Scott, Michael Watson & Mike Kalas for producing a newer, sleeker web site.

One of the major changes on the site, according to Cole, is the new Google search engine which will make it easier for people to find information on the site with a keyword search.

The new site will also have a more prominent calendar for information about Metro events and meetings.



862-5000 CHANGES TO 311 FOR METRO INFORMATION

Metro is changing the number of its information line to 311 to make it easier for citizen's to find out about city services.

The 311 phone number replaces the previous Metro Information phone number, 862-5000, so citizens can use a shorter, easier to remember number to contact Metro. The calls will continue to be handled by the Metro Call Center, which began in 2002 and handles about 225,000 calls per year.

"By changing our number to 311 we'll make it easier for people to remember how to get in touch with Metro and get the information they need," Mayor Bill Purcell said. "The switch to 311 has been very successful in other cities around the state and the country."

Other Tennessee cities with 311 service include Knoxville and Chattanooga. New York City began its service in 2003. Similar switches to three digit phone numbers for information include the Tennessee Department of Transportation's 511 line and the 211 phone number for social service agencies in Middle Tennessee.

The 311 number will also replace the 880-1000 line for the Curby recycling program. The Metro Call Center handles the calls for trash collection, recycling and brush pickup services.



The Call Center operates Monday through Friday 7 am to 7 pm. Persons using a cell phone may not be able to call 311. They can continue to use the 862-5000

phone number for information. People calling from outside Nashville must still dial the 615-862-5000 number for Metro information.

911 Emergency calls will continue to be handled by the E-911 Center. For Non-emergency assistance calls should continue to be made to 862-8600.



Organizing Your Neighborhood

Nashville is only as strong as its neighborhoods. While there have been many neighborhoods 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, give us a call, we are here to help! Here are some steps to get you started:

1. Identify neighborhood boundaries
2. Select a core group of people in the neighborhood interested in organizing.
3. Establish a mission/goal(s) reflective of the needs/wants of neighborhood.
4. Research—find out what resources/assets exist in your neighborhood.
 - A. Identify other neighborhood organizations in close proximity and/or with similar goals.
 1. see what worked and did not work for them.
 2. choose one as a mentor.
 - B. Identify and meet with the elected officials in your district/area (i.e. council person).
 - C. Determine which government agencies/ departments will be most beneficial to you and your cause.
 - D. How much money, if any, is at your disposal? How much can you access?
5. Recruit others in the neighborhood.
 - A. There is power in numbers.
 - B. They can bring fresh ideas to the table.
6. Devise a plan or strategy (depends on mission/goal(s) of your neighborhood organization).
 - A. How do you plan on tackling issues (if any)?
 - B. Does the plan/strategy address the issue?
 - C. Have all available resources been identified?
 - D. What actions/changes will occur; who will carry them out; when and where will they take place; how do you plan on disseminating information (i.e. who should know what).

For more information please contact the Mayor's Office Of Neighborhoods at (615) 862-6000.



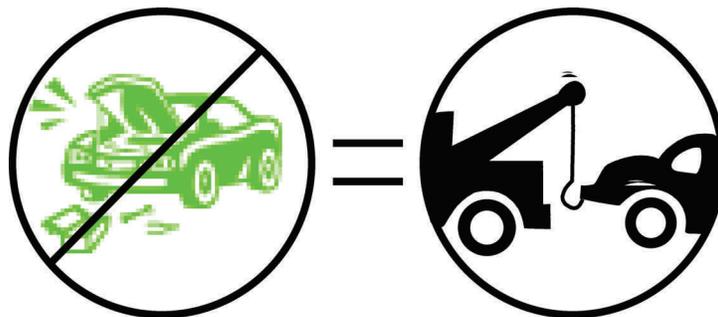
Woodbine Neighbors work to Address Communication Barrier with new Visual Aids

Inoperable vehicles, mechanical repair shops and car parts aren't allowed on residential yards. – Codes Issues Artwork created by Mayra Morales – collaboration by Jane Hooper, other Woodbine Neighbors members and attendees.

At the January 2007 Woodbine Neighbors (WN) meeting, Bill Penn, Assistant Director of Codes, and the WN group discussed how to notify new and existing residents and businesses what constitutes Codes and Health violations. Local artist Mayra Morales suggested using pictures to describe violations that exist in the Nashville area. After talking it over at the meeting, the picture concept showing folks what is and isn't allowed caught on. Mayra offered her artistic services to create the images, Jane Hooper, retired Metro Arts Instructor offered her expertise and assistance in fine tuning the concept, and Margaret Donovan, President of WN offered to help coordinate the project.

In the March meeting, Mayra's drawings were presented to the group along with the go ahead to contact the Dean of Students at Lipscomb University to request a few students to help the WN folks distribute flyers using the picture concept. With Mayra's artistic talents and artistic input from Jane Hooper, the Woodbine Neighbors' flyer depicts overflowing trash cans create codes and health issues; inoperable vehicles on residential property will be towed; indoor furniture and appliances are not allowed on grassy areas or porches; boats are not allowed to be parked on the grassy areas on front lawns; and tires must be disposed of correctly and not placed grassy areas.

In April Mr. Bill Penn of Codes sent along the flyer "How to Work with Metro Codes" with the contact phone numbers for Metro Departments to be distributed along with the newly created WN pictorial flyer. On April 13th, Lipscomb University students and Woodbine Neighbors will distribute these two flyers to about 300 businesses and residents in the WN area.



PROPERTY STANDARDS VIOLATIONS

High Grass and Weeds

- ◆ All premises and exterior property shall be maintained free from weeds in excess of twelve inches so as not to endanger the health, safety, and welfare of the citizens of the metropolitan government. "Weeds" shall be defined as all grasses, trees or shrubs; provided, however, this term shall not include cultivated flowers and gardens. Properties in a natural state may be allowed if an intentional design for vegetative growth is on file with the metropolitan beautification commission, provided there is a fifteen feet setback from the front property line and a ten feet setback from any adjacent residential property line. All government-owned greenways, parks, and recreation areas shall be exempt for the provisions of the section



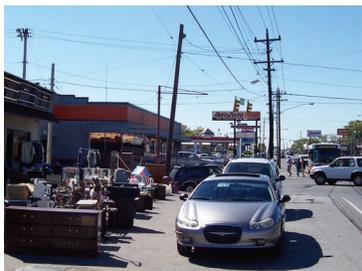
Farm Animals

- ◆ Common domestic farm animals, exotic and native wildlife are restricted in residential areas. For residentially zoned districts, the minimum lot size is five (5) 0000acres.



Parking and Paving Requirements

- ◆ The Zoning Code and Health Code specify that permanent parking areas containing five (5) or more spaces must be surfaced with a hard-surfaced, dustless material. The Property Standards Code further provides that vehicles parked at private residences **may not** be parked on the grass.



ZONING "101"

Home Occupation Permits

- ◆ Home Occupation Permits are required for persons who are occupying a portion of their home to operate a business. These are often referred to as Home Based Businesses. Local ordinances do not permit home based businesses that require more than 1 employee from outside the home or require customers to be served on the property.

The customer will need to furnish (1) A Letter of Intent stating the number of square feet they plan to use in connection with the home occupation and that it will not exceed 20% of the floor area in the residence or accessory structure occupied, and in no case more than 500 square feet. It must also state that they fully understand that they cannot serve customers on the premise and can only have 1 employee other than a resident of the property. (2) Copy of the floor plan.

For more information on Home Occupation Permits, you may contact the Zoning Division at (615) 862-6510. you may also access our complete Home occupation Permits procure on our department website.



Obtaining A Change Of Use Permit

- ◆ Use and Occupancy (U&O) Permits are issued as part of a construction permit whether they be construction permits for new buildings on vacant lots, additions, renovations, expansion of parking areas or simply change the use of an entire parcel of land or part of a parcel of land, from one use to another (i.e. office to restaurant).



- ◆ Failing to obtain a use and occupancy permit prior to occupying a location can result in unforeseen expense of the necessity to relocate from the site all together. A business license or any other permit from a regulatory agency does not exempt you from the requirement for a change of use permit.

For more information on Obtaining a Change of Use Permit, you may contact the Zoning Division at (615) 862-6510. You may also access our complete Obtaining 'A Change of Use Permit' brochure on our department website.

EMPLOYEE HIGHLIGHTS

Bill Lovell, Property Standards Inspector, has been a member of the Flex Team since joining Codes two and a half years ago. Members of the Flex Team are not assigned a specific territory; they work requests throughout the entire county. He and the other members of the Flex Team work on a wide range of tasks, endeavoring to give prompt, courteous and pro-active service to all citizens of Davidson County. This includes making inspections from neighborhood audits, support of the Neighborhood Response Team (NRT) program and other special projects in conjunction with our community support programs.



Prior to joining Codes, Bill was with the Nashville Convention Center for 18 years. Being a Journeyman Electrician, he was hired into the position of Building Superintendent where he was responsible for the maintenance and utilities for all shows and activities held at the Convention Center.

He and Jamie, his wife of 31 years reside in Kingston Springs. He has two children along with Caleb and Austin, his two grandchildren, the lights of his life. Bill and Jaime attend the United Methodist Church in Kingston Springs and he is active in several fraternal organizations.

Bill is a Past Master of Phoenix Lodge #131 of the Free & Accepted Masons, as well as the Scottish Rite and the Shrine. You may have seen Bill in some of the parades in and around Nashville, as he is active in the Horse Patrol in the Shrine with his Palomino mare, Bonnie.

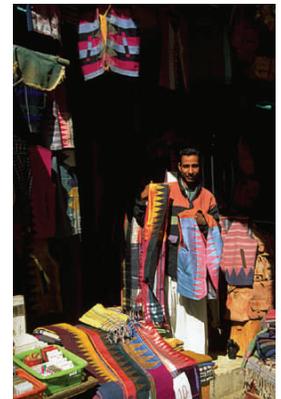


2007 TDEC Great American Cleanup Clothing Drive

In partnership with the Metro Beautification and Environment Commission

Please join us on May 9-10, and May 16-17, 7am-9am and 3pm-5pm, at the Bicentennial Mall, (by the fountains), on James Robertson Parkway for the Seventh Annual TDEC Great American Cleanup Clothing Drive. Last year, over 5,850 pounds of clothes were collected for reuse from State and Metro government.

Recipients of this year's donations are **Mending Hearts**, a **Community Resource Center Agency** and **Goodwill Industries**. All good, used clothing will be accepted; volunteers will help unload your car and tax receipts are available. Please take this opportunity to clean out your closets and help those in need; we look forward to seeing you!



Department of Codes and Building Safety



Metro Office Building
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Nashville, TN 37210
615-862-6590 / Fax 862-6593

Mayor - Bill Purcell

Director - Terry Cobb
Assistant Director - Bill Penn

Office Hours: Mon-Fri / 7:30-4:00



PASS IT ON!

Pass the word about our newsletter! We would be honored if you would share our newsletter with your friends, family and co-workers. If anyone would like to sign up to receive it themselves, they just need to send us their email, and we will be happy to "Pass It On" to them.

Terry Cobb and **Bill Penn** welcome your feedback on our e-newsletter. Please send your comments to [Bill Penn](#), Assistant Director, Property Standards Div., 862-6516



For information regarding accessibility, please contact Manley Biggers at (615) 862-6521 or fax (615) 862-6499. He can also be reached at manley.biggers@nashville.gov