

Neighborhood Plan Contact Team Dispute Resolution Instructions

About Neighborhood Plan Contact Teams

A Neighborhood Plan Contact Team (NPCT) is a group of individuals who serve as the stewards or advocates of their adopted neighborhood plan. These volunteers work with city staff towards the implementation of plan recommendations, review and initiate plan amendments, serve as community points of contact, and work on behalf of other neighborhood stakeholders.

Neighborhood Plan Contact Team Requirements

Neighborhood Plan Contact Teams are self-governing, community-based organizations. Neighborhood Plan Contact Teams are regulated under the provisions of [Austin Land Development Code \(LDC\) 25-1-805](#). The Land Development Code requires:

- 1) Neighborhood Plan Contact Teams must include, to the greatest extent practicable, representation from:
 - Property owners
 - Residential renters
 - Business owners; and
 - Neighborhood organization members owning or renting property within the neighborhood plan area.
- 2) Neighborhood Plan Contact Teams must operate under bylaws which are consistent with the [standardized bylaws template](#) provided by the Director of the Planning and Zoning Department.

Purpose of Neighborhood Plan Contact Team Dispute Resolution Process

Individuals who feel that the Neighborhood Plan Contact Team for their area is operating in a way that is inconsistent with the requirements of City Code or the standardized bylaws template may request the City to investigate and facilitate a dispute resolution process as described under [LDC Subsection 25-1-805 \(G\)](#). (This process is summarized by the flow chart on page 2 of these instructions.)

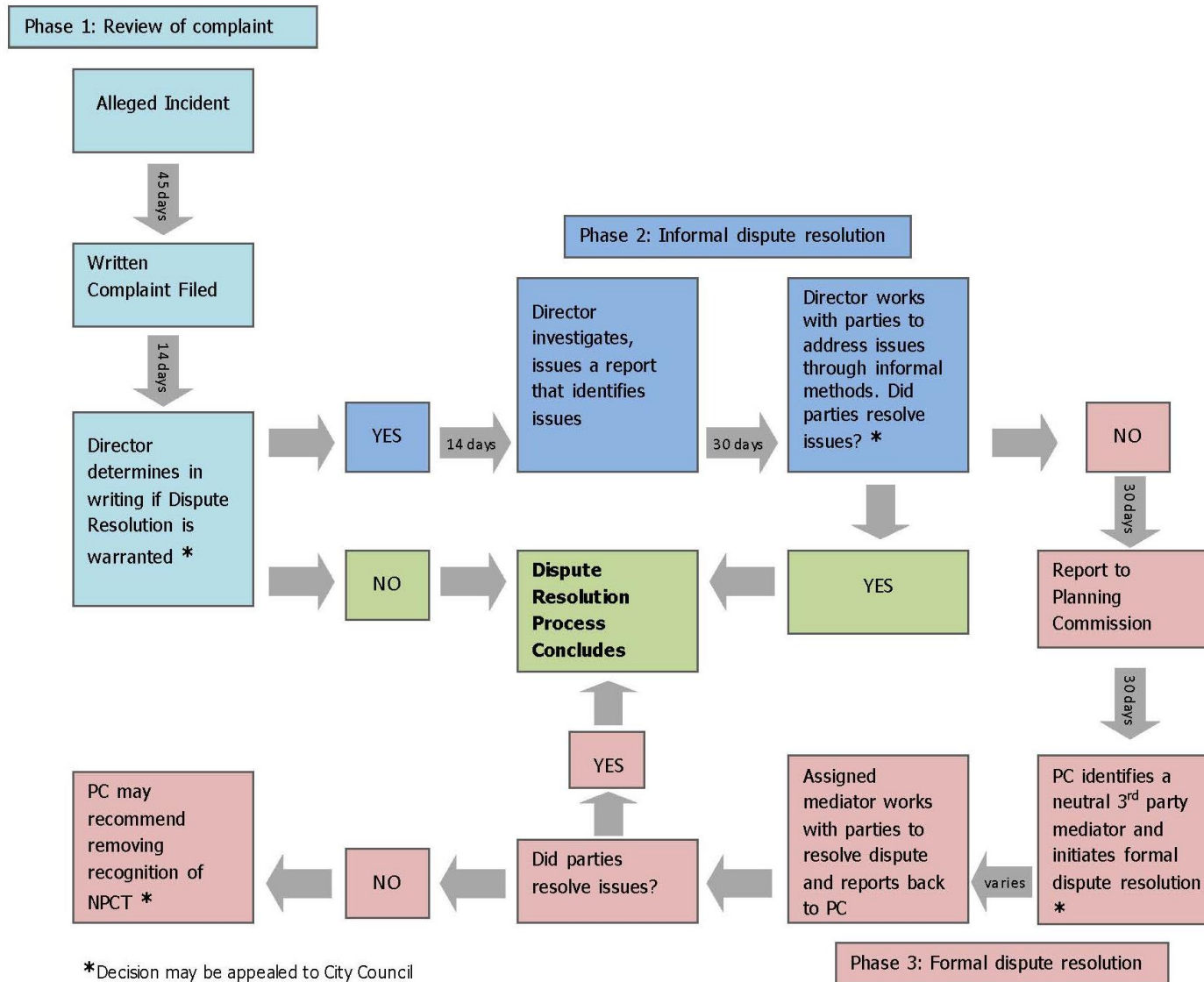
Who can Initiate a Dispute Resolution Process

In order to initiate a possible dispute resolution process related to a particular Neighborhood Plan Contact Team, an individual must meet the membership eligibility requirements for that team as described [under LDC Subsection 25-1-805 \(B\)](#);

How to Initiate a Dispute Resolution Process

- Submit a complaint to the Planning and Zoning Department **within 45 calendar days** following the occurrence of the alleged incident; and
- Submit the complaint in writing using the “Contact Team Dispute Resolution Complaint Form” provided by the Planning and Zoning Department.
- Submittal of a written complaint to the Planning and Zoning Department will initiate the dispute resolution process.
- There is no fee associated with submitting a complaint as part of the dispute resolution process.

Overview of Dispute Resolution Process



Submitting a Complaint Using the Contact Team Dispute Resolution Complaint Form

Step 1. Download the “Neighborhood Plan Contact Team Dispute Resolution Form” from the City of Austin website. Form is available at:

<http://www.austintexas.gov/department/neighborhood-plan-contact-teams>

Step 2. Save the pdf form to your computer. When saving, use a file name that includes your name and the name of the Contact Team involved in the complaint. (If you prefer, you may also print a hard copy of the form to fill out by hand.)

Step 3. Fill out the form.

#1-2. Today’s Date/Date of Occurrence of Incident. Indicate today’s date and the date of the incident the complaint relates to. Incident must have occurred less than 45 calendar days before today.

#3-6. Complainant Name/Address/E-mail/Phone Number. Provide your name and the best contact information.

#7. Neighborhood Plan Contact Team. Select the name of the Neighborhood Plan Contact Team involved in the complaint from the drop down list. (if filling out a hard copy, write the Contact Team name in the blank space below question #7.)

#8. Eligibility. Indicate which of the eligibility groups you fall within for the NPCT selected.

#9. Complaint. Describe your complaint fully. Provide as much detail as you can related to the nature and specifics of the incident, including individuals involved and circumstances. If possible describe how you feel the incident violates the provisions of the Code or the bylaws template.

Neighborhood Plan Contact Team Dispute Resolution
Complaint Form

Please fill out this form completely and submit **within 45 days** following the occurrence of an alleged incident.

1) Today's Date is _____

2) Date of occurrence of incident _____

3) Complainant Name: _____

4) Complainant Address: _____

5) Complainant Email: _____

6) Complainant Phone Number: _____

7) Neighborhood Plan Contact Team. Please indicate the name of the Neighborhood Plan Contact Team about which you are filing a complaint:

Select an option below

Bouldin Creek
Brentwood
Central Austin Combined/CANPAC includes Hancock, North University, and West University

8) Eligibility. Please indicate how you would be eligible to be a member of the Neighborhood Plan Contact Team selected under question 7 (based on the eligibility requirements of [Austin Land Development Code 25-1-805 \(B\)](#)). Choose as many as apply:

I am a property owner within the Neighborhood Planning Area covered by the NPCT indicated above.

I am a residential renter within the Neighborhood Planning Area covered by the NPCT indicated above.

I am a business owner within the Neighborhood Planning Area covered by the NPCT indicated above.

I am a neighborhood organization member owning or renting property within the Neighborhood Planning Area covered by the NPCT indicated above.

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Neighborhood Plan Contact Team Dispute Resolution
Complaint Form

9) Complaint. Please describe your complaint in the space below. Your description should provide a detailed explanation of the incident(s), and should clearly indicate how you feel the team has either a) violated [Austin Land Development Code Section 25-1-805](#), or b) violated the provisions of their approved bylaws. (If needed, you may attach additional documentation.)

Complaint Text Box

Step 4. *Submit the form to the Planning and Zoning Department along with any additional documentation you wish to be considered as part of your complain. (Keep a copy for your records.) Submit the form and additional documentation via:*

Mail: Contact Team Dispute Resolution
Planning and Zoning Department
Attn: Debbie Valero
P.O. Box 1088
Austin, Texas 78767-1088

Or

E-mail: Contact_team_dispute_resolution@austintexas.gov

Questions?

If you have questions about the Neighborhood Plan Contact Team dispute resolution process, e-mail Contact_team_dispute_resolution@austintexas.gov or call (512) 974-3531.