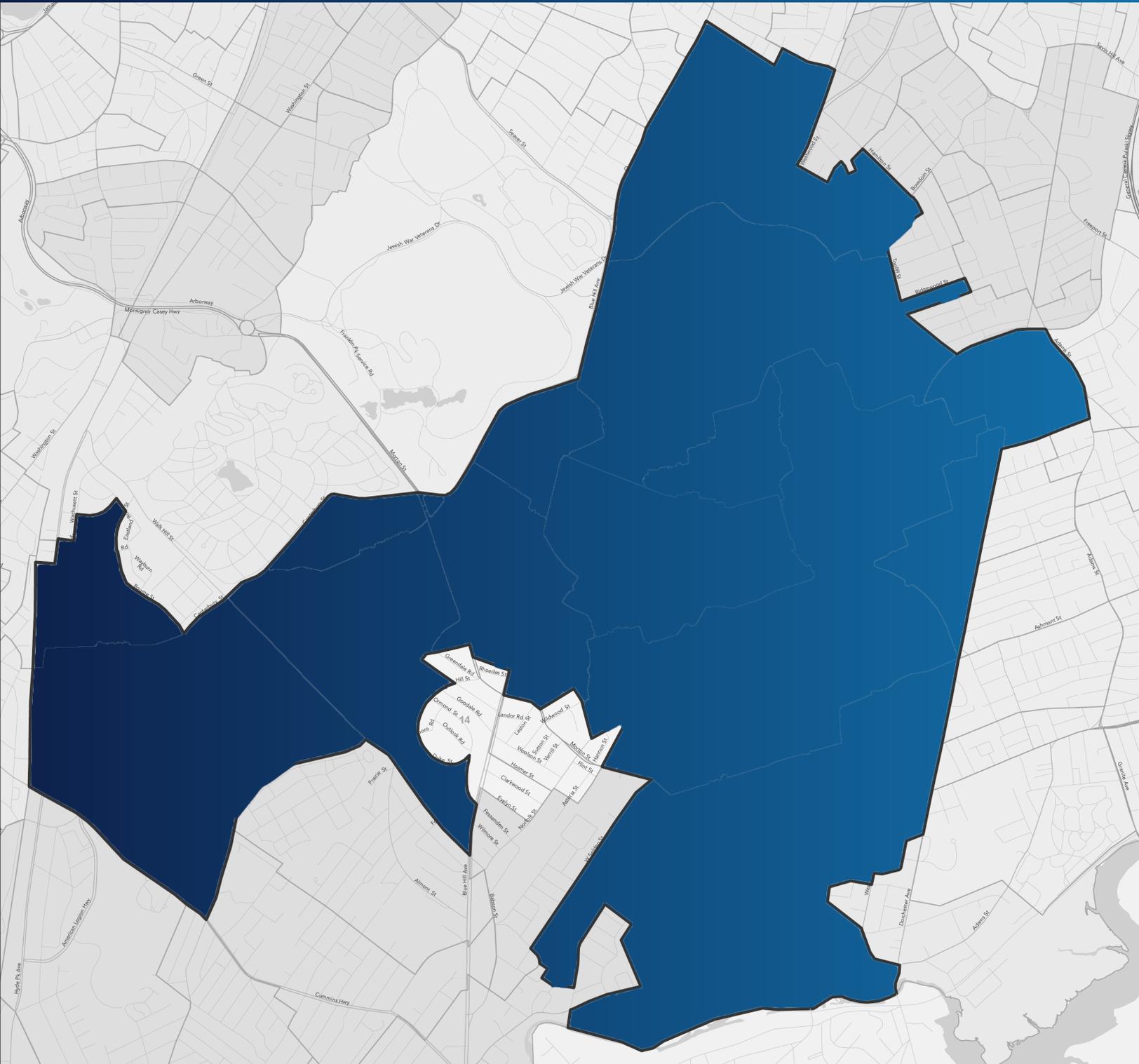


District 4

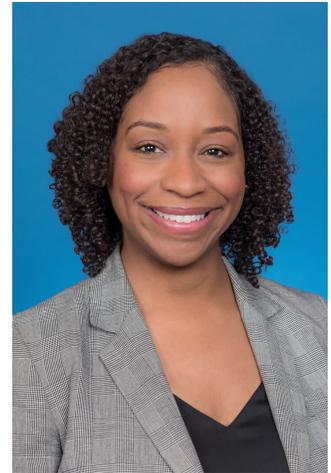
RESOURCE GUIDE

Office of City Councilor Andrea J. Campbell



Andrea J. Campbell
City Councilor, District 4

Acknowledgements



Thank you for taking some time to explore the resources available in the City of Boston, and specifically for District 4. Whether you're seeking specific guidance to get something done on your street, or generally want to understand how to better advocate for your neighborhood, I hope this resource guide proves helpful.

District 4 includes parts of Dorchester, Mattapan, Roslindale, and Jamaica Plain. I am so proud to represent one of the most diverse districts in the City. However, many of our neighborhoods have historically been under-resourced and under-served, which is why collective advocacy on behalf of our neighborhoods is so important. I often say that if you solve the issues plaguing District 4, you solve the issues of the entire City of Boston.

I strive to push the City to serve all its neighborhoods equitably. When I define equity, I think that those who have the least deserve the most from our system.

I cannot solve all the issues facing District 4 alone, but see myself and my office as a catalyst for getting things done in partnership with residents. I am here to push with you for resources and other positive changes for our neighborhoods.

Navigating City systems and accessing resources is not always easy, but it should be. This resource guide was created to give residents quick access to resources that address some of the most common calls/requests we receive from constituents, with the hope that folks will learn that they have tools at their fingertips to solve their neighborhood's immediate needs, and feel empowered to make positive change in their communities -- with or without the help of our office!

I remain honored and humbled to be your City Councilor, and grateful for your civic partnership/engagement. Don't forget to loop us in so we can add our advocacy to your cause!

With gratitude,

A handwritten signature in black ink, appearing to read "Andrea", with a long horizontal flourish extending to the right.



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About District 4

District 4 largely covers Dorchester and Mattapan as well as small sections of Roslindale and Jamaica Plain.

Dorchester neighborhoods include:

Grove Hall
Fields Corner
Bowdoin-Geneva
Four Corners
Codman Square
Melville Park
St. Marks
Lower Mills

Mattapan neighborhoods include:

Lower Mills
Morton St Village / West Selden
Vicinity
Mattapan Heights
Wellington Hill

Roslindale neighborhoods include:

Mount Hope / Canterbury
Philbrick – Neponset – Wyvern

Jamaica Plain neighborhoods include:

Woodbourne

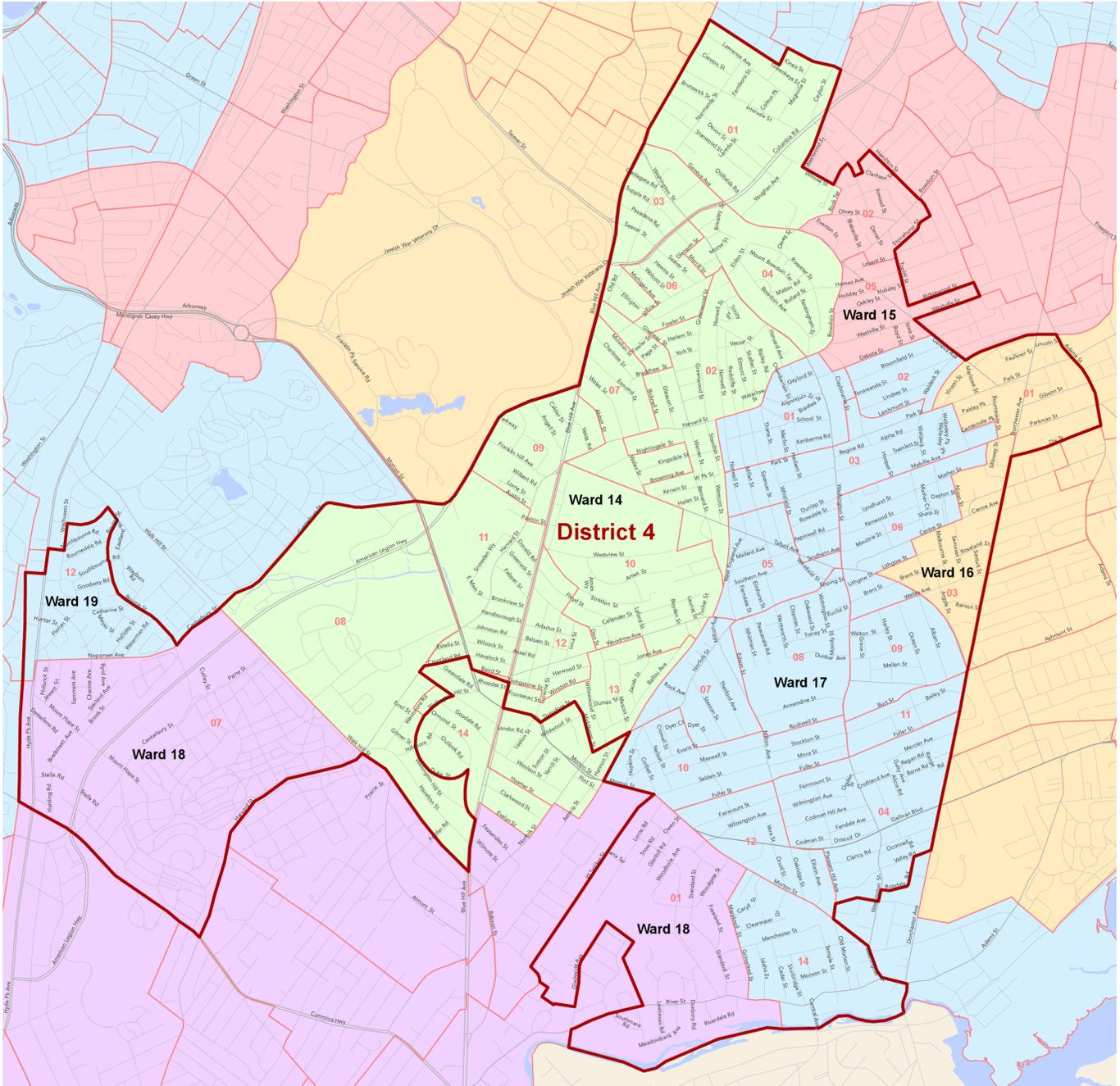


District 4 has over **70,000 residents**. There are roughly **41,000 registered voters** in District 4; however, during any given election, **less than 10,000 residents are expected to show up at the polls**.

The goal of our campaign was to **re-energize** and **re-engage** more of the district's population to vote and get involved in the community. We did that and will continue that work while in office. Information is power and now that you know the numbers let's work together to get more residents motivated and active. **Your voice matters, and so do you!**

[Click here to find out if you live in District 4!](#)

District 4 Map



Adapted from BPDA's GIS Department

City & D4 Resources

311: Public Service Number

311 is the City of Boston's 24-hour, non-emergency hotline. It allows you to report cases of missed trash, potholes, damaged street signs, illegal parking, and many more. The case gets routed to the relevant department and you will receive a case number to track its follow up. You can also find other requests around the city that constituents have reported by searching the tracking number or street name.

To use 311 you can dial 311 (or 617-635-4500 from some phones), download the BOS:311 app, or enter a case online at 311.boston.gov.

BUSINESS SUPPORT

Office of Small Business Development (OSBD) **617-635-0355 | natalia.urtubey@boston.gov**

The Small Business Development team has the people and tools to help you build your small business in Boston. Through their online resources and in-person services, you will be connected with the right people or appropriate city agencies to provide assistance with permitting, licensing and other business challenges you might have.

Boston Main Streets **617-635-0076 | stephen.gilman@boston.gov**

Boston Main Streets is a network of 20 Main Streets Organizations that use a comprehensive revitalization approach to create, build, and sustain healthy commercial districts.

District 4 Main Streets

Bowdoin Geneva : Anh Nguyen | 617-436-9980 | bowdoingenevemainstreets@gmail.com

Fields Corner: Jackey West Devine | 617-474-1432 | director@fieldscornermainstreet.org

Four Corners: Marcos Beleche | 617-287-1651 | director@4cornersms.org

Greater Ashmont: Jenn Cartee | 617-825-3846 | exec@greaterashmont.org

Greater Grove Hall: Edward Gaskin | 617-460-2326 | ewgaskin@gmail.com

City & D4 Resources

COMMUNITY CENTERS

Boston Centers for Youth and Families (BCYF)
617-635-4920 | bcyf@boston.gov

These centers offer affordable programs for residents of all ages across the City. The goal is to provide quality programs that enrich the lives of residents and meet the needs of the community.

The ACES Framework helps guide them to make sure their programs are focused around:

- Arts
- Community and civic engagement
- Education, and
- Sports, fitness, recreation, and health.

Please visit the website for a list of key [programs](#).

Locations in D4: BCYF Gallivan (Mattapan)
BCYF Grove Hall Senior Center (Dorchester)
BCYF Marshall (Dorchester)
BCYF Holland (Dorchester)
BCYF Perkins (Dorchester)

Dorchester YMCA
617-436-7750

With a focus on youth development, healthy living, and social responsibility, the Y offers a variety of programs for families and individuals of all ages in order to build healthy, confident, connected, and secure children, adults, families and communities.

Boys and Girls Club
Blue Hill Club: 617-474-1050 | Franklin Hill Club: 617-282-2800
Mattapan Teen Center: 617-533-9050

The Boys and Girls Club helps young people build strong character and realize their full potential as responsible citizens and leaders by providing a safe haven filled with hope and opportunity, ongoing relationships with caring adults, and life-enhancing programs.

City & D4 Resources

FAMILY SUPPORT

Office of Workforce Development (OWD)

617-918-5248 | owd@boston.gov

The Mayor's Office of Workforce Development is an innovative public agency that seeks to ensure the full participation of all Boston residents in the City's economic vitality and future. They support programs that provide Boston's workers with tools for economic advancement, including:

educational opportunities

job training

financial coaching

Visit the [website](#) to learn more about specific services and initiatives.

Tax Help Coalition

617-635-4500 (Boston 311 Will direct your call) | FreeTaxHelp@Boston.gov

The Boston Tax Help Coalition prepares and files taxes for eligible individuals and families for FREE! Visit their [website](#) to see if you are eligible.

Hildebrand

617-491-5752 | info@hild-selfhelp.org

Through emergency shelter, transitional support, permanent housing, and stabilization services, Hildebrand is committed to working in collaboration with families and building on strengths in order to help families experiencing homelessness gain more self-sufficiency on their journey.

Epiphany Early Learning

617-545-8200

Epiphany is an independent school for children of economically-disadvantaged families in Boston with financial aid for all students. They believe in the Episcopal tradition and offer an innovative learning community that affords structured support to help students thrive.

City & D4 Resources

FAMILY SUPPORT

Family Nurturing Center

617-474-1143 | info@familynurturing.org

Family Nurturing Center works with others to build nurturing communities where children are cherished, families are supported, and healthy human development is promoted by all through education and collaboration.

Fathers Uplift

617-708-0870 | info@fathersuplift.org

Fathers' Uplift works to assist fathers in overcoming barriers that prevent them from remaining engaged in their children's lives through coaching, group therapy, training, and clinical support.

Sitters Without Borders

617-834-8517 | swob@sitterswithoutborders.com

Sitters Without Borders offers free to low-cost weekly babysitting services to low-income mothers attending college in the Greater Boston area. Their volunteer sitters are committed to assisting mothers with childcare responsibilities, allowing them to pursue higher education and elevate their economic position.

HOUSING

Boston Housing Authority

617-988-4000 | lori.nelson@bostonhousing.org

The Boston Housing Authority (BHA) is a public agency that provides subsidized housing to low and moderate income individuals and families. In addition to conventional public housing communities throughout Boston, BHA offers rental assistance programs. BHA receives federal and state funding in order to provide housing programs to qualifying individuals and families. The funding requires BHA adhere to any applicable housing regulations issued by the U.S. Department of Housing and Urban Development and the Massachusetts Department of Housing and Community Development.

City & D4 Resources

HOUSING

Boston Home Center 617-635-HOME (4663)

The Boston Home Center is the One-Stop-Shop for all things home ownership in the City of Boston. Their 3 main functions are to help Boston's citizens Obtain, Maintain, and Retain their homes.

1 Obtain. Homebuyer 101 is the Home Center's signature course; 8-hour intensive course teaching you everything you need to know about home ownership. The Home Center also has credit and financial literacy programs. They have income-based loans to help with down payments or closing payments on a home. To register for these classes and more go here.

The Neighborhood Homes Initiative (NHI) is a program in which, based on income guidelines, alum of Homebuyer 101 can be entered into a lottery in order to purchase homes that are sold through NHI. Visit the [website](#) to learn more and apply.

2 Maintain. The Home Center has loan programs for home repairs for everyone. Income guidelines apply for the loans, which in some cases can turn into grants, but there are matching loans that are available for those who fall outside the income guidelines.

3 Retain. The Home Center also has foreclosure assistance to help residents keep their homes.

Fair Housing and Equity 617-635-2500 | fairhousing@boston.gov

Fair Housing and Equity work to eliminate discrimination and ensure fair and equal access to housing, public services, accommodations, and participation in activities for all Bostonians. Fair Housing and Equity has an affirmative fair housing marketing plan, and a fair housing plan.

ABCD Housing and Homelessness Prevention 178 Tremont St. 2nd Floor, Boston, MA 02108 | 617-348-6347

Open Monday–Friday 9am–5pm in which individuals must call and sign up for housing workshops. Provides help applying for and receiving public housing, help with housing vouchers and subsidized housing, housing court advocacy, shelter services, and rental assistance.

City & D4 Resources

HOUSING

Office of Housing Stability

617-635-4200 | housingstability@boston.gov

The Office of Housing Stability (OHS) promotes stable housing for Boston residents through coordination of services and enhanced access to information. OHS runs Boston's Housing Crisis Hotline and creates new policies and programs with the goal of helping Bostonians stay in their homes. Further responsibilities include:

- Providing information to landlords and tenants on their rights and responsibilities under the law
- Answering questions on any rental housing matter
- Providing counseling, services, and help for individuals facing homelessness due to natural disaster, eviction, or other circumstances
- Answering questions on affordable housing rules and processes
- Connecting individuals to resources that will assist in the search for affordable housing, including Metrolist.

Metro Housing Boston

617-425-6700 | ResourceLine@MetroHousingBoston.org

MHB is the state's largest regional provider of rental housing voucher assistance in over 30 different communities in and out of Boston. They serve homeless, elderly, disabled, and low- and moderate-income individuals and families.

Massachusetts Affordable Housing Alliance (MAHA)

1803 Dorchester Ave, Dorchester, MA 02124 | 617-822-9100

Provides classes and resources for first-time homebuyers.

Neighborhood Assistance Corporation of America (NACA)

225 Centre Street, Suite 100, Boston, MA 02119 | 617-250-6222

Works with first-time homebuyers all the way through the process; from budgeting to purchasing, to maintaining their homes.

City & D4 Resources

HOUSING - SHELTERS

Rosie's Place

889 Harrison Ave, Boston, MA 02118 | 617-442-9322

Serves poor and homeless women and transgender community. Provides help applying for and receiving public housing, rental assistance, and shelter or other temporary housing.

Project Hope

550 Dudley St., Roxbury, MA 02119 | 617-442-1880

For families only. Housing intake is on Thursdays from 1-3pm. To apply for housing, one must be a family living in Dorchester or Roxbury. Provides help applying for and receiving public housing, help with housing vouchers and subsidized housing, rental assistance, shelter and other temporary housing. For this shelter families need a referral from the Department of Housing and Community Development.

Pine Street Inn

444 Harrison Avenue Boston, MA 02118 | 617-892-9100

Pine Street Inn provides a comprehensive range of services, including permanent supportive housing, job training and placement, emergency shelter, and street outreach to nearly 2,000 homeless men and women each day. Founded in 1969, Pine Street is the largest resource for homeless men and women in New England.

City & D4 Resources

INSPECTIONAL SERVICES

Inspectional Services Department
617-635-5300 | isd@boston.gov

The Inspectional Services Department (ISD) administers and enforces building, housing, health, sanitation, and safety regulations mandated by City and State governments. Responsibilities include:

- Issuing building permits
- Property registration and inspection
- Creating food and safety code
- Pest and rodent control

ISD Rental Inspection Program
617-635-5300 | isd@boston.gov

The Inspectional Services Department (ISD) administers and enforces building, housing, health, sanitation, and safety regulations mandated by City and State governments. Responsibilities include:

The Rental Inspection Program ensures that rental units are safe, sanitary, and code compliant. Every rental unit must be inspected with the following exemptions:

- Properties owned or operated by the Federal, State, or City Government
- Licensed lodging houses, hotels, and motels

Properties with fewer than 6 units, one of which is owner-occupied, have the registration fee waived but must still register. There are no exemptions for the following:

- Vacant properties
- Properties where renovations are ongoing
- Properties where the tenant is a relative of the owner, 18 years or older, and not on the deed
- Units for which the owner collects no rent

Residents should contact ISD at 617-635-1010 to learn more. Forms and informational pamphlets can be found on the [website](#).

City & D4 Resources

LEGAL SERVICES

Mayor's Office of Immigrant Advancement (MOIA) Immigration Clinics

617-635-2980

MOIA offers free immigration clinics at Boston City Hall that provide one-on-one information about immigration law from volunteer lawyers. Click [here](#) for the schedule.

Greater Boston Legal Services

617-371-1234

The mission of GBLS is to provide free legal assistance to as many low-income families as possible to help them secure some of the most basic necessities of life: shelter, safety, food, and stability. They represent clients in court, at appeals, in hearings before administrative law judges, and with advice and paperwork, both as individuals and through partnerships with community organizations.

Harvard Law School Legal Services

617-522-3003

The Legal Services Center (LSC) of Harvard Law School provides essential civil legal services to low-and moderate-income residents of Greater Boston. They work in the areas of predatory lending and consumer protection, post-foreclosure eviction defense, family law, domestic violence, estate planning, disability benefits, and veterans legal services to provide a continuum of advocacy resources for the most vulnerable community members.

Attorney General's Office

617-727-8400 | ago@state.ma.us

The Attorney General's Office offers a variety of services related to legal and justice needs, including: court resources, civil and family issues, prisons, parole, consumer protection, and voting. Visit the Attorney General's [website](#) for the full list of services.

City & D4 Resources

MAYOR'S OFFICE (NEIGHBORHOOD SERVICES)

Office of Neighborhood Services

617-635-3485 | contactons@boston.gov

The Mayor's Office of Neighborhood Services (ONS) is a team of Neighborhood Liaisons who serve Boston's neighborhoods and cultural communities. The liaisons to District 4 are as follows:

Patrick Fandel: Dorchester Liaison (along Dot Ave)

617-635-4819 | patrick.fandel@boston.gov

Khoa Pham: Fields Corner and Vietnamese Liaison

617-635-4873 | khoa.pham2@boston.gov

Mid-Dorchester and Cape Verdean Liaison (Codman Square and Along Blue Hill Ave)

617-635-1880

Roudnie Célestin: Mattapan/South Dorchester and Haitian Liaison

617-635-2677 | roudnie.celestin@boston.gov

Jessica Thomas: Roxbury Liaison (Grove Hall)

617-635-3296 | jessica.thomas@boston.gov

Joe Coppinger: Roslindale Liaison (also serves our precinct of JP)

617-635-3307 | joseph.coppinger@boston.gov

Lindsey Santana: Jamaica Plain and Latinx Liaison

617-635-3485 | lindsey.santana@boston.gov

City & D4 Resources

MENTAL & PUBLIC HEALTH

Boston Public Health Commission
617-534-5395 | info@bphc.org

The Boston Public Health Commission (BPHC) is an independent public agency providing a wide range of health services and programs. With public service and access to healthcare as cornerstones to their mission, BPHC aims to protect, preserve, and promote the health and well-being of all Boston residents, particularly those who are most vulnerable.

They are also involved in a variety of efforts to remove the stigma associated with mental health and to provide services and resources to improve the social and emotional wellness of everyone in Boston, starting at an early age. Their trauma response and recovery team works closely with community members to coordinate immediate support, such as behavioral health services, following a violent or traumatic event. Visit the [website](#) for more information on their services.

VIP Neighborhood Coalitions

VIP neighborhood coalitions work to improve the safety of residents by organizing and forming active partnerships between city departments & community residents and hosting public forums.

Bowdoin Geneva | Grove Hall | Mattapan Community Health Center

D4 Health Centers

Harvard Street Neighborhood Health Center
617-822-7129 | contact@harvardstreet.org

Bowdoin Street Health Center
617-754-0100 | bowdoinstreethealth@bidmc.harvard.edu

Codman Square Health Center
617-825-9660

City & D4 Resources

PARKS

Department of Parks and Recreation

617-635-4505 | parks@boston.gov

This department is responsible for 217 City parks, playgrounds and athletic fields, two golf courses, 65 squares, 17 fountains, 75 game courts, 16 historic and three active cemeteries, urban wilds, four High School Athletic Fields, and approximately 125,000 trees, all covering 2,346 acres, 1,000 of which comprise the historic Emerald Necklace. They are also responsible for more than 35,000 street trees.

To reserve an athletic facility or park for special events, including weddings, visit the online permitting system [website](#).

PUBLIC WORKS

Public Works Department

617-635-4900 | publicworks@boston.gov

This department provides core basic services essential to neighborhood quality of life. Responsibilities include:

- Directing the general construction, maintenance, and cleaning of roadways
- Operating two major drawbridges
- Maintaining City-owned street lights
- Supervising contracts for the removal and disposal of waste
- Operating Boston's recycling program

Visit the [website](#) to file service requests for street and waste management-related issues.

City & D4 Resources

POLICE DEPARTMENT

The Boston Police Department is dedicated to working in partnership with the community to fight crime. They work to improve the quality of life in our neighborhoods.

D4 Branches

District C-11: 40 Gibson Street, Dorchester, MA 02122
Front Desk: (617) 343-4330
Community Service: (617) 343-4524

District E-13: 3347 Washington Street, Jamaica Plain, MA 02130
Front Desk: (617) 343-5630
Community Service: (617) 343-5623

District B-3: 1165 Blue Hill Avenue, Mattapan, Ma 02124
Front Desk: (617) 343-4700
Community Service: (617) 343-4717

District E-18: 1249 Hyde Park Avenue, Hyde Park, Ma 02136
Front Desk: (617) 343-5600
Community Service: (617) 343-5611

District B-2: 2400 Washington Street, Roxbury, Ma 02119
Front Desk: (617) 343-4270
Community Service: (617) 343-4278

City & D4 Resources

REENTRY

Office of Returning Citizens

617-635-5333 | kevin.sibley@boston.gov

This office supports those who return to Boston after being released from state, federal, and county facilities each year. They also help those who were previously incarcerated. The office aims to help individuals take healthy steps in their lives by helping them get past the consequences of their actions. They work with social services and law enforcement through this process as well as with the Office of Public Safety Initiatives.

If you are recently incarcerated and looking for resources head to the website below and complete the **OFFICE OF RETURNING CITIZENS INTAKE FORM**. Through this form the office will be able to connect you with different resources.

Roca, Inc

617-442-3101 | boston@rocainc.com

Roca's mission is to disrupt the cycle of incarceration and poverty by helping young people transform their lives through positive and intensive relationship engagement.

Boston Rescue Mission

617-338-9000 | akinyua@brm.org

The Boston Rescue Mission transforms lives by empowering people who are homeless, at risk of becoming homeless, and have a history of incarceration to become more self-sufficient.

Youth Options Unlimited (Y.O.U.)

617-541-2600

YOU Boston is a workforce development organization that works with young people, ages 14-24, who are court-involved or gang-affiliated, reentering the community from incarceration, or seeking a refuge from poverty or violence.

Hour House

617-291-9667 | hourhouseboston@gmail.com

Hour House assists returning-citizens to become contributing members of their families and communities through life-skills training, reentry counseling, family reintegration, job placement support, and mentoring services.

Dorchester Bay Reentry Program

617.825.4200 | hrosa@dbedc.org

The program's goal is to ensure a smooth and safe reentry into the community by providing support at the prison and job readiness assistance to ex-offenders upon their release.

Out for Good, Inc

617-980-8835 | outforgoodcc@yahoo.com

Out for Good helps integrate adults and adolescents who are incarcerated or were formerly incarcerated back into the community by providing necessary tools, supports, and resources for their success.

City & D4 Resources

SCHOOLS

Boston Public Schools

617-635-9000 | superintendent@bostonpublicschools.org

Boston Public Schools (BPS) partners with the community, families, and students to develop in every student the knowledge, skill, and character to excel in college, career, and life. Their responsibility is to ensure every child has great teachers and great school leaders. In the system, BPS tailors instruction to meet the individual needs of every student.

D4 Schools

School Name	Address	Type	Contact
Joseph Lee School K-8	155 Talbot Ave	BPS	(617) 635-8687
Sarah Greenwood K-8	189 Glenway St	BPS	(617) 635-8710
Mattahunt Elementary	100 Hebron St	BPS--ELEM	(617) 635-8792
Charles H. Taylor Elementary	1060 Morton St	BPS--ELEM	(617) 635-8731
Shaw Elementary	429 Norfolk St	BPS--ELEM	(617) 635-8777
UP Academy Holland	85 Olney St	BPS--ELEM	(617) 635-8832
Boston International High School / Newcomers Academy (BINcA)	100 Maxwell St	BPS--HIGH	(617) 635-9010
Lilla G. Frederick Middle	207 Columbia Rd	BPS--MIDDLE	(617) 635-1650
Young Achievers Science and Math (K-8)	20 Outlook Rd	BPS PILOT	(617) 635-6804
Tech Boston Academy	9 Peacevale Rd	BPS PILOT (HS)	(617) 635-1615
UP Academy Dorchester	35 Westville St	BPS	(617) 635-8810
Henderson Elementary	1669 Dorchester Ave	BPS -- ELEM	(617) 635-8725
Jeremiah E. Burke High School	60 Washington St	BPS -- HIGH	(617) 635-9837
Philbrick Elementary	40 Philbrick St	BPS -- ELEM	(617) 635-8069
Dearborn STEM Academy	60 Washington St	BPS	(617) 635-8412
Haley K-8	570 American Legion Hwy	BPS PILOT	(617) 635-8169
Holmes	40 School St	BPS -- ELEM	(617) 635-8681
King K-8 (MLK)	77 Lawrence Ave	BPS - K-8	(617) 635-8212
Lee Academy Pilot School	25 Dunbar Ave	BPS	(617) 635-8618
Codman Academy Charter School	637 Washington St	CHARTER	(617) 287-0700
Conservatory Lab Charter School	2120 Dorchester Ave	CHARTER	(617) 254-8904
Edward Brooke Charter School	150 American Legion Hwy	CHARTER	(617) 268-1006
Dr. William W. Henderson Inclusion Upper School	18 Croftland Ave	INNOVATION	(617) 635-6365
Epiphany School	154 Centre Street	PRIVATE	(617) 326 0425
Roxbury Prep (fmr. Lucy Stone)	22 Regina Rd	CHARTER	(617) 979-0115
Bridge Boston Charter School	McLellan St, Dorchester	CHARTER	(857) 229-1601

City & D4 Resources

SENIOR AND DISABILITY ASSISTANCE

Age Strong Commission

617-635-4599 | aging@boston.gov

This commission is dedicated to improving the lives of Boston's older adults by connecting them with resources and information. Services include assistance in applying for government benefits and community-based services, discount programs, housing advice, transportation options, advocacy, volunteer programs, and information and referral.

Boston Senior Shuttle

617-635-3000

The Elderly Commission's free transportation for Boston residents age 60 or over within the City of Boston to non-emergency medical appointments, food shopping, social, and recreational events. Hours of operation are Monday through Friday from 8:00 a.m. to 3:00 p.m.

Disabilities Commission

617-635-3682 | disability@boston.gov

This commission seeks to increase opportunities for people with disabilities by facilitating full and equal participation in all aspects of life within the City of Boston. This includes reducing architectural, procedural, attitudinal, and communication barriers as well as promoting equity in housing, education, employment, transportation, and civic activities.

American Cancer Society's Road to Recovery

1-800-952-7664

This organization has volunteers that drive seniors to their cancer treatment appointments. Person must give 48 hour notice prior to the drive.

The Ride

844-427-7433

The MBTA's Paratransit program, which provides door-to-door transportation to eligible people who cannot use public transit (subways, buses and trains), all or some of the time, because of a physical, cognitive or mental disability.

City & D4 Resources

SOBER HOMES

Sober living homes, also known as sober homes and sober living environments, are facilities that serve as a structured interim environment between rehab and mainstream society. They are alcohol- and drug-free zones and are often centered around the 12-step recovery model. They do not offer formal treatment services but either mandate or strongly encourage attendance at self-help groups such as Alcoholics Anonymous.

Because they are not formal treatment programs, they lie outside the purview of state and local licensing agencies. The federal housing and discrimination law protects recovering drug and alcohol addicts and therefore prevents cities from regulating sober homes, mandating standards of care, or setting zoning restrictions.

Many SLHs are affiliated with coalitions or associations that monitor health, safety, quality and adherence to a peer-oriented model of recovery. The Massachusetts Alliance for Sober Housing (MASH), a decade-old nonprofit organization, is the only entity in the state that provides some oversight of sober houses. In partnership with the Massachusetts Department of Public Health, it is now the state's authority on certifying sober homes.

It is difficult to ascertain the exact number of SLHs because they are not all certified. There are 23 MASH/NARR-certified homes in the city of Boston (19 in Dorchester, 2 in Roxbury, and 2 in East Boston). Two of these homes lie in District 4.

Name	Service Provided For	Address	No. of Beds	Contact
A New Beginning	Co-ed	19 Vesta Road Dorchester, Mas	19	Diana Cadiz 857-526-2689 dianacadiz@gmail
Rockland Recovery		92 Melville Ave		Edward McGrath 508-245-0575 Emcgrath331@gmail.com

City & D4 Resources

SUBSTANCE ABUSE

Department of Recovery Services

311 or 617-635-4500 | 311@boston.gov

The Mayor's Office of Recovery Services supports substance use disorder and addiction recovery strategies in the City. They work to give more people access to the support they need. They work closely with the Boston Public Health Commission's Bureau of Recovery Services as well as partner with:

- City of Boston departments
- Local service providers
- State and federal agencies
- community network

Services:

- **PAATHS**: The Providing Access to Addictions Treatment, Hope and Support program helps individuals, families, community partners, and other treatment providers. For those who are looking for information about or access to treatment, we offer phone support, community support, and walk-in services.
- **AHOPE**: Access, Harm Reduction, Overdose Prevention and Education (AHOPE) is a harm reduction and needle exchange site.
- **Narcan Education Program**: We offer education and training to opioid users, their families, and community partners.

City & D4 Resources

TRAFFIC/TRANSPORTATION

Boston Transportation Department
617-635-4680 | btd@boston.gov

The Boston Transportation Department (BTD) has a two-part mission: to advance public and transportation safety and to manage the Boston's street network to best and fairly serve all users. Responsibilities include:

- Towing
- Parking
- Traffic/Street signs
- Traffic management and engineering

In response to speeding and traffic congestion, BTD launched the **Neighborhood Slow Streets Program** in 2016. Each year, neighborhood associations, community groups, faith-based institutions, or other organized groups of neighbors are able to apply for traffic calming measures to be implemented in a specific neighborhood. Strategies include speed humps, updated signs, and street markings.

For more immediate responses to traffic issues, we encourage community GROUPS (more people get better responses) to use 311 and to connect with BTD about doing a walk-through of problematic streets and intersections.



City & D4 Resources

TRAFFIC/TRANSPORTATION

Massachusetts Bay Transit Authority (MBTA)

617-222-3200

The Massachusetts Bay Transportation Authority (MBTA) is the public agency responsible for operating most public transportation services in Greater Boston.

- **Fares Overview:** Learn about standard and reduced fares, common passes, and purchasing/adding value to a CharlieCard.
- **Customer Support:** File a complaint, concern, or question for the MBTA.

City & D4 Resources

VETERANS

Department of Veteran Services

617-241-VETS (8387) | veterans@boston.gov

With deep appreciation, this department recognizes and engages our veterans and their families, advocate for assistance in their time of need, and connect them with the services they've earned.

This department also oversees the financial assistance program known as Massachusetts General Law Chapter 115. This includes the decoration of veterans' graves and hero squares on Memorial Day, and carries out commemorative activities related to Boston veterans. [Learn more](#) about the rights and benefits of military personnel. Also learn more about veteran resources [here](#).

The department opened up an additional office at the Veterans Center located at:

→ 895 Blue Hill Avenue
Dorchester, MA 02124

A Veterans Service Officer will be there from 1 - 4 p.m. on Thursdays. They can help you with [M.G.L Chapter 115](#) benefits, and any other resources you need. Learn more about the center [here](#).

City & D4 Resources

YOUTH

Department of Youth Engagement and Employment
617-635-4202 | youthline@boston.gov

The City's Department of Youth Engagement and Employment prepares Boston's young adults for the future. It is a one-stop engagement and resource center where they connect, advocate, and serve young residents in Boston to help them develop the necessary skills and abilities they need in life. Please visit the website to learn more about their [programs](#).

The Center for Teen Empowerment
617-427-1488 | jaquell@teenempowerment.org

Teen Empowerment helps low-income, urban youth hone their understanding of the social problems they face and use their talents and skills to create change in their own lives and in their communities.

YouthBuild Boston
617-445-8887 | sadekeye@ybboston.org

YBB seeks to empower and assist under-served young people from the Boston area with the essential social, vocational, academic, and life skills necessary to navigate a positive pathway to self-sufficiency and neighborhood responsibility.

ABCD
Dorchester: 617-288-2700 | durrell.harris@bostonabcd.org
Mattapan: 617-298-2045, bianny.suncar@bostonabcd.org

ABCD offers a range of youth programs to help you stay in school, prepare for a career, and build a strong foundation for a successful future.

All Dorchester Sports and Leadership
617-287-1601 | adsl@alldorchestersports.org

ADSL is committed to providing the youth of Dorchester with resources to be healthy, active members of the community through athletics and tutoring programs

City & D4 Resources

YOUTH

Bottom Line

617-524-8833 | info@bottomline.org

Bottom Line helps low-income and first-generation-to-college students get to and through college. We are committed to building strong connections with our students, providing them with individual support, and ensuring they have the guidance they need to persist and earn a college degree.

Duet

617-712-2848 | info@duet.org

Duet helps you get your degree through SNHU's quality, inexpensive online program by providing a personal coach for academic support and motivation, study space at our downtown Boston campus, and personalized career coaching.

City & D4 Resources

ZONING

Boston Planning and Development Authority (BPDA)

617-722-4300

In partnership with communities, the BPDA plans Boston's future while respecting its past. By guiding physical, social, and economic change in Boston's neighborhoods, the BPDA seeks to shape a more prosperous, resilient and vibrant city for all. You can find all information on zoning, including a zoning map, [here](#).

City Processes

BOSTON HOUSING AUTHORITY ASSISTANCE

There are two different forms of BHA housing assistance: Public Housing and Section 8/Leased Housing. Public Housing is owned and managed by BHA, while Section 8 is a program that provides rent subsidies.

Eligibility

Eligibility varies as every application is reviewed by BHA staff. There are many factors that play into one's eligibility for BHA assistance. The [BHA website](#) has the factors listed with descriptions. The most important are income, criminal background, family size, identification, social security, and Priority One status.

Priority One status is granted to those who have special complications to their personal lives. These are listed in full on the [Priority One](#) page of the BHA website.

The only people who can determine eligibility are BHA staff. The Office of Councilor Campbell can only give information about eligibility.

City Processes

BOSTON HOUSING AUTHORITY ASSISTANCE

Application Process When **applying**, one must follow these steps:

- 1** Determine one's eligibility.
- 2** Find a location one would like to live whether it be Public Housing or a rental unit. Choosing multiple locations can better the chances that one is able to live in a desired neighborhood.
- 3** Watch an Application Briefing Video. These 30-minute videos are offered in English, Spanish, Cantonese, Mandarin, and Haitian-Creole. Upon request the Application Briefing Session may be scheduled with an interpreter for other languages.
- 4** Complete the BHA Application. The application can be obtained by:
 - Visiting the BHA Housing Service Center at 56 Chauncy Street, Downtown Boston Monday-Wednesday 9am-5pm, or
 - The Elderly or Disabled may request a mailed copy of the BHA Application by calling the status Line at (617) 988-3400 Monday-Wednesday 11am-2pm
- 5** Submit the application in-person on Monday, Tuesday, or Wednesday between 2-4:30pm at the BHA office.
 - Boston Housing Authority | John F. Murphy Housing Service Center
56 Chauncy Street | Boston, MA 02111 | First Floor
- 6** Applications are processed within 12 weeks of submitting it to BHA. One will receive a letter of eligibility with their unique client number, preferences listed, and waitlist information.
- 7** A letter will be sent to the applicant detailing an interview to finalize eligibility. One must bring the required documents outlined in the letter.
- 8** One will then receive a housing assignment, whether it be a form of public housing or Section 8 voucher.

Note:

One may check the status of their application by calling 617-988-3400 Monday-Wednesday from 9am-5pm. Applicants are required to inform the BHA of all changes to their application in writing. If an application is denied, the applicant may appeal to the BHA Office of Grievances and Appeals.

City Processes

BUSINESS

Getting your Business Certified

You can apply for certification with the Mayor's Office of Small Business Development if you own a certain type of business in Boston.

1 Before you get started: The mission of the office is to create equal opportunities for businesses of all kinds in Boston. After your business is certified with the office, you will be included in any outreach efforts the office makes for City projects. The office can also connect you to resources offered inside and outside of the City.

You can apply for certification as: a small or local business,
a minority-owned business,
a woman-owned business, or
a veteran-owned small business

2 Get your information together: Print out and complete the **small and local business application**. You can see the definitions of each business type on page 8 of the application.

- a copy of your federal tax return from last year
- a copy of your current financial statement
- proof of your lease or property ownership
- five canceled checks written for your business, and
- current resumes for your company's principal stakeholders.

You may need more documents depending on the type of business you own. Please read the guidelines on the application for more details.

On your application, you will need to enter codes in 3 different fields for your business:

- The North American Industry Classification Code, which depends on what types of goods or services you offer. You can pick up to three codes.
- The Category List Index Code, which also describes the services you offer. You can have up to three codes.
- The Commodity Code, which describes the types of products you sell. You can pick up to five codes.

View the list of codes and descriptions [here](#).

3 Send your application: You can mail your completed application and any related documents to:

Mayor's Office Of Small Business Development: 26 Court Street, 7th Floor | Boston, Ma 02108

City Processes

BUSINESS

Applying for Loans

Neighborhood Business Access (NBA) Loans: New and existing businesses may apply for loans from \$10,000 to \$100,000. no interest or payments due for the first year. Loan terms are flexible if you can show potential for job creation for an underrepresented service.

Micro Loans: New or recently formed businesses may apply for loans between \$3,000 and \$10,000 if they:

- have no more than three employees, and
- don't have funding from a traditional lender.

Loans can be utilized for equipment purchases for more advanced small businesses.

- **Loan Application**
- **Loan Guidelines**
- **Affidavit of Eligibility**
- **W-9 Forms**
- **Property Affidavit Forms**
- **Vendor Information Form**

City Processes

COMMUNITY PRESERVATION FUNDS

In 2000 the state legislature passed the CPA, allowing cities and towns across Massachusetts to put CPA on the local ballot. In November 2016, CPA passed in Boston with the support of 74% of the voters. As a result, property owners pay a 1% surcharge on their quarterly real estate tax bill that funds the CPA in Boston. The average Boston homeowner pays about \$25/year. A small match from the state adds to the City's fund. CPA is guided by state law and Boston city ordinance.

Boston's Community Preservation Program is expected to raise about \$20 million annually for 1) affordable housing, 2) historic preservation, and 3) parks, open space, and outdoor recreation. By state law, 10% of Boston's CPA funds must be spent in each of the three areas. Up to 5% can be spent on administration. The remaining funds are discretionary. These eligibility charts describe the types of projects allowed.

CPA funds are primarily limited to capital projects and include the purchase, construction, and preservation of affordable housing, open space, parks and historic resources. Restoration and renovation are allowable for historic resources and parks. CPA funds may not be used for operation, maintenance, or programming. More detailed information and definitions of allowable projects are outlined in the CPA legislation.

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Community Preservation Committee

As per the enabling legislation, a Community Preservation Committee (CPC) has been appointed to recommend a slate of CPA projects to the Mayor and City Council for funding. The CPC approves an annual Community Preservation Plan and administrative budget, sets priorities, solicits community input, reviews project proposals, and makes recommendations, holding at least one public hearing annually.

You can subscribe to the email list to be notified about the next funding round to apply for a project in your community!

<https://www.boston.gov/community-preservation>

City Processes

CURB CUTTING

The following are the guidelines for creating a curb cut within the City of Boston.

In order to create a curb cut an applicant must receive a permit from the Commissioner of the Public Works Department. **This permit process is separate from any ISD, ZBA, or Building Commissioner permit process.**

Applicants must apply for a curb cut permit before they apply for a permit to construct a driveway.

- 1** Complete a curb cut **application**.
 - Guidelines for the curb cut are attached to the application.
- 2** This application must include 3 curb cut plans that addresses the design specifications within the illustration plan entitled "PWD Typical Residential/Commercial Driveway."
 - (This is attached to the Residential/Commercial Driveway application).
- 3** Present 3 photographs of the proposed site.
- 4** If the curb cut is not consistent with the Commissioner of Public Works Curb Cut Issuance Guideline submit a separate letter explaining
 - The ways in which the curb cut is not in compliance
 - Reasons why the Commissioner should approve the curb cut
- 5** Return completed application form and all associated documents to:
 - Boston Housing Authority | John F. Murphy Housing Service Center
 - Public Works Department Permitting Office
One City Hall Square, Room 715 | Boston, MA 02201
- 6** If approved, the PWD Permitting Office will return an "approved" copy of the Curb Cut Application which the applicant can submit to the Inspectional Services Department as part of a complete application for a building or use of premises permit.
- 7** After the project is permitted by the Inspectional Services Department, the applicant's driveway contractor can obtain the Curb Cut Permit associated with the approved Curb Cut Application by bringing a copy of the Use of Premises Permit to the Public Works Department Permitting Office.

City Processes

DEVELOPMENTS

Because of Boston's housing crisis and the extremely lucrative housing market, housing developments are popping up all over our district (and the rest of the city). Most of the time, developers are initially denied permits to build because of Boston's strict zoning code. This means that in order to move forward, they need to get a variance to the rules. In order to get that variance, they must seek community approval.

Once a project is denied its permit at Inspectional Services, it triggers a communication to the Office of Neighborhood Services to hold an "abutters meeting" (a meeting that gathers residents within 300ft of the project). Developers are also highly encouraged to present at local civic associations to gain their approval.

It is a high priority for the Councilor's Office to be present at these meetings so we can discern the voice of our constituents and integrity of the developer. We, along with residents, give our support or opposition to the permitting of the project when the developer appears before the Zoning Board of Appeal to get their zoning variance(s).

Zoning Board of Appeal

617-635-4775

The Zoning Board of Appeal (ZBA) inspects and reviews buildings for zoning compliance. The board regulates the rules behind what one can build and where one can build in Boston. It also reviews exceptions to the City's zoning code.

Department of Neighborhood Development

617-635-3880 | neighborhooddevelopment.dnd@boston.gov

The city also owns land that is in the process to be developed. They have a slightly different process where they gather community input, issue a request for proposals (RFP) from developers, then hold a community process for the selection of a developer for the project. You can find out what properties they are currently requesting proposals for [here](#). You can also view an interactive map of all the city-owned properties and what their status is [here](#).

Boston Planning & Development Agency (BPDA)

617.722.4300

Some larger projects are forwarded to the BPDA for "small project review" or "large project review." You can find a list of current projects under review [here](#).

City Processes

DEVELOPMENTS

How to Apply for an Appeal with the Zoning Board

You can make an appeal if your project was denied because it didn't meet the City or state building code. Here's how to file an appeal.

1 File your appeal. If you filed a long-form or short-form permit and your project was denied, you can make an appeal. You have to file your appeal within 45 days of getting your denial letter. You need to file your appeal in person or have someone file an appeal for you at our offices:

- Inspectional Services: 1010 Massachusetts Ave, 5th Floor | Boston, MA 02118
Office hours: Monday through Friday, 8 a.m. - 4 p.m.

2 Pay the fee for your appeal. You have to pay your fee when you file your appeal with us. The fees are as follows:

- Residential buildings with three units or less: \$150 flat fee.
- All other buildings, or residential buildings with more than three units: \$150 for each City or state violation.

Accepted forms of payment: cash, a check or money order, or a credit or debit card from Mastercard or Visa.

3 Get ready for your public hearing. After your appeal is processed, the Zoning Board will set up a hearing date. You can contact ZBA weeks after you file to find out when your hearing is. Call us at 617-635-5300.

The official hearing time and date are published at least 20 days ahead of time. You will be mailed a notice and the date will be published in the Boston Globe and the Boston Herald. Other people and groups may be notified about the event, including:

- people who own properties next to yours
- local officials and community groups, and
- any other people that asked for a notification.

Is your appeal over a state building code violation? You can call 617-635-5300 and make an appointment with the plans examiner who will review your case. They'll go over your plans to help you meet state building codes.

4 Go to your public hearing. After you are sent an official notice with the date and time of your hearing, you or someone representing you needs to go to it. The Zoning Board holds hearings at Boston City Hall (1 City Hall Square, Room 801 Boston, MA 02201).

If you have supporting documents, make sure you bring them to the hearing. You have the right to hire a lawyer, architect, or any other professional to help your case. About 15 days after your hearing, we send out a formal notice on the Zoning Board's decision to you and everyone involved with your case.

City Processes

LICENSING

The Licensing Board also grants various licenses for different businesses and establishments in the City of Boston, and similar to developments, holds hearings on license applicants and violations.

The Licensing Board issues and regulates:

- alcohol and food
- hotels, inns, and lodging houses
- fraternities and dormitories
- billiards, pool and sippio tables, and bowling alleys, and
- fortune teller licenses within Boston.

The type of business will determine the type of license application you need. [Here is a list of the license applications.](#)

Whenever you apply for a license, the board holds a hearing to decide if they will approve it. The hearing occurs every Thursday at Boston City Hall:

- 1 City Hall Square, Room 801 | Boston, MA 02201

The public can attend these hearings, however, there is no public testimony allowed.

You can appeal any decision involving an alcohol license (except change of hours) to the Alcoholic Beverages Control Commission. You have five days from when you get your decision to appeal.

For general appeals, and to appeal an Operation of Hours license, you need to contact the Massachusetts Superior Court. You have 30 days from when we make a decision to appeal.

The Department of Consumer Affairs and Licensing regulates and licenses entertainment activities in Boston. They process new applications and renewals, inspect premises, and hold licensing hearings. Visit [the website](#) to learn more about the various types of entertainment licenses, how to attain one, and the associated fees.

City Processes

MARIJUANA DISPENSARIES

In 2016, Massachusetts residents voted to legalize the recreational use of marijuana for people 21 and older. The Massachusetts Cannabis Control Commission has more details about the law on its [website](#).

How to Establish a Marijuana Business in Boston

- 1** Complete the online [application](#). You need to provide a number of details, including what type of license you are applying for. In addition:
 - what types of extractions you will be performing (if any), and
 - all of the owners of the business.

- 2** Apply for a conditional use permit. To apply for the permit, visit the City's Inspectional Services Department:
 - 1010 Massachusetts Avenue
5th floor, Counter #1
Boston, MA 02118

- 3** Go through the appeal process. For many reasons, Inspectional Services may deny your permit. If your permit is denied, you must file an appeal with the Zoning Board of Appeal.

AFTER THE CITY RECEIVES YOUR APPEAL:

Neighborhood Services and the Office of Emerging Industries will work with you to begin the community review process. This process includes:

- providing you with a list of abutters near your potential business
- scheduling a public meeting date in an accessible location, and
- informing you of the mandatory public notice requirements involved.

A Neighborhood Services representative will attend the public meeting. They are there to make sure you comply with City and state cannabis public meeting requirements.

- 4** Create a Host Community Agreement. After the public meeting, you'll work with the Office of Emerging Industries to negotiate a Host Community Agreement. Once an agreement is executed, the City can schedule a Zoning Board of Appeal date to hear your case.

- 5** Go through the state process. If the Zoning Board of Appeal approves your conditional use permit, you will then have to go through the state application process with the Cannabis Control Commission. The City of Boston will provide the commission a document that shows you have executed a Host Community Agreement. If the Cannabis Control Commission approves your establishment, it will notify the City of Boston.

- 6** After getting final approval from the state, register as a [business](#) in the city.

City Processes

REPORTING CRIME

Reporting Crime

Do you know anything about a crime that has happened, or a crime that could happen? Call the CrimeStoppers Tip Line at 1-800-494-TIPS, or text the word "TIP" to CRIME (27463).

Reporting Loud Noise

The purpose of the BPD Party Line is to give residents a direct contact for reporting the occurrence of loud after parties.

Residents are encouraged to use this resource as a means of preventing late night disorderly behavior and reduce the incidents of possibly further criminal conduct.

- Please call the Party Line at 617-343-5500.
- Residents may also report any disturbance to 911.
- Residents may also report any disturbance to their neighborhood district station.

City Processes

PROBLEM PROPERTIES

The Problem Properties Task Force created a list of “problem properties” in the City of Boston to address crime and blight in our neighborhoods.

The Task Force represents more than a dozen City departments and agencies that work to identify “problem properties.” These properties often soak up the City’s public safety and neighborhood resources. In some cases, these addresses are centers of drug use, violence, or other crimes. In other cases, they are visual blights that pose a safety hazard. In all cases, owners have allowed their properties to become chronic problems.

Through enforcement authority, the Task Force holds property owners responsible. They are able to levy fines against absentee landlords and give citizens a way to address quality of life issues.

How it Works

There are several ways that properties may be brought to the Task Force’s attention, including:

- Through City departments and agencies
- Through BOS:311 complaints, and
- From members of the public through the Office of Neighborhood Services
- City departments and agencies will suggest properties based on reasons specific to their work. Members of the public often suggest properties that are blighted, or seem to have lots of criminal activity.

When a property is designated a “problem property,” there have been at least four valid complaint incidents in the past 12 months. But, the process is a little more involved than just the four complaints. The Task Force always reviews the exact nature and severity of all issues.

After information is collected and the force completes their investigation, they make a decision on the property. They prepare a formal notice for property owners and sends this notice through registered mail to the address of the problem property, and it includes:

- Information about the nature of the issues at the property
- A request to contact the Task Force chair and the local District Police Captain or the Inspection Services commissioner. These officials help develop a method through which a property owner can address their issues.

City Processes

RESIDENTIAL PARKING

How to Get a Resident Parking Permit:

New Residents:

- 1** Apply Online: Submit your application using the [Parking Permit Application Form](#). If you apply online, you'll receive your resident permit in about 10 business days.
- 2** Apply In-Person: Download, print out, and fill out the [Resident Parking Permit Application](#) and bring it with you to Boston City Hall. You need to bring a valid Massachusetts registration. Your registration must show the car is registered and principally garaged in your name at your current Boston address. You also need to bring valid proof of your Boston residency. For more information on what valid proof is, check the [Proof of Boston Residency](#) section. New college students face the same requirements as new residents.

Bring your application and your information to the Parking Clerk:

- ➔ 1 City Hall Square, Room 224 | Boston, MA 02201 Office hours:
Monday through Friday, 9 a.m. to 4:30 p.m.

When you apply in person at City Hall — as long as you have all of your information — you'll get your resident permit that day.

Renew Your Permit:

- 1** Pay your overdue parking tickets. If you have any overdue parking tickets with the City of Boston, you need to pay them. [Here's](#) how to pay your tickets.
- 2** Renew your application online. Fill out and submit the [Parking Permit Renewal Form](#). You must renew your permit four to six weeks before its expiration. You can't renew online if your permit has expired.

City Processes

RESIDENTIAL PARKING

How to Get a Resident Parking Permit:

Replace Your Permit:

- 1** New plates, new car, or new neighborhood? The numbers on your resident permit sticker must match your license plates and the neighborhood where you live. You can't take your old sticker and put it on a new car. PLEASE KEEP IN MIND: you cannot replace a residential parking permit online.
- 2** Preparing for your City Hall visit. You need a valid Massachusetts car registration that has your correct Boston address and proof of your Boston residency. For more information on what valid proof is, check the Proof of Boston residency section. You also need to remove and bring in your old permit, even if it's in poor condition. If you don't have your old permit, contact the Parking Clerk.
- 3** Go to the Parking Clerk between the hours of 9AM and 4:30PM Monday-Friday.
→ 1 City Hall Square, Room 224 | Boston, MA 02201

How to Petition for Resident Parking

- 1** Contact neighborhood services. If you want to set up a resident parking program, contact your neighborhood liaison at Neighborhood Services. You will be given a form to complete to provide a reason for your request. In general, we require that more than one street in a neighborhood be included in a new program request. We created a document with more details about the Resident Parking Permit Program.
- 2** The Transportation Department will review and approve or deny requests. We will let you know our decision by early March.
- 3** When a new resident parking program request is approved, Neighborhood Services sets up a community meeting to discuss the proposal. You will be given a petition to complete. You must gather signatures from affected streets to show support for the new program. You need signatures from 51 percent of residents 18 years of age or older in the area in support of the proposal. Once it's completed, you submit your petition back to Neighborhood Services. All petitions must be submitted by April 30.
- 4** We start installing signs for approved Resident Permit Parking requests in June. The City begins enforcement of new resident parking programs two weeks after we install these signs.
IF YOU ARE DENIED
You can always re-apply for the program. But, you must follow the same procedures, and we will not review your request until the following year.

City Processes

RESIDENTIAL TAX EXEMPTION

The residential tax exemption is an exemption given to homeowners who occupy the unit or home that they are being assessed for. You must have lived in the unit since Jan 1st of the previous calendar year. Questions should be directed to the Taxpayer Referral & Assistance Center (TRAC) on the second floor at 617-635-4287.

Applying:

Application forms are available at the Assessing Department, Room 301, City Hall or at the Taxpayer Referral & Assistance Center (TRAC), Rm M5, City Hall. The TRAC (617-635-4287) is open Monday through Friday from 9am - 5pm.

You may also apply online for the residential exemption beginning on January 1st of the tax year until the filing deadline. To access the form for your property, go to [Assessing Online](#) and enter identifying information such as parcel ID, last name, or street address in the search box. Click on "Details" among the search results associated with your property. On the property summary screen, click on the link to "file a Residential Exemption Application for FY2019". If a residential exemption has already been granted for the given tax year then this will be noted in the "Abatements/Exemption" section. Please note that applicants must print out their online residential exemption application and return it to the Assessing Department, Room 301, City Hall OR to the Taxpayer Referral & Assistance Center (TRAC), mezzanine level, City Hall by the appropriate deadline noted on the website.

City Processes

SHORT-TERM RENTALS

A short-term rental is the use of a residential unit for residential occupancy — for a period of fewer than 28 consecutive calendar days — for a fee. There are 3 different types of units that can be operated in the city, each with a different fee amount:

LIMITED SHARE UNITS

Limited Share Units have a private bedroom or shared space in an owner-operator's primary residence. The owner would be present during the rental. The fee for this type of unit is \$25 per year. Occupancy is limited to three guest bedrooms or six guests, whichever is fewer.

HOME SHARE UNITS

Home Share Units have a whole unit available for a short-term rental at the primary residence of an owner-operator. The fee is \$200 per year. Occupancy is limited to five bedrooms or 10 guests, whichever is fewer.

OWNER-ADJACENT UNITS

Owner-Adjacent Units are within owner-occupied two- or three-family buildings. In this situation, the owner lists a single secondary unit as a short-term rental. The fee is \$200 per year.

In order to list your unit as a short-term rental there are various criteria that your property has to meet. To be eligible, a unit must be:

- Not Restricted by affordability covenants
- Be in compliance with related housing laws and codes
- Not violate any law beyond the city's jurisdiction of short term rental use
- Be owner occupied
- Be located in a two to three family dwelling
- Be classified as residential use

Along with this there is a list of host responsibilities associated with operating a short-term rental. To find more information on short-term rentals and their application process go to <https://www.boston.gov/departments/inspectional-services/short-term-rentals>

City Processes

STREET CLEANING

If your street was not cleaned on the assigned date of street cleaning, report the case to 311.

The following instructions are for streets in the City of Boston that do not currently have street cleaning and the appropriate signage for it.

- 1** Send an email to your City Councilor requesting Street Cleaning with signage on a specific street.
- 2** Your request will then be directed to the Public Works Department where the advocated street will be put on a consideration list and go under review. The review will consider the following:
 - Is there a need for cleaning on this street?
 - Is there a network of streets connected to the initial one requested?
 - One street alone cannot get signage
 - The review process will take 1 or 2 years
- 3** If requirements are met and the street is selected, Street Cleaning and Signage will be implemented the following year.

DAYTIME STREET CLEANING

The Daytime Street Cleaning Program runs from April 1 to November 30 in most Boston neighborhoods. Check the posted street sweeping signs on your street for the schedule and parking restrictions. Daytime street sweeping continues into the winter in the North End, South End, and Beacon Hill. The program stops on December 31 and starts up again on March 1.

THE FIFTH WEEK OF THE MONTH

Streets cleaned every week are also cleaned on the fifth week of the month. If your street is cleaned every other week, parking restrictions aren't enforced in the fifth week. Please always check the posted street sweeping sign on the street.

IF YOUR CAR GETS TOWED

If you know your license plate number, you can search the Public Works online database or call the Boston Police Department at 617-343-4629 to find out which company towed your car. If you don't know your license plate number, call Boston Police at 617-343-4629, or Transportation at 617-635-3900.

City Processes

STREET RESURFACING

Every year, Public Works resurfaces more than 30 miles of roadway across our neighborhoods. We have some information below about the work involved.

Process

Engineers routinely assess and grade the condition of the pavement of every block on every street in Boston.

The resurfacing budget is focused on those streets most in need of resurfacing. Before a street is resurfaced, the city will work with all the utility companies to make sure they've done any necessary repairs and upgrades to their infrastructure first. This ensures a street is not repaved just to then have a utility company dig it back up again.

This coordination is handled through a reservation system called the City of Boston Utility Coordination Software (COBUCS).

- In COBUCS every utility company completes their necessary work and signs off on the block in the system.
- Then, resurfacing is scheduled for a street in need of work.

How it works:

- 1** The top two inches of asphalt are removed — The surface of the road will feel grooved and the edges of manhole covers will be sprayed in a bright color. Manholes are covered with cones or barrels to alert vehicle and bicycle traffic.
- 2** The contractor and utility companies will ensure that manhole covers are level with the new asphalt layer. This is often the most time intensive and loudest part of the resurfacing job. (The areas beneath the manholes sometimes need to be excavated and rebuilt).
- 3** The new asphalt surface is put on the roadway. The pavement markings are restored, and sensors for the traffic signals are replaced. This occurs anywhere from 48 hours to two weeks after the new pavement is replaced.

City Processes

TREE PLANTING AND REMOVAL

How to Get a Tree Planted on City Land

The process below outlines the steps to request to have a street tree planted on the sidewalk in front of your home or business.

- 1** Before you get started: You can request a tree even if there isn't already a tree pit on the sidewalk. The spot must meet these requirements:
 - The tree must be ten feet from any light poles, driveways, or hydrants.
 - The tree needs to also be ten to 20 feet from any intersections, depending on the direction of traffic.
 - You can only plant trees on sidewalks that are six-feet wide (72 inches), not including the curb.
 - There needs to be three-and-a-half feet (42 inches) of open space on the sidewalk to meet accessibility requirements, and the tree pit can only be two-and-a-half feet (30 inches) wide.
 - The tree species needs to fit the neighborhood, and there must be enough space for the tree to grow.
 - The tree can't interfere with power lines.
 - The planting can not be located in front of a building entrance.

Only certain types of trees can be planted. See a list of eligible trees.

- 2** Call the Park Line to make your request. You can call the Park Line at 617-635-7275, or dial 3-1-1 to make your request. When you call, you can also request a specific species of tree. You can also make an online request for a tree planting through BOS:311. When you make your request, you can also ask for a specific species of tree.

- 3** Wait for the City's response. Once your case is created, an arborist will be sent out to inspect the site and see if a tree can be planted there. If the arborist approves the site, the tree will be planted within a year of the case being created. Trees are planted twice each year: in the spring and a limited number of trees in the fall.

City Processes

TREE PLANTING AND REMOVAL

How to Request a Tree Removal

1 Before you get started: A tree will usually be removed if it's dead, diseased, or poses a risk to the public. If you want to remove a healthy tree, a public hearing needs to be held. When you make your request, you will need to send your property's site plan.

If the department decides to remove the tree, you have to pay for its removal. You will also be charged a fee of \$300* per inch of diameter of the tree. This money goes into the Fund for Parks and Recreation. Bank checks or money orders can be made payable to the Fund for Parks and Recreation.

2 Send your request: Send a letter that includes the specifics of your request — as well as your property's site plan — to:

→ Boston Parks and Recreation Department
1010 Massachusetts Avenue, 3rd Floor
Boston, MA 02118

3 Public hearing: The Tree Warden or another member of the Parks Department will study the site of the tree and the impact of removing it. After that inspection, the department will schedule a public hearing for the next available date. Tree hearings are held on the first Thursday of the month.

A public hearing notice will be posted in the newspaper, and you will be contacted about the hearing date. A notice will also be posted on the tree at least seven days before the hearing, and in two other public places. Hearings are held at our offices at 1010 Massachusetts Avenue.

4 Wait for the City's decision: You will receive notice of the Tree Warden's final decision within two weeks after the public hearing. Please remember, if the City decides to remove the tree, you need to pay for its removal.

D4 Civic Associations List

Civic Associations	Leader	Email	Timing	Location
Apple Grove	Myrtle Huggins	hugginsway@gmail.com	2nd Tues, 6:00pm	1135 Morton St
Ashmont Hill Association	Vicki Rugo	vickirugo@mac.com	4th Thurs, 7:30pm	Different location every month
Ashmont Valley Neighborhood Association	Andrea Wong, Leslie Jackson	mark.andrea.home@gmail.com, lesliejackson226@msn.com	2nd Tues, 7:00pm	Dorchester YMCA, 776 Washington St.
Bloomfield Park Neighborhood Association	Shauna Helton	bloomfieldparkdorchester@gmail.com	3rd Tues, 6:30pm	Dorchester ABCD, 110 Claybourne St.
Codman Square Neighborhood Council	Cynthia Loesch	cynthialoesch@gmail.com	1st Wed, 7:00pm	Great Hall, 6 Norfolk St
Codman Square Residents Association	Janice Bacon	ecinaj_eilla@msn.com		
Codman Task Force	Alveria Payne	elviapayne1@gmail.com	2nd Tues, 5:30pm	Codman Apartments
Community Improvement Association (CIA)	Ms. Elnora	elnora3333@gmail.com	4th Mon, 6:30pm	Codman Square Library, 690 Washington St.
Dorchester United Neighborhood Association (DUN)	Dawn Barrett	dunassociation@gmail.com	4th Wed, 6:30pm	Boston International High School, 100 Maxwell St
Erie-Ellington and Brinsley Partnership Neighborhood Association	Marilyn Forman	marilyn450@gmail.com	4th Wed, 6:30pm	31 Erie St
Fayston Street, Lawrence Ave, Blue Hill Ave, Quincy St, Magnolia, Howard Ave Neighborhood Association	Mike Kozu	mkozu@projectright.org	1st Wed, 6:30pm	Project RIGHT, 320A Blue Hill Ave
Fields Corner Civic Association	Hiep Chu	Hiepchu@hotmail.com	1st Tues, 6:30pm	Kit Clark Senior Services, 1500 Dorchester Ave
Franklin Field Crime Watch	Shermon Evans	shermonevans52@gmail.com	2nd Tues, 4:00pm	100 Ames St
Franklin Field South	Harry Thompson	hthompson3@aol.com	1st Sat, 10:00am	Mattapan Library, 1350 Blue Hill Ave
Franklin Hill Crime Watch	Pamela Lewis Hoyt			Community Center at Franklin Hill Apartments
Greater Bowdoin Geneva Neighborhood Association	Davida Andelman	dlandelman@comcast.net	4th Thurs, 6:30pm	Bowdoin Street Health Center 230 Bowdoin St.
Greater Mattapan Neighborhood Council	Fatima Ali Salaam	info.gmncouncil@gmail.com	1st Mon, 6:30pm	Mildred Ave Community Center, 5 Mildred Ave
Harvard Blue Hill Circle	Keyla Jackson	kayjay614@yahoo.com	2nd Mon, 6pm	150 American Legion
Harvard Commons	Tricia Gordon	tricia.gordon@gmail.com	1st Wed, 6:00pm	8 Snowden Way
Harvard-Washington-Norwell Neighborhood Association	Stafford Lewis	staffordlewis@comcast.net	Last Tues, 6:30pm	Levy's Restaurant, 323 Washington St.
Intervale, Normandy, Devon, Brunswick, Stanwood St, Columbia Road Residents Association	Mike Kozu	mkozu@projectright.org	1st Thurs, 6:30pm	Project RIGHT, 320A Blue Hill Ave
Lower Mills Civic Association	Mike Skillin	skill143@verizon.net	3rd Tues, 7:00pm	Saint John Paul II Academy, 2214 Dorchester Ave.
Lucerne Garden Resident Association	Andree Smith	msals2@comcast.net	4th Tues, 6:30pm	65 Winston Road
Meeting House Hill	Shirley Jones	jones713@msn.com	3rd Wed, 7:00pm	First Parish Church, 10 Parish St.
Melville Park Association	Sally Graham	gwasally@msn.com	3rd Thurs, 6:30pm	Epiphany School Library, 154 Centre St.
Mount Bowdoin Betterment Association	Iris Dupont	irisdupont7@gmail.com	3rd Sat, 10:30am	260 Washington St.
Mt Hope Canterbury Neighborhood Association	Rick Yoder	yoderelectric@yahoo.com	2nd Thurs, 6:00pm	780 American Legion Hwy
Pasadena, Supple, Columbia Roads Neighborhood Association	Darlene Jackson	Pscrnaassoc@gmail.com	3rd Tues, 7:00pm	Rear building St Mark's Episcopal Church, 73 Columbia Road
Peabody Slope Neighborhood Association	Luiz Jimenez	lhj1723@gmail.com	1st Mon (Quarterly), 7:00pm	The Henderson School Upper, 18 Croftland Ave
Redefining our Community (ROC)	Trena Ambroise	redefiningourcommunity@gmail.com	3rd Thurs, 6:00pm	45 Stanton St.
River Street Civic Association	Valerie Burton	v.s.burton@gmail.com	2nd Thurs, 6:30pm	The Foley Senior Residences, 249 River St
St. Marks Area Civic Association	Doug Hurley	mdouglasshurley@yahoo.com	Last Tues, 7:00pm	St. Marks Church, 1725 Dorchester Ave
Talbot Harvard Triangle (THT)	Cynthia Francis	tthcommunity1@gmail.com	1st Thurs, 6:30pm	Boys and Girls Club, 15 Talbot Ave
Talbot Norfolk Triangle (TNT)	Mari Rojas	maridena@tbpm.org	Last Tues, 6:45pm	86 Southern Ave
United Neighborhood Association (UNA)	Theresa Latson	latsont@comcast.net	1st Sat, 10:00am	Greenwood United Methodist Church, 378 Washington St.
West of Washington Coalition (WOW)	Laquisa Burke	wowcoalitiondorchester@gmail.com	3rd Wed, 7:00pm	110 Harvard Street, Mt Horeb Lodge
West Selden Street and Vicinity Neighborhood Association	Livio Poles	livio@wssvna.org	4th Mon, 6:30pm	Economy Plumbing and Heating, 875 Morton St
Woodrow Avenue Neighborhood Association (WANA)	Nina Johnson	woodrowaveassoc@gmail.com	3rd Thurs, 6pm	VFW Post, 54 Woodrow Avenue
Wyvern St Neighborhood Watch Meeting	Susan Zebrak	susanzebrak@yahoo.com		
Wellington Hill Neighborhood Association	Patricia Whitehead	wellingtonhill@googlegroups.com	2nd Tuesday - 6pm	Mattapan Library, 1350 Blue Hill Ave



Helpful List of Acronyms

<i>BPDA</i>	Boston Planning and Development Agency (formerly BRA)
<i>DND</i>	Department of Neighborhood Development
<i>ZBA</i>	Zoning Board of Appeals
<i>ISD</i>	Inspectional Services Department
<i>BCYF</i>	Boston Center for Youth and Families
<i>BPS</i>	Boston Public Schools
<i>BTB</i>	Boston Transportation Department
<i>BPD</i>	Boston Police Department
<i>BPHC</i>	Boston Public Health Commission
<i>EEOS</i>	Environment, Energy, and Open Space
<i>ONS</i>	Office of Neighborhood Services
<i>BHA</i>	Boston Housing Authority
<i>MBHP</i>	Metropolitan Boston Housing Partnership
<i>C-11</i>	Dorchester Police Department
<i>B-3</i>	South Dorchester/Mattapan Police
<i>DPW/PWD</i>	Public Works Department
<i>OWD</i>	Office of Workforce Development
<i>EOPS</i>	Executive Office of Public Safety (State Level)
<i>AGO</i>	Attorney General's Office
<i>IGR</i>	Intergovernmental Relations