



EXTERNAL COMMUNICATIONS

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Current Waterloo Issues



- Hard to navigate
 - Tabs categorized by funding/department
- The abundance of non-functioning links

#1



BEST PRACTICES

Seattle.gov Mayor Jenny A. Durkan		English	Search	Menu
Free and discounted resources for Seattleites	Ownership, care, regulations, policies, programs, initiatives, events and services related to animals and pets in the [...]	Visual and performing arts programs, facilities and events.	Planning, permitting, construction and inspection for residential and commercial building and renovation projects.	
Business and Economic Development Starting and running a business, working in Seattle, and doing business with the city.	City Administration City data, metrics, public documents and administrative services.	City Employment Employment opportunities with the City of Seattle, training programs, and employee resources.	City Planning and Development Land use and planning information, including neighborhood plans, transportation and community engagement.	
Court Services City of Seattle court and legal system.	Education, Schools and Learning City Childcare, Pre-K and K-12 programs, continuing education, youth resources and services.	Environment and Sustainability Conservation, sustainability and environmental resources, regulations, monitoring and enforcement.	Grants and Funding Grants and funding provided by the City for community development.	
Housing, Health and Human Services Housing, health, and community services and support for individuals and organizations.	Neighborhood Services Seattle neighborhood-based programs, services and resources.	Parks, Recreation and Attractions Parks, events, recreation, special venues and attractions in Seattle.	Police, Fire and Public Safety Police, Emergency Management and Fire services, activities and information.	
Technology	Transportation	Utilities	Volunteering and Participating	

#2



BEST PRACTICES



Housing Stability Resources

These are difficult times. For Detroit residents in need of assistance due to a financial hardship or to address a housing concern, there are City programs and resources through community partners to help you remain stably housed. This list represents resources for common service inquiries and is not an exhaustive list of resources available in your community. Call the United Way's 2-1-1 service to connect with additional resources.

If You Need IMMEDIATE SHELTER

Find a Shelter	Access temporary shelter or explore other options if a shelter is unavailable through CAM Detroit.	Call CAM Detroit at (313) 484-4449, 7a-8:30p 7 days a week. Veterans can call (313) 576-1580 (8a-6p)	www.camdetroit.org
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If You RENT Your Home

Prevent Eviction	Free legal support and emergency rent and relocation assistance may be available to keep you housed. If your rental property is subject to tax foreclosure, learn your rights and get assistance purchasing your home.	Call United Community Housing Coalition/MI Legal Services Eviction Hotline at (313) 355-3352.	www.uchcdetroit.org
Get Temporary Rental Assistance	Limited availability. Short term assistance to cover delinquent rent due to unexpected loss of income due to COVID-19 for Detroit residents with incomes below 200%.	Apply online or by calling Wayne Metro at (313) 388-9799	www.waynemetrol.org/CARES
Get Water Assistance	Assistance with water bills (overdue and future) for low income households. Additional resources for plumbing repairs is also available.	Fill out the application online or call Wayne Metro at (313) 386-WRAP (9727)	www.waynemetrol.org/WRAP
Enforce Property Conditions	If your landlord fails to provide a well-maintained home, you have options to enforce your rights as a tenant.	Call United Community Housing Coalition at (313) 963-3310, 8:30a until 5:00p Mon-Fri.	www.uchcdetroit.org
Know Your Options	A housing counselor can help you understand your rights, get ready to purchase a home, and identify additional assistance you may be eligible for.	There is a network of certified housing counseling agencies serving Detroiters ready to assist you, find one today using the online directory or call 2-1-1.	www.michigan.gov/housingeducationlocator

If You OWN Your Home

Get Property Tax Relief	The HPTAP and other City/County programs can help low-income homeowners reduce current and back taxes. If you make below \$22,357 as a 1 person household or \$31,930 for a 4 person household you are eligible for a full or partial reduction in your annual property tax. You must re-apply annually.	Call United Community Housing Coalition at (313) 963-3310, 8:30a until 5:00p Mon-Fri.	www.uchcdetroit.org
Get a 0% Interest Repair Loan	No-interest home repair loans are available for eligible households. Minimum credit score of 560. Loans range from \$5,000 to \$25,000 with payments from \$40 to \$210/month.	Visit the program website to see eligibility and application requirements and find a neighborhood intake center near you.	www.detroitloans.org
Home Repair Grant Wait List	Home repair grants are available through the City of Detroit for low-income seniors with an emergency repair need and for households with children with lead exposure.	Call the City of Detroit Housing & Revitalization Dept. at (313) 224-6380	
Water Assistance	Assistance with water bills (overdue and future) for low income households. Additional resources for plumbing repairs is also available.	Fill out the application online or call Wayne Metro at (313) 386-WRAP (9727)	www.waynemetrol.org/WRAP
Senior Solid Waste Discount	Seniors age 65+ earning less than \$40,000 can cut the Solid Waste Fee by 50% on their tax bill.	File the application between July 1 and Sept 15 in person or by mail to the City of Detroit Assessors Office. See application form for details.	https://detroitmi.gov/sites/detroitmi.localhost/files/2018-03/application_seniordiscount_form.pdf
Get Mortgage Help	A housing counselor can help you understand your options if you are experiencing difficulties paying your mortgage and identify additional assistance you may be eligible for.	There is a network of certified housing counseling agencies serving Detroiters ready to assist you, find one today using the online directory or call 2-1-1.	www.michigan.gov/housingeducationlocator

General Financial Resources



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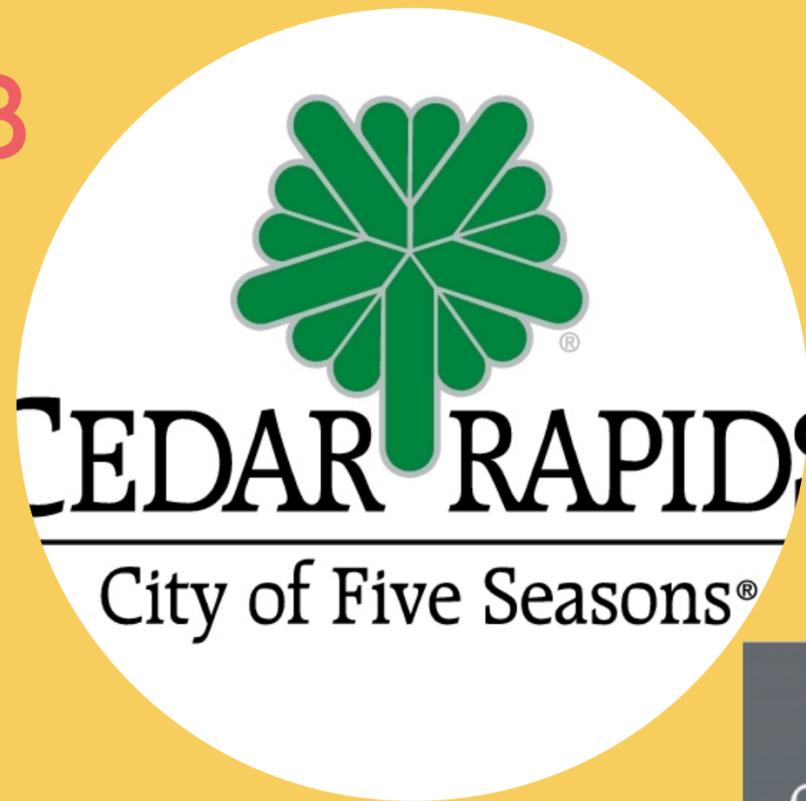
Follow Us



DATA DETROIT
Detroit's Open Data Portal

**EMERGENCY
ALERT
SIGN-UP**

#3



BEST PRACTICES

A screenshot of the Cedar Rapids website. The header is dark grey and contains the Cedar Rapids logo, navigation menus for "FOR RESIDENTS", "FOR BUSINESS", "LOCAL GOVERNMENT", "DISCOVER CEDAR RAPIDS", "I WANT TO...", and "MEDIA SUPPORT", a search bar, and utility links for "Skip to Content", "Font Size", and "Translate". The main content area features a large landscape photograph of Cedar Rapids with a water tower. A "Cedar Rapids Alerts" pop-up is visible in the bottom right corner, listing "DERECHO RESPONSE", "COVID-19", and "MY CR REPORTING TOOL". At the bottom of the page, there are three green circular icons: a document with a checkmark, a hierarchy of three boxes, and a clock with "24".

WATERLOO TABS

- No residents tab
- Not user friendly
- Scattered information



: housing-related information

Waterloo Iowa logo

HOME VISITORS GOVERNMENT DEPARTMENTS HOW DO I...

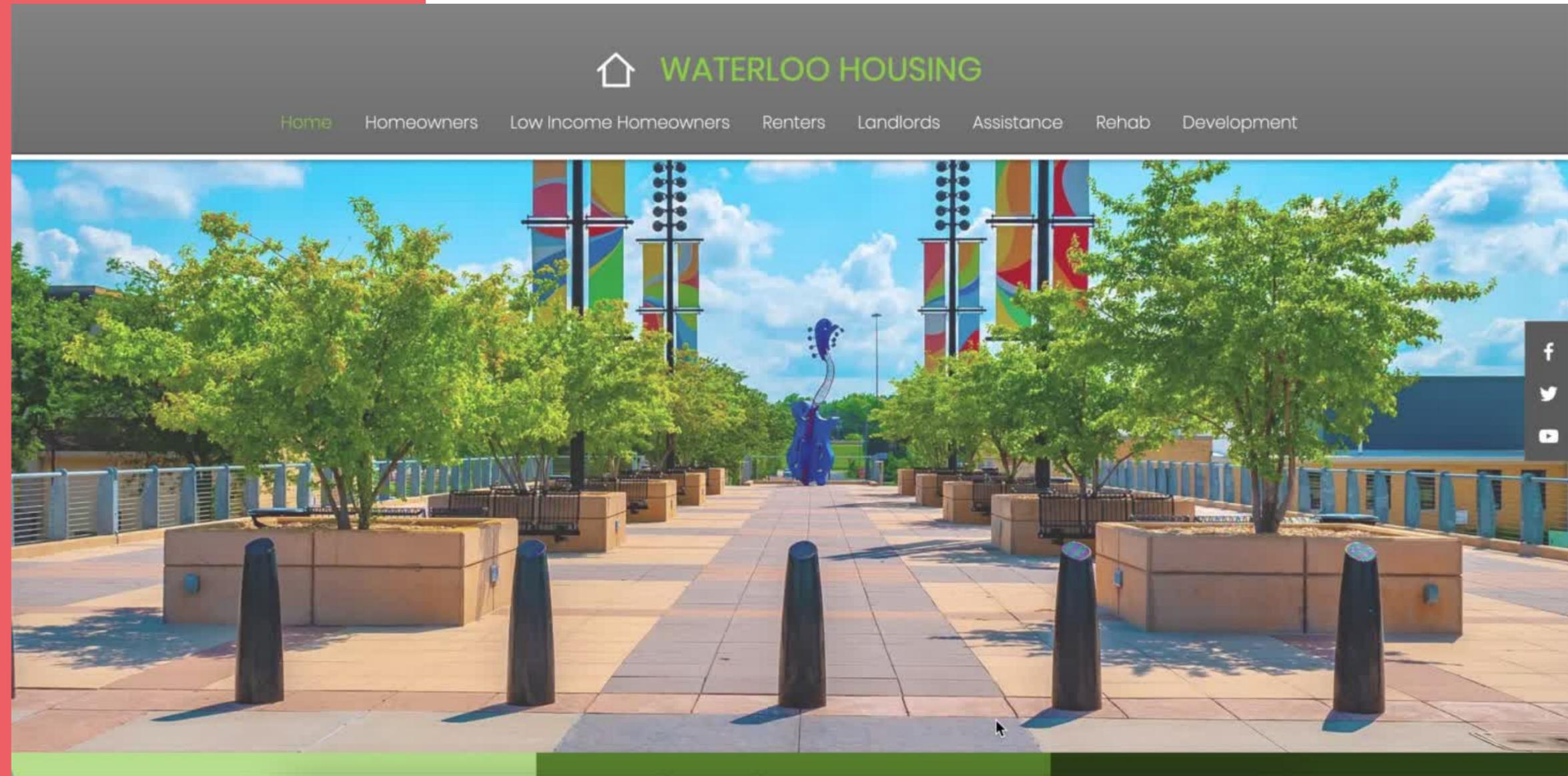
- Apply For**
 - Board and Commission Position
 - Building Permits ✓
 - Dog and Cat Licenses
 - Garbage and Sewer Exemptions ✓
 - Hotel/Motel Grant
 - Job Vacancy
 - Licenses and Permits ✓
 - Rental Unit Registration Permit ✓
- Contact**
 - Contact Us
 - Directory
 - Report a Problem ✓
- Find**
 - Activities
 - Art
 - Library
 - Museums
 - Parking
 - Parks
- Get Involved**
 - Boards and Commissions
 - Residents Academy ✓
 - Volunteer Clean Ups
- Pay**
 - Water Bill ✓
 - Gas and Electric ✓
 - Parking Citation
- View**
 - Agendas
 - Calendar of Meetings and Events
 - City Council Meetings
 - City Documents
 - Construction Closures & Updates
 - Forms ✓
 - List of Services ✓
 - Municipal Government Bids
 - Strategic Plan
 - COVID-19 Information Hub

Waterloo Iowa logo

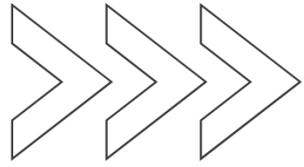
HOME VISITORS GOVERNMENT DEPARTMENTS HOW DO I...

- Administration**
 - City Clerk
 - Finance
 - Human Resources
 - Mayor's Office
- Human Services**
 - Housing Authority ✓
 - Human Rights ✓
 - Neighborhood Services ✓
- Infrastructure**
 - Building and Inspections ✓
 - Community Development ✓
 - Economic Development ✓
 - Engineering
 - Geographic Information Systems
 - Planning & Zoning ✓
- Quality of Life**
 - Airport
 - Cultural and Arts
 - Leisure Services
 - Library
- Public Safety**
 - Animal Control
 - Code Enforcement ✓
 - Fire Rescue
 - HAZMAT
 - Police
- Public Works and Utilities**
 - Sanitation
 - Street Department
 - Traffic
 - Waste Management Services ✓
 - Water Works ✓
- Human Resources**

NEW HOUSING WEBSITE



- Reorganized tabs
- Found better places to put links



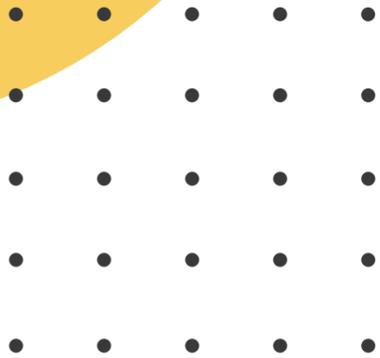
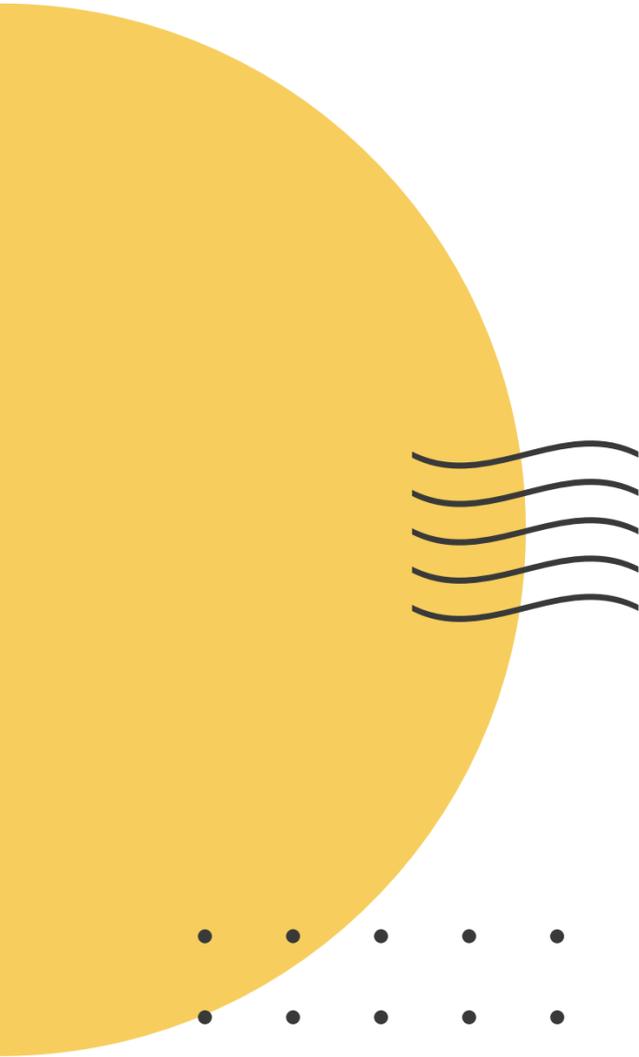
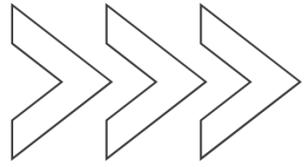
NEW TABS



WATERLOO HOUSING

[Home](#) [Homeowners](#) [Low Income Homeowners](#) [Renters](#) [Landlords](#) [Assistance](#) [Rehab](#) [Development](#)



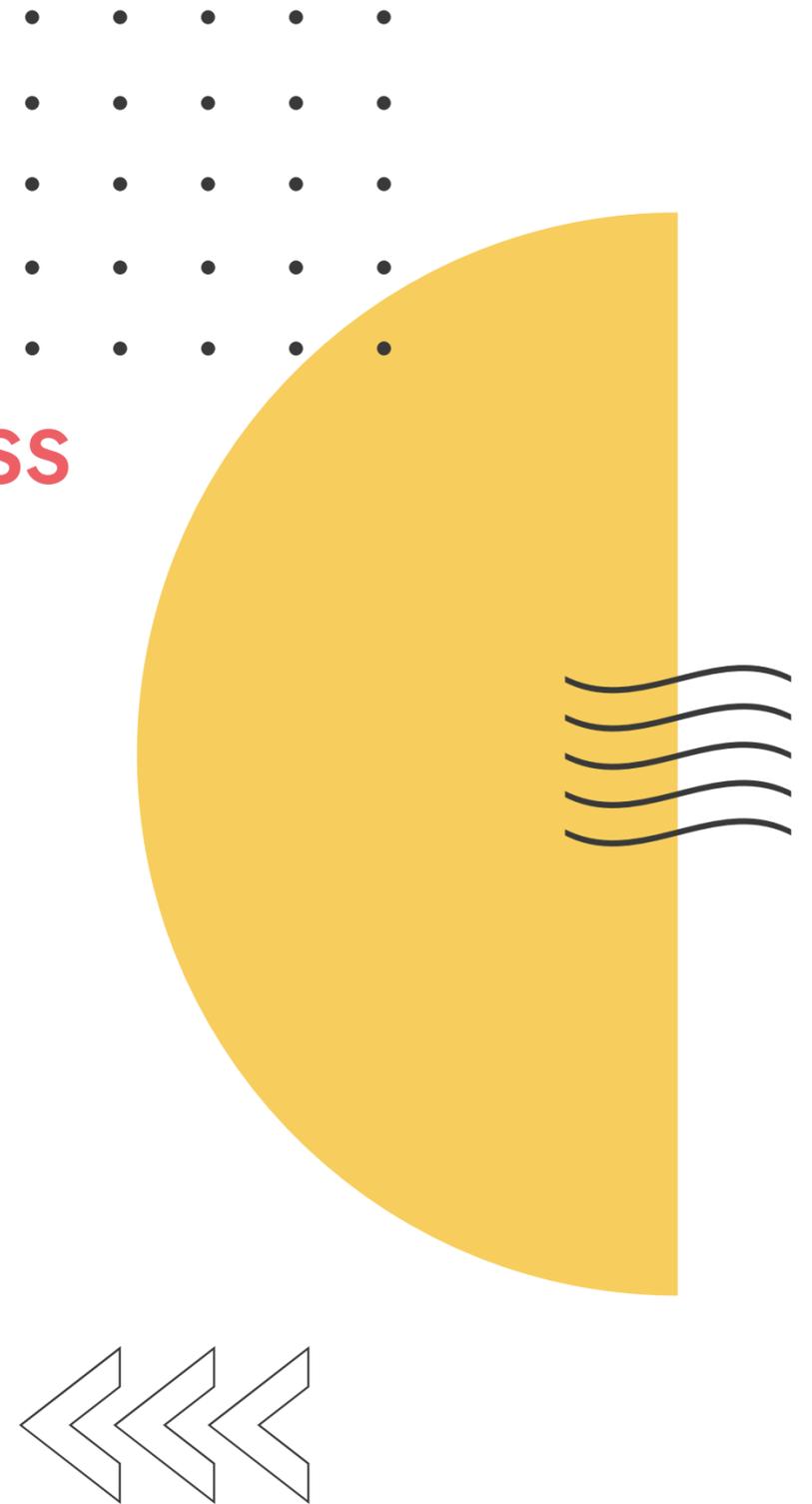


Live

Website

NEXT STEPS

- Domain:
 - \$14.95/year + \$23/month for "Business Basics" (Wix Premium Plan)
- Have someone update
 - intern



WORK CITED



- <https://www.seattle.gov/>
- <https://www.cedar-rapids.org/>
- <https://detroitmi.gov/>
- <https://cityofwaterlooioiowa.com/>