



Good neighbors make life more positive.

A good neighbor shows respect for his/her property, for the neighborhood and those living nearby.

This brochure will give you tips and address your responsibilities as a resident of the city of Rochester.



### Neighborhood Service Center Locations

Normal operating hours for the Neighborhood Service Centers (NSC) are Monday through Friday, 8 am - 5 pm

Calls to NSC Offices during off hours are taken by the City's 311 Call Center. NSC staff will follow-up on these calls on the following business day.

#### Northwest Quadrant

71 Parkway - First Floor  
Rochester, NY 14608

Ron Penders, Administrator  
(585) 428-7620

[www.cityofrochester.gov/nwnsc](http://www.cityofrochester.gov/nwnsc)

#### Northeast Quadrant

500 Norton St.  
Rochester, NY 14621

Pamela Reese Smith, Administrator  
(585) 428-7660

[www.cityofrochester.gov/nensc](http://www.cityofrochester.gov/nensc)

#### Southwest Quadrant

923 Genesee St.  
Rochester, NY 14611

David Hawkes, Administrator  
(585) 428-7630

[www.cityofrochester.gov/swnsc](http://www.cityofrochester.gov/swnsc)

#### Southeast Quadrant

320 N. Goodman St. - Suite 209  
Rochester, NY 14607

Nancy Johns-Price, Administrator  
(585) 428-7640

[www.cityofrochester.gov/sensc](http://www.cityofrochester.gov/sensc)

Inspired by Rockingham East of Goodman Neighborhood Association



City of Rochester, New York

Department of Neighborhood & Business Development

Neighborhood Service Centers

How to be a  
**good**  
neighbor







## Tips for being a **good** neighbor

*Help the elderly & disabled.*

*Keep your neighborhood clean and safe.*

*Get involved!  
Know your neighbors.*

*Call the NSC to join a neighborhood group.*

*Build relationships and trust through communication and problem solving.*

### Crime Prevention

- Police and Citizens Together Against Crime (PAC-TAC) is a program that unites our citizens and police to prevent crime.
- Rochester's Crime Prevention Officers can conduct residential or business security surveys of your property. To schedule, call your Neighborhood Service Center.
- Crime Prevention tip: leave your porch light on.

This is general information. For specific codes, please visit the City of Rochester website.

### Refuse and Toters

- Property owners are responsible for the maintenance of their property, including the right of way (the street, sidewalk and the area located between the sidewalk and the curb.)
- Generally, in occurrences which do NOT involve scattered debris and are not a safety hazard, a Warning is left at the property and a letter is sent to the property owner.
- For chronic situations of debris at the curb a Code Inspector will post a paper copy of either a 48 Hour Notice-and-Order or Immediate Notice-of-Order depending on the circumstance.
- Toters should not be out earlier than the evening before trash pick-up day, and they must be returned within 24 hours after pick-up.
- Refuse violations are subject to removal charges starting at \$45 for the first cubic yard and \$25 for each additional cubic yard.
- Pet owners are responsible for disposing of their animals' feces from any sidewalk, yard, park or tree lawn.

### Noise Ordinance Information

Noise is a common complaint. Here are some things to keep in mind:

- Noise should not be audible beyond your property line between 10 pm and 8 am.
- Noise should not be audible beyond 50 feet from your property line between 8 am and 10 pm.

### Parking

- When parking along the curb, remember to allow space for residents to enter their driveways. There must be a 5-foot minimum space.

### Keeping Sidewalks Free of Snow and Ice:

- The person occupying the ground floor of a building, or the owner of a building or lot, must keep the adjacent sidewalks clear of snow and ice.
- No person shall remove snow or ice from private or public property and deposit it on the sidewalk, roadway, against a fire hydrant or bus stop.
- Remember: Violations of the snow code are subject to removal costs.



**We're here to help! Call 311 or visit [www.cityofrochester.gov](http://www.cityofrochester.gov)**