



## PLANNING AND DEVELOPMENT

400 LA CROSSE STREET | LA CROSSE, WI 54601 | P: (608) 789-7512 | F: (608) 789-7318

### Neighborhood Revitalization Commission

#### CASE STUDY-BEST PRACTICES

1. **Project Name:** Neighborhood Ambassador Program & Infrastructure Audit
2. **Project Location:** Weigent-Hogan Neighborhood
3. **Tags:** Capital Improvements, Infrastructure, Social Activity, Housing, Association Organization, Safety
4. **Describe Project:** The neighborhood is divided into eight sections, with one or two ambassadors responsible for each section. They welcome new residents moving into the neighborhood provide them with a letter to encourage them to attend meeting and become association members.

These ambassadors often do infrastructure audits to identify issues of concern (i.e. houses that are vacant or condemned, areas without boulevard trees, sidewalks missing or in disrepair, streets with safety concerns for pedestrians/cyclist, etc.). The association is working on how to use the audit, potentially to begin the conversation with the City when they are selected for neighborhood funds.

5. **Project Stakeholders/Partners:** Residents, City (Fire Prevention & Building Safety, Housing, Parks, Engineering/Streets)
6. **Project Cost:** Cost of printing letters and worksheets (one or two each per month, depending on new neighbors), and volunteer time (once per month and takes about an hour).
7. **Sources of Funds:** The association has a very small bank account, so ambassadors print their own letters.
8. **Capital Stack/List:** Not applicable
9. **Project Challenges and Solutions:** Ambassadors are afraid of confrontation when reviewing infrastructure; a solution is to make a mental note of issues and write it further away, like at a corner. Another challenge is finding out when renters move in, since there is no "For Sale" or "Sold" sign in the front yard.

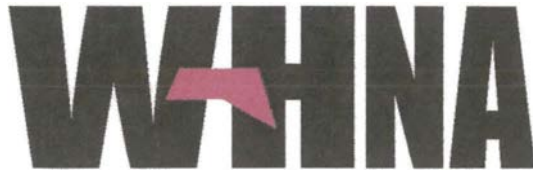
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10. **Performance Metrics/Benefits:** WHNA has not developed performance metrics yet, but relies on “For Sale” signs and moving trucks for new resident tracking. They are looking to recognize good work (well-maintained property) in the future.
11. **Outcomes and Lessons Learned:** Ambassadors just started in May 2017, but one lesson is to split the neighborhood in smaller manageable sections and aim for two ambassadors per section. It helps to go out in pairs or to be able to split up work.
12. **Project Contacts:** Kathy Sims, Membership Chair; Linda Lee, Vice President



Dear Neighbor,

Welcome to the Weigent-Hogan Neighborhood! We're bordered by Jackson Street/State Road on the south, Losey Boulevard on the east, Cass Street on the north, and West Ave on the west.

The Weigent-Hogan Neighborhood Association (WHNA) is a City of La Crosse Recognized Neighborhood Association. Working with the City Planning Department and the Neighborhood Revitalization Commission, WHNA works to strengthen our residential area and to promote neighborhood businesses.

Membership in WHNA is free for any resident, property owner, representative from a religious or educational institution, business or non-profit in our neighborhood. WHNA works with all members to sustain a healthy, safe, well-maintained neighborhood, and a vibrant sense of community. If eligible, one may become a member simply by attending one general member meeting per year and signing the roster.

WHNA is a resource for finding help in your community, connecting with community resources, sharing information, and meeting neighbors.

If you are interested in learning more about WHNA, the best way is by attending a General Member Meeting. They are held the second Monday of the month from 6:30pm to 8 pm at the Unitarian Universalist Fellowship Building (401 West Ave S).

WHNA also organizes three events annually: a winter potluck, a Spring Into Summer Event, and an Ice Cream Social.

For more information about WHNA visit our website (<http://whnalax.org/>). We can also be reached at [president@whnalax.org](mailto:president@whnalax.org).

Please don't hesitate to contact us if you have any questions. We are excited to have you as a neighbor!

## WHNA Infrastructure Audit

Name:

Sector:

Date:

**Instructions:** Please walk your section of our neighborhood monthly between April and October and record your observations on the tool below.

### Homeowner(s) I would like to nominate for recognition for helping to improve the WHNA neighborhood

Name(s):

(Find owner's name by address at <http://lacrossecounty.org/LandRecordsPortallsearch.aspx?type=Parcel>.)

Address(es):

Reason for nomination:

### Areas of neighborhood concern

#### Housing

1. Addresses of vacant or condemned homes in your section?
2. Addresses of homes with large amounts of trash and debris around them?
3. Addresses of homes in significant disrepair?

#### Safety

4. Locations where pedestrians' view of the road is blocked by trees/shrubs, parked cars, etc.
5. Locations where sidewalk conditions are a safety hazard (blocked by poles/signs, cracked or uneven, etc.)
6. Locations of areas of perceived crime or drug activity
7. Location of dimly lit areas.

**Please send results to:**