



Hello Neighbor,

Whether you've just moved in or have lived here for decades, we are so glad you are a part of our neighborhood!

Our **Old Orchard Neighborhoods Association (OONA)** is proud to introduce a new initiative! In addition to our work on the Kenwood Blvd. improvements and the annual Garden Tour, we are launching some new ways to help support the high quality of life we enjoy in our beautiful Old Orchard neighborhood.

*The OONA became a 501.3(c) in 2016 and is here to promote a safe and vibrant community by engaging with residents, the City, and entities that impact our neighborhoods. We do this by supporting improvements and beautification projects, creating awareness of issues that affect our residents, and representing OO in the greater Toledo community.*

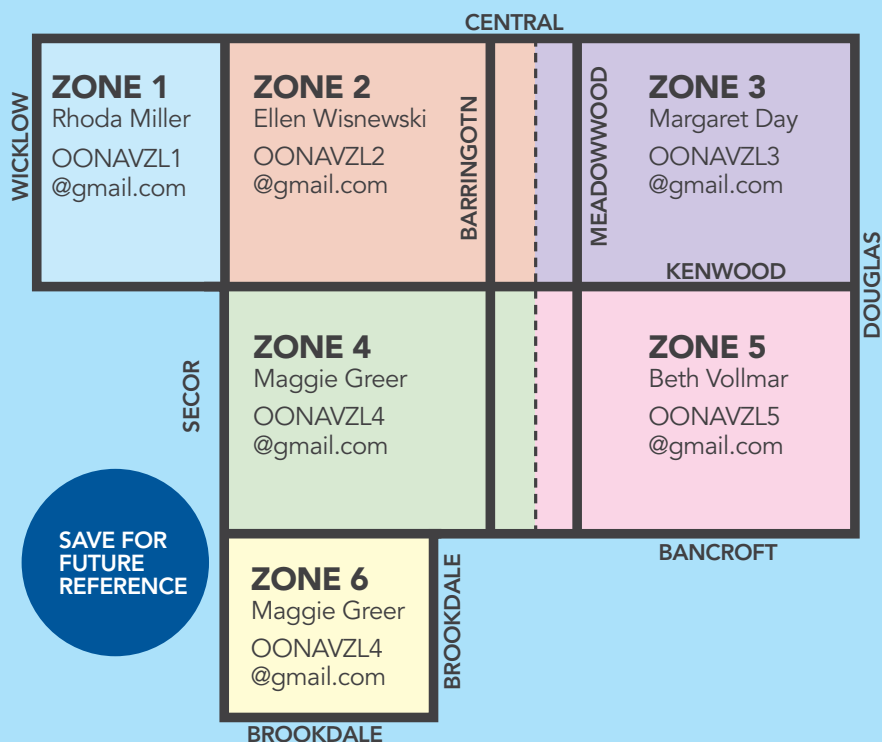
**The OONA Sustainability Committee (OONASC)** is a committee that focuses on helping neighbors come together in a thriving community of people who communicate, help, and support each other by creating good neighbor relationships.

In supporting these important connections, the OONASC is introducing some helpful tools for when we need to find resources through the City or to work through issues that arise within the neighborhood.

If talking with your neighbor does not resolve a situation, there is now help to assist with issues or concerns. **Volunteer Zone Liaisons (VZL)** have received training and stand ready to help you if a problem remains unresolved.

Your OONASC Volunteer Zone Liaisons are here to help; please know who your VZL is and feel free to reach out to them.

## Zone Liaison Program





In addition, the City has established a **Human Relations Commission** that offers a **Mediation Program** specifically designed to address issues between neighbors that can escalate and de-harmonize parts of a neighborhood. The Program is **FREE** and is staffed with trained volunteer mediators. Call **419.245.1518**, leave a message and you will receive a call back within 48 hours.



We would also like to promote the **ENGAGE TOLEDO** service that is available to all neighbors. It can easily be uploaded to your mobile phone or device and used as a direct resource to direct you to whatever department matches your need ~ to pay utilities, make service requests or **get assistance with issues that you would like to take up with the City of Toledo**. Everything goes through **ENGAGE TOLEDO!**

**To access the app**, go to the App Store on your phone or device, Search for: ENGAGE TOLEDO, select “GET”, then select “INSTALL”. When installation is complete the Engage Toledo App should be available to click-through on your device.

**If you do not want to go through the app, call 419-936-2020.**

**Tips for success:**



◆ Be considerate and respectful; we pride ourselves on being a welcoming, engaging community.

◆ Get to know your neighbors on a personal level. Introduce yourselves to each other; get to know each others’ families and schedules. Be mindful of diverse cultures and routines and watch out for each others’ safety.



◆ Know City of Toledo rules and laws, understanding what the city is responsible for and what your obligations are for things like trash disposal/pickup, keeping sidewalks clear of snow, cars and debris, pet clean-up, and quiet times (9 p.m. – 8 a.m.). Most of this information can be found on the City of Toledo website ~ [toledo.oh.gov/engage-toledo/](http://toledo.oh.gov/engage-toledo/).

Please help us make sure Old Orchard continues to be a GREAT place to live and thrive.

*While the “hands-on” legwork of OONA is done by volunteers, we do have expenses, so please consider supporting our neighborhood through membership ~ see our insert for details to join.*

Kind regards,

*Your Old Orchard Neighborhoods Association*



CITY OF TOLEDO  
**HUMAN  
RELATIONS  
COMMISSION**