



New York State Assembly Member

KHALEEL M. ANDERSON

Presents

Stronger Neighbors

Across New York, working-class families are facing quality of life challenges that negatively impact their health, peace of mind, and overall well being.

I am proud to introduce our “**Stronger Neighbors**” toolkit to help improve quality of life conditions and promote healthier outcomes in our community.

TOOLKIT INCLUDES:

- **Conflict Resolution Skills**
- **Noise & Parking Etiquette**
- **How to Form A Block Association**
- **Mental Health Resources**

District Office: 19-31 Mott Avenue, Suite 301, Far Rockaway, NY 11691 • 718-327-1845
Satellite Office: 131-15 Rockaway Boulevard, South Ozone Park, NY 11420 • 718-322-4958
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**Mental Health
& Emotional Support**



Conflict Resolution



**How to Form a
Block Association**



Noise Etiquette



Parking Etiquette



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Conflict Resolution 101

Human relationships are a part of life, and because of that, so is conflict. We know conflict is inevitable, and it will always be with us. But when conflict arises, it is how we choose to approach resolving our issues and disagreements that determines our ability to coexist. Conflict itself is not a sign that relationships are unhealthy, or that a person is “bad.” There are simply more helpful and less helpful ways to respond to it.

Most of us get stuck in the “conflict cycle,” which goes like this:

- ➔ A disagreement happens and we begin to feel wronged, which leads to feelings of anger, frustration, or resentment.
- ➔ That in turn leads to us creating a story about the person we are in disagreement with, turning us into a hero or a target and them into a villain or wrongdoer.
- ➔ Then, we behave based on the story we tell and that reinforces the feelings of anger, frustration and resentment.
- ➔ Soon, those interactions begin to reinforce beliefs about ourselves and the other person, which then leads to more escalation in the conflict.



Note: This cycle can take years, or it can happen in a moment and is very dependent on the situation.



CONFLICT

RESOLUTION

101

The following steps and tips are intended to break that cycle and help us respond to conflict in more helpful ways.

Pause, Breathe & Separate: Take some time to cool down. Keep in mind this is only conflict, not a competition and that there will be no winner or loser. Remember, a too-quick decision can do more harm than good.

- 1 Make a decision:** Decide if it is safe for you to engage with the other person. This is the most important one. If you do not feel physically safe, please do not try to engage the other person on your own. Skip to #9 below. If you feel safe...
- 2 Be prepared:** Make a list of the things you want to say beforehand. If you have a tendency to get angry or anxious, make a plan for how to address that in the moment, come up with some options for resolving the dispute that seem reasonable and have them ready.
- 3 Be assertive, not aggressive:** Your point of view, feelings, and perspective are as valid as the other person's, but yelling, making threats, or commanding, is never helpful in the long term, and can easily backfire. Try to remain calm but promote your perspective.
- 4 Take a break:** If things are getting heated, it might be a good idea to take a break and come back to the conversation later when you are less likely to escalate the situation.
- 5 Think about interests, not positions:** Your positions are the things you want (the tree cut down, the fence moved, no shouting or music at all hours, no trash in your yard or hallway, etc.) your interests are the "why" you want those things (peace and quiet, take pride in the way your yard looks, worries about vermin, etc.) Interests are more likely to align than positions, and you can build from there.
- 6 Listen to their perspective:** Try to understand where your neighbor is coming from and what their concerns are. They might have a different perspective that you hadn't considered before. This requires keeping an open mind and stopping the cycle of conflict:
- 7 Look for common ground:** See if there are any points of agreement that you can build on. Even if you don't agree on everything, you may be able to find some middle ground.
- 8 Remember what you can control:** You cannot control what your neighbor says or how they respond to you or what you have said. You can only control what you say, how you say it, and how you respond to them.
- 9 Consider seeking outside help:** If you're unable to resolve the disagreement on your own, you might consider seeking help from a mediator or community leader.

Courtesy of Community Mediation Services

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NOISE COMPLAINTS

COMMON COURTESY



A majority of New York City’s noise complaints are reported as **“noise from a neighbor”**. By taking the few simple steps below, you can help create a more livable atmosphere for your community:

- **Be sensitive to your neighbor’s space** and remember that one person’s ceiling is another person’s floor; try to keep noisy and disruptive activities to a minimum. Keep cell phone conversations to a minimum in public spaces, especially in confined areas like public transit.
- **Keep equipment levels down.** Car stereos, bluetooth speakers, and electronic devices should be used at a reasonable volume, to avoid disturbing neighbors, especially at night and in the early morning. Use power tools at appropriate times. Do as much as possible to stifle their noise and check specific regulations for their use.

NOISE COMPLAINTS

COMMON COURTESY

- **Call 311** to report a noise complaint.
- **The Noise Code** specifically restricts the volume of car stereos in the public right-of-way.
- **Certain machines, such as lawn mowers and leaf blowers**, may only be used between 8:00 a.m. and 7:00 p.m. (or until sunset, whichever occurs later) on weekdays; and between 9:00 a.m. and 6:00 p.m. on holidays and weekends.

To report a noise complaint, call 311.

*For more detailed information about noise in the city
and the law itself, please visit:*

www.nyc.gov/dep

and follow DEP at

www.facebook.com/nycwater.

Source: New York City Department of Environmental Protection

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Neighborhood Parking Etiquette



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① **Keep to Your Own Parking Space:**

Unless it is a necessity, always park in your own driveway or the space that is in front of your home. It's extremely rude to crowd your neighbors by encroaching on the space in front of their house. If it becomes a habit, you may find that they disapprove.

② **Give Your Guests Parking Guidance:**

Everyone understands that there may be limited parking for a big get-together. However, it is important to ensure that there is as much parking at your place is possible. If you can, find somewhere distant to park your own vehicle so that your guests can utilize another space. When you do run out of parking spots, make sure your guests don't block someone else's driveway or sidewalk.

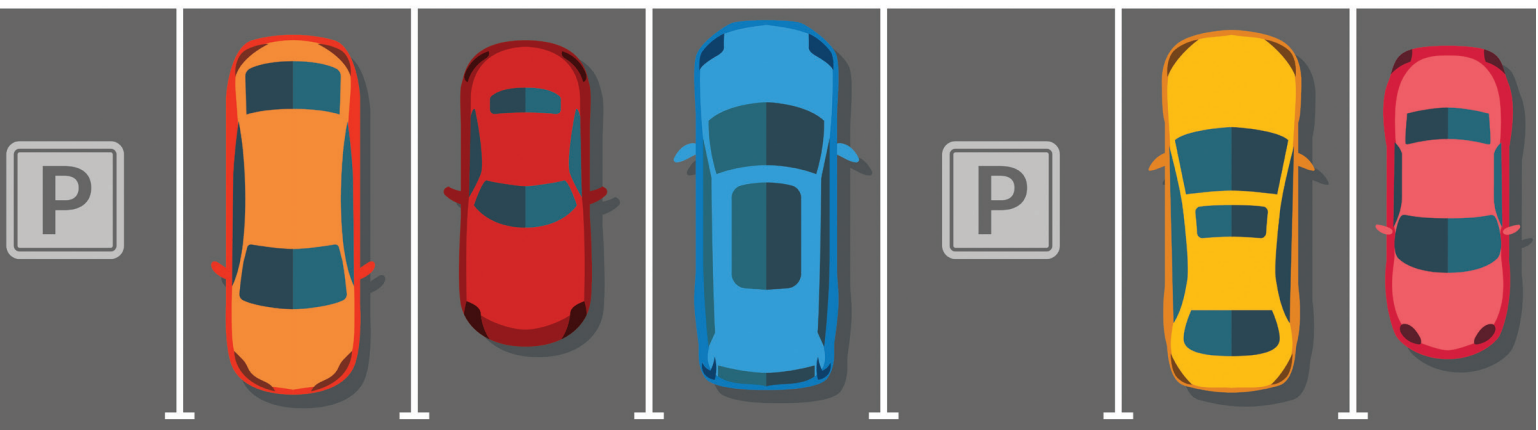
③ **The 3-Hour Parking Rule:**

If your guests do need to encroach on other homes' street space, let the property owner know that it is temporary and probably won't exceed 3 hours. Very few people will have a problem with this and will think better of you for asking.

④ **Open Space:**

Ensure you or your guests park properly parallel to the street in a manner which is easy to get around and not on the curb. Nothing is more frustrating than trying to navigate a road full of badly parked cars. You'll get a bad reputation and the cars might end up with some unintentional scratches.

Remember that parking etiquette is all about courtesy. If you wouldn't want it to happen to you, don't do it to someone else. Be respectful of your neighbors and responsible for your guests. *Source: True Performance Real Estate*





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Pick Up After Your Pet!



Failure to Remove Dog Waste

Each person who owns or controls a dog must remove any feces left by that dog on any sidewalk, gutter, street, or other public area and dispose of it in a legal manner. The feces may be placed in a non-leaking sealed bag or container and deposited in a New York City Department of Sanitation litter basket. The provisions of this law do not apply to a guide dog accompanying any blind person.

Source: New York State Public Health Law, New York City Dept. of Sanitation

- Curbing your dog is a matter of hygiene and keeping our community clean.
- Dog waste actually poses a health risk to our community because it can transmit bacteria, viruses, and parasites to humans and other animals.
- Uncollected dog waste can be carried into waterways and contaminate our water supply. Ingesting contaminated water can lead to sickness and other diseases.
- The unsightliness of the problem can also cause issues with neighborhood property value and quality of life conditions.



Source: Cedar Management Group

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for any assistance with state government matters.*

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How to Create A Block Association

Block associations can serve several functions in a neighborhood. They can provide social opportunities to help neighbors get to know one another, through planning block parties and other events.

They can also provide functional opportunities to plan for security, holiday decorating ideas and/or plant coordination.

Not least, they can also provide political opportunities for responding to problems such as inappropriate development projects. Block associations can be the backbone of a community.



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Ten Essential Steps to Creating a Block Association

- 1 Contact your neighbors to have a meeting and discuss goals for the association.
- 2 Develop a list of ideas and issues that most neighbors agree on.
- 3 Plan a structure for the association.
- 4 Decide how often you will meet (monthly, quarterly or as needed) and how you will keep in touch (email, flyers, etc.).
- 5 Choose officers or steering committee members.
- 6 Decide what you will do for and with money.
- 7 Write the bylaws.
- 8 Start with a small activity. Plan a clean-up day or a progressive dinner party to allow neighbors to get to know each other better.
- 9 Tackle your first big issue. If it's planning a block party, for example, invite all residents to the general meeting to exchange ideas and participate in the activity.
- 10 Develop a calendar for planning the event.





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Mental Health & Emotional Support Resources

My office is dedicated to raising mental health awareness & promoting education as we fight to break the stigma around mental health challenges in communities of color.

Please use this information to help yourself, a loved one, or a neighbor in need.

No matter what you're dealing with, there is help and there is hope.

Crisis Lifelines:

- **988 Suicide & Crisis Lifeline**

If your life or someone else's is in imminent danger, please **call 911**. If you are in crisis and need immediate help, please **call 988**.

- **Crisis Text Line**

New York State has partnered with Crisis Text Line, an anonymous texting service available 24/7. Starting a conversation is easy. **Text GOT5 to 741741**.

- **OASAS HOPEline**

New York State's 24/7 problem gambling and chemical dependency hotline. For Help and Hope **call 1-877-8-HOPENY** or **text HOPENY**.

Emergency Assistance:

- **Domestic Violence**

If you or someone else is in a relationship is being controlled by another individual through verbal, physical, or sexual abuse, or other tactics, please **call 1-800-942-6906**.

- **NYC WELL**

New York City's free, confidential support and crisis intervention for anyone seeking help for mental health and/or substance misuse concerns, available 24/7. **Text "WELL" to 65173** or **call 1-888-NYC-WELL**.

Professional Resources for Emotional Support

- 1 NYC Well – A free and confidential 24/7 helpline staffed by trained professionals who can provide counseling and referrals to care in over 200 languages. **Call 888-NYC-WELL (888- 692-9355)**, text “WELL” to **65173** or chat at **www.nyc.gov/nycwell**. This website also provides a comprehensive referral database for New York City, an Apps library, tips on coping and information on connecting to crisis services.
- 2 Crime Victim Assistance Program: **Call 1-800-247-8035**
- 3 NY Project Hope Coping with COVID **Call 1-844-863-9314**
- 4 Disaster Distress Helpline: **1-800-985-5990** (press 2 for Spanish), or **text TalkWithUs** for *English* or **Hablamos** for *Spanish* to **66746**.
- 5 National Suicide Prevention Life: **Dial 988**
- 6 National Domestic Violence Hotline: **1-800-799-7233**
- 7 National Child Abuse Hotline: **1-800-4AChild (1-800-422-4453)**
- 8 National Sexual Assault Hotline: **1-800-656-HOPE (1-800-656-4673)**
- 9 The Eldercare Locator: **1-800-677-1116**
- 10 Veterans Crisis Line: **Call 988** or **text: 838255**



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