

City of Fort Collins Adopt a Neighbor Resident Guidelines

This service is available to Fort Collins residents who:

- Are physically unable to shovel their own sidewalk, rake their own leaves or mow their own lawns, or
- Cannot afford to pay for these services (the NSO does not require proof but relies on the good faith of neighbors who truly are in need), or
- Do not have neighbors, family or friends to assist them.

Important Note:

Please be aware that the NSO will do its best to match people, however, if a match cannot be found, residents are still responsible for proper snow removal, leaf disposal and lawn mowing.

You can expect your volunteer to:

- Shovel you front sidewalk and clear the path to your front door. Volunteers are not obligated to shovel your driveway. If you also want your driveway cleared, we will **attempt to** match you with a volunteer willing to do so and/or you can ask your volunteer directly.
- Shovel your sidewalk within 24 hours after a snowstorm ends, as required by City code. Please remember that many volunteers have jobs and may need the full 24 hours to shovel your walk.
- Shovel your sidewalk only after a **significant** snowfall that won't melt within 24 hours.
- Rake and bag leaves in the front and/or back of your home, as you and your volunteer agree. Volunteers are not responsible for providing bags or leaf disposal, only for raking and bagging.
- Mow your lawn as you and your volunteer agree – e.g., once a week, every other week, front and back yards, etc.

As a recipient of this service, you should:

- Call us at 224-6046 if someone other than your volunteer shovels your walk, rakes or mows so we can save your volunteer a trip.
- Provide bags for your leaves and arrange to have leaves hauled away.
- Provide a lawn mower for your volunteer if one is needed.
- Thank your volunteer.

As the recipient of this service, you should not:

- Invite the volunteer into you home, for your safety and his or hers. You may, however, send cookies, hot chocolate or other goodies home with your volunteer.
- Pay your volunteer. This is a volunteer program and your volunteer is doing this for the satisfaction of serving neighbors in need.