



## **heart**

The City of Tempe takes great pride in being a compassionate community, and we recognize that some residents may need assistance for the upkeep of their properties.

### **What is H.E.A.R.T.?**

#### **Helping Enhance And Revitalize Tempe**

Oftentimes, our city employees learn directly from residents about hardships (family deaths, illnesses or accessibility/aging issues) that are making it difficult for them to maintain their properties. The H.E.A.R.T. program allows city employees to refer residents to trained professionals who are able to assist in addressing these immediate needs.

## How does it work?

- You notify a City of Tempe employee of the possible need for assistance.
- The city employee will provide you with the direct contact information for Care 7. (City of Tempe social service team)
- It is your responsibility to make the initial call to Care 7 requesting an assessment.
- Care 7 will meet with you, find out about your needs and offer a referral to an agency that can provide help, such as, Tempe Community Council, Tempe Community Action Agency, the city's Social Services division and more.
- Care 7 will follow up with you to ensure help was delivered.

The H.E.A.R.T. program is available to our entire community. Please note that if you are currently working with the Community Enhancement office on an existing complaint, this program is also available to you.

The city's Community Enhancement team proactively searches for ways to assist residents in maintaining and improving the appearance of the community.

Utilizing the H.E.A.R.T. program through the Community Enhancement Office allows for appropriate resources and programs to avail residents who have disclosed needing additional assistance in rectifying existing issues.



For more information visit:  
[tempe.gov/code](http://tempe.gov/code)  
or call Care 7 directly at  
480-350-8004