



**Urban Light**  
COMMUNITY  
DEVELOPMENT

### **Mission**

Seeking to develop healthy and thriving neighborhoods, Urban Light Community Development joins with neighbors to enrich our whole community.

### **Vision**

Safe, healthy, diverse communities of mutually-supportive neighbors.

We accomplish this mission and vision through 3-Focus Areas:

1. The Lighthouse
2. Housing Revitalization
3. Neighborhood Engagement

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## **Neighborhood Engagement Resident Listening Guide**

**PURPOSE:** To collaborate with the people who live and who work in Industry, South Central, and surrounding neighborhoods to build a stronger and more unified community.

### **PRINCIPLES:**

- We highly value resident listening
- Collaboration, collaboration, collaboration
- We highly value reciprocity with our neighbors
- The majority of committee representation will be residents

### **COMMITTEE MAKEUP:**

- Residents of Industry, South Central, and Thomas Park Avondale neighborhoods
- Key Stakeholders: Open Door, Ivy Tech Community College, Skilled Expertise, etc.

### **CONCEPT:**

- From listening to neighbors, Urban Light CDC will continue or create new initiatives in the 3-focus areas: Addiction Recovery, Housing Revitalization, Neighborhood Engagement
- Connect neighbors to their respective Neighborhood Associations
- Connect neighbors to each other
- As applicable, connect neighbors to 8twelve Coalition initiatives
- Engage and support the neighborhoods' natural leaders

## Listening Conversation Introduction Script:

Hi, I'm your neighbor. My name is \_\_\_\_\_ and this is my friend \_\_\_\_\_. We are talking with neighbors as part of the Neighborhood Engagement work of Urban Light CDC. We believe the best way to know what's working well or what needs changed in our neighborhoods is by listening to our neighbors. \_\_\_\_\_ suggested that we speak with you. Thank you for taking time out of your busy day to have a conversation with us about the \_\_\_\_\_ neighborhood.

## Frequently Asked Questions:

"Why are you doing this? What will you do with this information?"

1. We believe the best ways to create (lasting) change in our neighborhoods is to **listen** to our neighbors, and then develop activities to address the concerns/dreams of our neighbors.
2. We want to connect neighbors to neighborhood associations, to each other, and to other activities going on in the area.
3. We believe this listening and connection can build engagement and momentum toward change.
4. We will share general answers to the neighborhood associations and we will later hold a resident meeting so everyone can hear about the responses. Your answers will never be connected directly with your name.

Urban Light CDC is an organization that partners with neighbors to develop healthy and thriving neighborhoods. This work is accomplished in three focus areas: Addiction Recovery, Housing Revitalization, and Neighborhood Engagement. CDC stands for Community Development Corporation. The CDC is a separate organization from Urban Light Community Church.

## Good Listening:

1. Give your undivided attention- One of the most important aspects of effective listening is to ensure that you are giving your complete attention to the person speaking to you.
2. Don't interrupt- Allowing the person to finish their thought or comment will give you better insight on their take on the situation.
3. Acknowledge- When it comes to effective listening, acknowledgement of the other party is key to maintaining an open line of communication. Nodding, paraphrasing what the other party has said helps to make the other party feel validated

## Youth Protocol:

1. When conducting listening sessions door-to-door and a youth answers the door, we will ask for "an adult in the home" to interview.
2. As we are walking in neighborhoods, and there are youth outside we will ask them 3 questions:
  - A. What do you love about your neighborhood?
  - B. What would you change in your neighborhood?
  - C. How do you think we make those changes?