

## Forest Hills Neighborhood Watch Frequently Asked Questions

*Q: What's the difference between [Next Door](#) and [Neighborhood Watch](#)?*

**A:** Neighborhood Watch is a list of neighbor's emails [JUST IN YOUR AREA](#) of the city. Neighbors connecting via email with the NW list are just discussing safety and crime together. The City will alert you to specific crimes in neighboring areas, vehicles to watch for, etc. When a break in occurs, the City asks neighbors to [alert us](#) and each other via your area list.

Next Door is a nationwide service that connects neighbors locally to discuss anything from wildlife to lost pets and things for sale.

*Q: Why do we need volunteer Captains to capture the emails of our neighbors?*

**A:** The City does not retain private email lists of residents for purposes of privacy. If Forest Hills were to receive an Open Records request for private emails, the City would be required to make that information public. Even the City email list for which you may have [signed up](#) is kept by the company who processes email for us – just for that reason.

*Q: What does a Captain do – am I qualified?*

**A:** If you have an email address and know how to use it, you are qualified. A Captain gathers emails for the neighbors in their area and helps everyone to stay connected electronically regarding issues of safety in their immediate area of Forest Hills.

*Q: Maybe I would like to volunteer to be a Captain – but I don't know how to get those emails. Suggestions?*

**A:** It's your choice, and City Hall is here to help!

- Like to exercise? Knock on doors and capture your neighbor's emails by meeting them face to face.
- Like to host gatherings? Send a mailing out to your neighbors in your area and invite them over – collect their information that way.
- Like to get messages? Send a mailing out to your neighbors with your contact information on it and start collecting emails as the messages come in.

*Q: How Forest Hills City Hall can help Captains get going?*

**A:** Write your message to your neighbors and [send it](#) to City Hall via email in a Word document. We'll mail it out to each of the neighbors in your area.

We're also happy to help by ordering a cookie or hors d'oeuvres tray for your gathering.

*Q: How much email traffic will this generate once it gets going?*

A: Hopefully, there will be NO crime or suspicious activity in your area. If there is, that's when this email list will become active. Messages from City Hall will be limited.

Q: Do I need to give my Captain my email if I've already [signed up for emails from the city](#)?

A: Yes –please do both. The emails from the City itself will give you information about Neighborhood Watch, droughts, green spaces in the City, and upcoming programming, among others.