

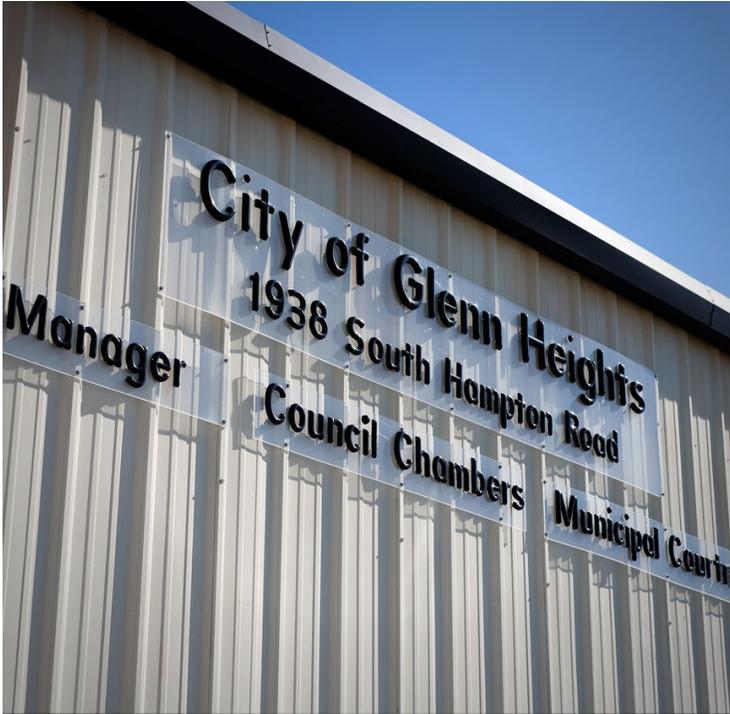
GROW WITH **THE CITY OF GLENN HEIGHTS**

The Official Information Guide for Glenn Heights





WELCOME TO GLENN HEIGHTS



CITY HALL

1938 S. Hampton Rd.

(972) 223-1690

(972) 223-9307 fax

Hours of Operation: 8:00 a.m. - 5:00 p.m.

Administration | City Secretary | Finance

Community Engagement | Fire Department

Emergency Management | Municipal Court

Utility Billing | Organizational Development

POLICE DEPARTMENT & ANIMAL SERVICES

550 E. Bear Creek Rd.

(972) 223-1690

911 (Emergency)

PUBLIC WORKS & INFRASTRUCTURE PLANNING & DEVELOPMENT SERVICES

2118 S. Uhl Rd.

(972) 223-1690

(972) 223-1690 (After-Hours Emergency)

GROW WITH GLENN HEIGHTS

WWW.GLENNHEIGHTSTX.GOV



COMMUNITY AT A GLANCE

The City of Glenn Heights was established September 16, 1969, and is divided between Dallas & Ellis County.



@CityofGlennHeights



@CityofGlennHeightsTX



@CityofGlennHeights



@CityofGlennHeightsTX



<https://nextdoor.com/city/glenn-heights--tx/>

CITY COUNCIL

Meetings: First and third
Tuesday each month
Time: 7:00 p.m.



Harry A. Garrett
Mayor

Location: Council Chambers
1938 S. Hampton Rd.
Glenn Heights, TX 75154

Agendas are posted on the City
website in advance of all meetings



Sonja A. Brown
Place 1



Tony Bradley
Place 2



Jeremy Woods
Place 3



Ron Adams
Mayor Pro Tem
Place 4



Shaunte Allen
Place 5



Machanta Newson
Place 6

WELCOME TO GLENN HEIGHTS

Dear Resident:

On behalf of the City of Glenn Heights City Council and City staff, welcome to Glenn Heights! I hope you will find our community a great place to live. To help get you acquainted to the area, we have created this Information Guide for you and your family. Inside this guide, you'll find useful information to help get you started. It offers a glimpse of the activities and services the City of Glenn Heights provides. Your officials and city staff are hard at work being responsive and accessible. We invite you to visit us at City Hall, located at 1938 S. Hampton, to pick up your hard copy of the Information Guide.

If we can be of service to you, visit us either in person or call us at (972) 223-1690. Stay engaged by attending or streaming the City of Glenn Heights City Council meetings on the first and third Tuesday of every month at 7:00 p.m. Throughout the year, another way the City strives to engage with you is through numerous community events such as the Annual Family Festival and cultural and neighborhood activities. We can't wait to see you at one of our community events!

Welcome to Glenn Heights! Don't forget to "like" us on Facebook, follow us on Twitter, Instagram, LinkedIn, and www.GlennHeightsTX.gov as a source for current information.

Sincerely,

Harry A. Garrett
Mayor, City of Glenn Heights

GENERAL CITY INFORMATION

Glenn Heights is a pleasant residential community offering affordable living just minutes from Dallas established September 16, 1969, and is divided between Dallas & Ellis County. It's Ideal for those who want the quiet life with the amenities of a nearby metropolitan area. Glenn Heights is a home rule city with a "Council-Manager" form government.



Boards and Commissions

Volunteers are vital to the operations of the City. The City can not operate without the countless hours that citizens contribute while serving on a city board, committee, or commission.

Board members are appointed by the City Council.

Here is a list of the City of Glenn Heights Boards and Commissions:

- Parks & Recreation Board
- Planning and Zoning Board
- Zoning Board of Adjustments
- Builds and Standards Commission
- Development Regulation Variance Board

If you are interested in serving on a board or commission, please complete an Application for Boards, Commissions, and Committees and submit to the City Secretary's office at 1938 S. Hampton Road or visit www.GlennHeightsTX.gov

Rental Registry

On March 1, 2016, the City Council passed ordinance O-03-16, establishing a registration/inspection program and minimum standards for rental dwelling units within the City of Glenn Heights. Rental Registration requirements apply to all rental dwellings within the City of Glenn Heights. An annual registration shall be filed by the owner/owners of all property in which a rental dwelling exists.

Applications are available at the City of Glenn Heights Public Works Building located at 2118 S. Uhl Road or can be found on our website: www.glennheightstx.gov.

COMMUNITY AT A GLANCE - PURPLE HEART CITY



In 2017, the City of Glenn Heights received the Purple Heart City designation presented by the Military Order of the Purple Heart, recognizing the sacrifice of people who have served their country, particularly those who are Purple Heart recipients and their families. The Purple Heart is the medal awarded to all U.S. military members who have been wounded or killed in combat.

COMMUNITY ENGAGEMENT

ANNUAL EVENTS

Black History Program - February
Easter Egg Hunt - weekend prior to Easter
Community Clean-Up - April
Cinco De Mayo Celebration - May
Family Festival - June
Back to School Bash - August
National Night Out - October
Veteran's Day Appreciation & 5K Fun Run - November
Christmas Tree Lighting - December

GLENN HEIGHTS CONNECT

Time: 6:00 p.m. - 7:00 p.m.

Connects are a way for residents, City Council and City staff to interact in a relaxed setting and have city-related questions answered. This event meets people where they are by taking the party to various neighborhoods - making it easy for residents to come out and engage.

SEASON OF SERVICE- HOLIDAYS

The City of Glenn Heights Office of Community Engagement, Glenn Heights Police Department and Glenn Heights Fire Department have joined forces to bring holiday cheer to residents throughout the holiday season offering programs that include the Nominate a Neighbor Basket program, Annual Christmas Tree Lighting, Public Safety Santa neighborhood rides, Santa Cop Toy Drive, and Police department package acceptance program.

CHAT WITH THE CITY MANAGER- MONTHLY

Do you have burning questions regarding the City that you've always wanted an answer to? Well here is your chance to speak directly with the City Manager. Join him monthly for an interactive, virtual question and answer session hosted on the City of Glenn Heights Facebook page.

DESOTO PUBLIC LIBRARY VOUCHERS

Public Library vouchers are available on a limited basis for Glenn Heights residents only with a valid ID through the Utility Billing Office.



LOVE YOUR BLOCK

Love Your Block is a reimbursable mini-grant program that supports a partnership between the City of Glenn Heights and neighborhoods. It provides grants for projects that aim to encourage communities to organize social events, encourage community projects, develop volunteer-based solutions, and provide space for neighborhoods to meet and organize. The maximum funding for a single project is \$500; The City currently has funding to support up to eight (8) total programs over the course of a fiscal year.

VOLUNTEER

To show your support, you may consider volunteering. Contact the Community Engagement Administrator 972.223.1690 ext.145 or you can also visit our website at www.glenheightstx.gov and click on the "Volunteer in Glenn Heights" link.

NOTIFY GLENN HEIGHTS

This is the City's emergency alert system, which allows emergency management personnel to communicate with citizens and businesses during emergencies and other critical events. Register at www.glenheightstx.gov.

COMMUNITY CLEAN UP

The City of Glenn Heights hosts an annual event to clean up the city's main thoroughfares. Invite your neighbors and join forces to Keep Glenn Heights Beautiful.

PARK HOURS

Sunday - Thursday (5:00 a.m. - 11:00 p.m.)

Friday - Saturday (5:00 a.m. - 12:00 a.m.)

FACILITY / PARK RESERVATIONS

Pavilion Rentals

Resident Fees - \$15 per hour (2 hr minimum)

Non-Resident Fees - \$30 per hour (2 hr minimum)

Electricity is included. No bounce houses/jumpers or water slides are allowed without a Waiver.

Baseball Field Rentals

Resident Fees: \$25 per hour (2 hr minimum)

Non-Resident Fees: \$35 per hour (2 hr minimum)

For rentals please contact Public Works, 972-223-1690, ext. 422.

COMMUNITY GARDEN

Launched in April of 2018, the Community Garden offers residents an opportunity to grow their own garden and provides educational resources that outline the fundamentals of gardening. This program will relaunch in January 2020.

AREA PARKS

Heritage Community Park

400 E Bear Creek Road
Glenn Heights, TX 75154

Gateway Park

1900 Gateway Boulevard
Glenn Heights, TX 75154

Courtney Lane Park

3012 A Courtney Lane
Glenn Heights, TX 75154

In addition to the city maintained parks, numerous other neighborhood parks have been developed throughout the city and are managed by the respective HOA's.

PARKS & RECREATION



UTILITY BILLING

NATURAL GAS

Atmos Energy 1-888-286-6700

www.atmosenergy.com

ELECTRIC

Hilco 1-800-338-6425 www.hilco.coop

TXU 1-800-818-6132 www.txu.com

STREET LIGHT OUTAGE REPORTING

Oncor – www.oncorstreetlight.com

Hilco – www.hilco.coop/report-an-outage

WATER RATES	WITHIN CITY LIMITS	OUTSIDE CITY LIMITS
BASE CHARGE	\$12.61	\$17.19
0 - 6,000 GALLONS	\$2.24	\$3.15
6,001 - 12,000 GALLONS	\$2.80	\$3.94
12,001 - 18,000 GALLONS	\$3.51	\$4.93
18,001 AND OVER GALLONS	\$4.38	\$6.16
SEWER USAGE CHARGE		
BASE CHARGE	\$26.72	\$30.73
0 AND OVER	\$4.95 per 1,000 GALS	\$5.69 per 1,000 GAL
OTHER CHARGES		
TRASH	\$14.71 MONTHLY	NOT PROVIDED
DRAINAGE FEE	\$5.08	\$5.08

ESTABLISH WATER/SEWER/TRANSFER SERVICE

- Present completed application forms to the Utility Billing office in person, mail or fax.
- Deposit:
 - \$100 - homeowner
 - \$150 - renter
- Provide a copy of a valid driver's license or picture ID for each person added to the account.
- Provide signed copies of paperwork showing new ownership or rental agreement.
- Auto payments by bank draft check or credit card are available.
- Online payments are available OR in-person payments can be placed in the drop box located outside of City Hall.

A Senior Citizens assistance program is available. Please contact Utility Billing at 972-223-1690 ext. 120 for more information.

To request emergency services after hours call Call (972) 223-1690



COMMUNITY RESOURCES

DRIVER'S LICENSE: WWW.TXDPS.STATE.TX.US

VEHICLE REGISTRATION

- Dallas County - www.dallascounty.org
- Ellis County - www.co.ellis.tx.us.



PUBLIC TRANSPORTATION - DART GLENN HEIGHTS GO LINK - 214-515-7272.

EXPRESS Route 602 - Pick Up from DART Park and Ride (214)452-1827

POST OFFICE LOCATION

104 E. Ovilla Rd.
Red Oak, TX 75154
(972) 576-1661

DESOTO PUBLIC LIBRARY

211 E. Pleasant Run
DeSoto, TX 75115

LOCAL/AREA SCHOOLS

WWW.DESOTOISD.ORG

Frank D. Moates Elementary
1500 Heritage Blvd.
Glenn Heights, TX 75154
(972) 223-2881

McCowan Middle School
1500 Majestic Meadows Dr.
Glenn Heights, TX 75154
(972) 274-8090

PROPERTY TAXES

- Dallas County – www.dallascounty.org
- Ellis County – www.co.ellis.tx.us

ELECTIONS AND VOTING

Regular and early voting locations are posted on the City website www.glennheightstx.gov.

WWW.REDOAKISD.ORG

Donald T. Shields Elementary
223 W. Ovilla Rd.
Glenn Heights, TX 75154
(972) 617-4799

Russell P. Schupmann Elementary
401 E. Ovilla Rd.
Glenn Heights, TX 75154
(972) 617-2685



FIRE DEPARTMENT

EMERGENCY

- Suppression
- Communications/911
- Emergency Management
- Emergency Medical Services
- Community Risk Reduction
- Fire Inspection
- Education
- Smoke alarms

SMOKE ALARM REQUESTS

Through the “We’re Out to Alarm Texas” program, a partnership between the City and the Insurance Council of Texas, the City of Glenn Heights Fire Department will provide free smoke alarms to residents who can provide documentation of physical or financial need. Smoke alarms are installed on a first-come, first-serve basis to homeowners and you must submit an online request at www.glennheightstx.gov.

INSPECTION REQUESTS AND PROCEDURES

All inspection requests shall be coordinated by contacting our office at (972) 223-1690 ext. 335. Commercial, residential safety evaluations, and Texas Department of Foster Home Inspections.

FIRE PREVENTION WEEK

Public education is a vital part of the department’s success. Education programs are conducted to promote emergency preparedness and fire safety practices for local schools, churches, and civic organizations upon request.

BLOOD PRESSURE SCREENING/CPR EDUCATION

Paramedic personnel provide blood pressure checks from 8 a.m. to 5 p.m. at the Fire Department. The Fire Department conducts quarterly CPR classes for local businesses, schools and private individuals. Classes are available to be held at your location with the city limits.



YOUTH/JUNIOR FIRE ACADEMY

The Youth Fire Academy program is designed to take local youth members who are interested in a career in the fire service through a guided education program that teaches them about the fire service. This program ranges from classroom lectures (fire behavior) to hands-on drills like fire extinguisher usage.

CERT

The Community Emergency Response Team (CERT) program educates volunteers about disaster preparedness for the hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations.



POLICE DEPARTMENT

EMERGENCY

- Alarm permits
- Garage sale permits
- Community patrol
- Crime prevention
- Criminal investigation
- Records & Evidence management
- Presence in & around schools



ALARM PERMITS

(Residential - \$35.00, Business - \$50.00)

If you have an alarm system installed in your business or home, it must be registered with the Police Department or you may be assessed a fine for each occurrence. Permits are valid for two years

GARAGE SALE PERMITS (FEE \$5.00)

Glenn Heights City Ordinance 715-01 allows two (2) garage sales per year, which may be held for a maximum of four (4) consecutive days Thursday through Sunday. Sales continuing more than one day in duration shall be on consecutive days.

HOUSE CHECK/CLOSE PATROL/VACATION CHECK REQUEST

If you will be away from your residence for an extended time period and would like the Police Department to conduct house checks while you are away, you may contact the Police Department to submit a request.

CURFEW ORDINANCE - HOURS

Explanation of the Law:

1. A minor commits an offense if he/she remains, walks, runs, stands, drives or rides about in or upon any public place or is on the premises of any establishment within the City during curfew hours.
2. Hours when any public school attended by minors who live in the city are in operation and minors are required to be in attendance
3. 11:00 p.m. until 6:00 a.m. Sunday-Thursday
4. 12:01 a.m. until 6:00 a.m. Saturday or Sunday
5. 9:00 a.m. until 2:30 p.m. Monday-Friday

Penalties for violating the law: Punishable by a fine not to exceed \$500 and any requirements imposed by the Judge in addition to the fine.

ANIMAL CONTROL

ANIMAL REGULATIONS

All pets are required to be registered with the City of Glenn Heights. City ordinance also prohibits dogs or cats from running. Citations will be issued and/or the animal shall be taken to the animal shelter. The owner will be responsible for boarding and impounding fees. You are limited to no more than six dogs and/or cats total.

PET REGISTRATION FEES/RABIES REQUIREMENTS

Spayed or neutered animal: \$10.00 (annual fee)

Intact animal: \$50.00 (annual fee)

Provide proof of rabies vaccination and spaying/neutering from a licensed veterinarian.

You will receive a city issued identification tag to be worn with the rabies tag on your pets collar/harness at all times. The identification tag shall be valid for the length of time the rabies vaccination is valid.

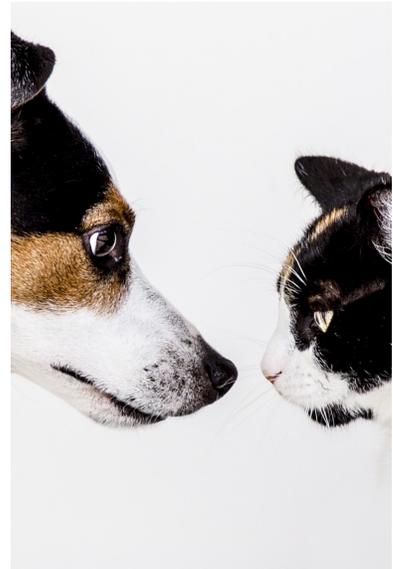
LOST AND FOUND PETS

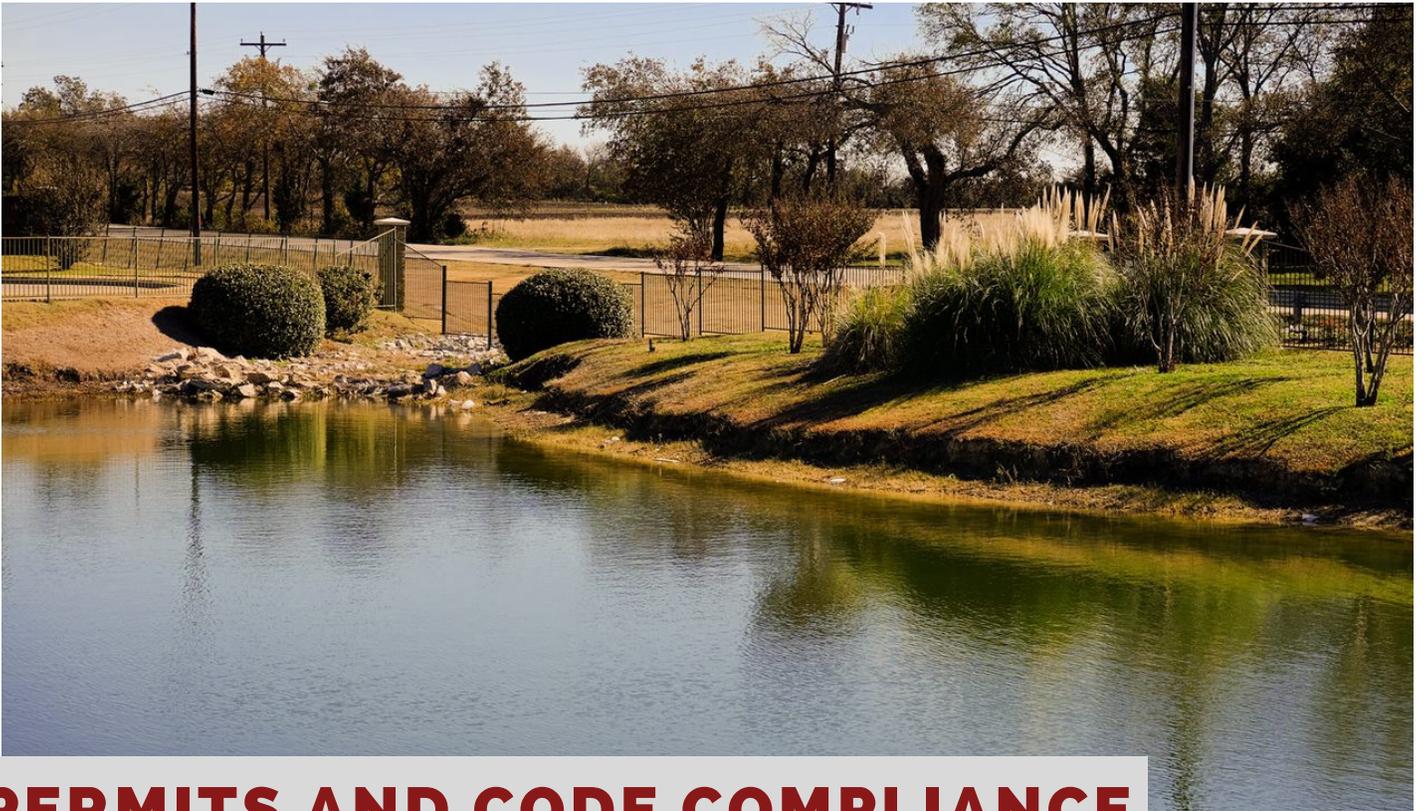
If you have lost your pet visit the Animal Control office located at 550 E. Bear Creek Rd. or call to determine if your pet has been impounded.

LIVE ANIMAL TRAPS

We offer a humane tool to capture and relocate wild or domestic animals. Setting a trap means accepting responsibility for the animal's well-being until the animal is relocated by the Animal Control Officer.

Traps are provided on first-come, first-serve basis as available. You are responsible for contacting Animal Control as soon as possible once the animal is trapped.





PERMITS AND CODE COMPLIANCE

WEEDS AND GRASS

Property owners and tenants are responsible for keeping their lawns mowed. High grass and weeds shall not exceed 10 inches in height.

TRASH PLACEMENT

Receptacles may not be placed out prior to 7 p.m. the day of collection and collection carts must not be obstructed.

ILLEGAL DUMPING

Unauthorized use of a dumpster, or depositing trash and debris on public or private property is prohibited.

DILAPIDATED FENCE

Fences having missing, rotted, pickets, panels, posts are considered dilapidated and must be repaired. A permit is required to repair, replace or install a fence.

ADDRESS POSTING

Emergency services relies on clear and visible numbers when responding to requests for aid. Min. 4" in heights and contrasting in color to surface posted on.

PARKING OF VEHICLES

Vehicles must be parked on an improved surface. Parking is prohibited on sidewalks, in yards or blocking driveways.

NUISANCE VEHICLES

Inoperable vehicles, wrecked, dismantled, flat tires, invalid/expired registration or vehicles used for storage are considered a nuisance.

UNCLEAN PREMISES

Properties should be kept free of unsightly matter, stagnant water, trash, debris, and junk.

COMMERCIAL VEHICLES

Commercial vehicles are not permitted to be parked in residential areas.

ILLEGAL SIGNS

Signage may not be posted on or in front of utility poles or in medians or right-of-ways.

THINKING OF MAKING UPGRADES OR CHANGES TO YOUR HOME OR PROPERTY?

Examples of work that require Permits are as follows:
Additions, decks, enclosures, fences, garages, accessory structures, electrical, hot water heaters, plumbing, water lines, roofs and siding, driveways, approaches, sidewalks



SANITATION & RECYCLING

GARBAGE (GREEN LID CART)

Residential garbage is collected once per week on Wednesday.

Place your trash receptacle out facing the point of collection ensuring it is not obstructed or blocked. Do not put bags on top of the cart or on the side of the cart.

Place out by 7:00 a.m. to ensure prompt pick up.

If your roll cart is not emptied on your scheduled collection day or is damaged, please call (972) 223-1690.

Additional trash receptacles are available for \$6.17 monthly fee. Contact Utility Billing at (972) 223-1690 to place your order.

RECYCLING (YELLOW LID CART) - Recycling is collected once per week on Wednesday.

BULK ITEM COLLECTION

Contact Waste Management at 1-800-772-8653 to schedule a bulk trash pick up.

Residents may place out for collection up to four (4) cubic yards of bulk waste (furniture, washers, dryers, etc.) on regular trash collection day.

**TO REQUEST EMERGENCY SERVICES AFTER HOURS:
EMERGENCY WATER TURN-OFF | A WATER METER LEAK | WATER MAIN LEAK | FIRE
HYDRANT LEAK | CLOGGED OR OVERFLOWING WASTEWATER MAIN**

CALL (972) 223-1690

GLENN HEIGHTS DEPARTMENT EXTENSIONS

Main Number 972-223-1690

- City Manager - ext. 141
- Assistant City Manager - ext. 450
- City Secretary - ext. 125
- Code Compliance - ext. 454
- Community Engagement - ext. 145
- Economic Development - ext. 455
- Finance - ext. 130
- Fire Department - ext. 320
- Human Resources - ext. 150
- Infrastructure & Public Works - ext. 814
- Information Technology - ext. 185
- Municipal Courts - ext. 275
- Police Department - ext. 225
- Public Works - ext. 431
- Utility Billing - ext. 120

CONTACT US AT YOUR CONVENIENCE



Glenn Heights City Hall
1938 S. Hampton Rd.
(972) 223-1690
(972) 223-9307 FAX

Fire Department
1938 S. Hampton Rd.
(972) 223-1690
(972) 223-9307 FAX

Police Department
550 E. Bear Creek Rd.
(972) 223-1690

Public Works
2118 S. Uhl Rd.
(972) 223-1690



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