



City Manager's Update

Week Ending 06/18/2021

CITY MANAGER'S OFFICE

- On Saturday, June 8, 2021, City Council, along with City Staff participated in a Strategic Visioning Session focused on developing a vision and goals for the City.
- Construction of the City Center Project is continuing daily. The City Manager meets with the contractor weekly to ensure the project is moving forward as scheduled. Contractors have begun the installation of the metal sheathing for the Public Safety building.



City Council

July 6, 2021
7:00 pm

Planning & Zoning

July 12, 2021
6:30 pm

Citizens Police Advisory Committee

July 12, 2021
6:00 pm

City Council

July 20, 2021
7:00 pm

These meetings will be held in City Hall Council Chambers:

1938 S. Hampton
Glenn Heights, TX

CITY SECRETARY

City Council Meetings

In person City Council Meetings resumed on May 4, 2021. Meetings are being held at City Hall, City Council Chambers, 1938 S. Hampton Road, Glenn Heights, TX 75154.

To view the Agenda and Agenda Packet, please visit <https://www.glennheightstx.gov/129/Agendas-Minutes>.

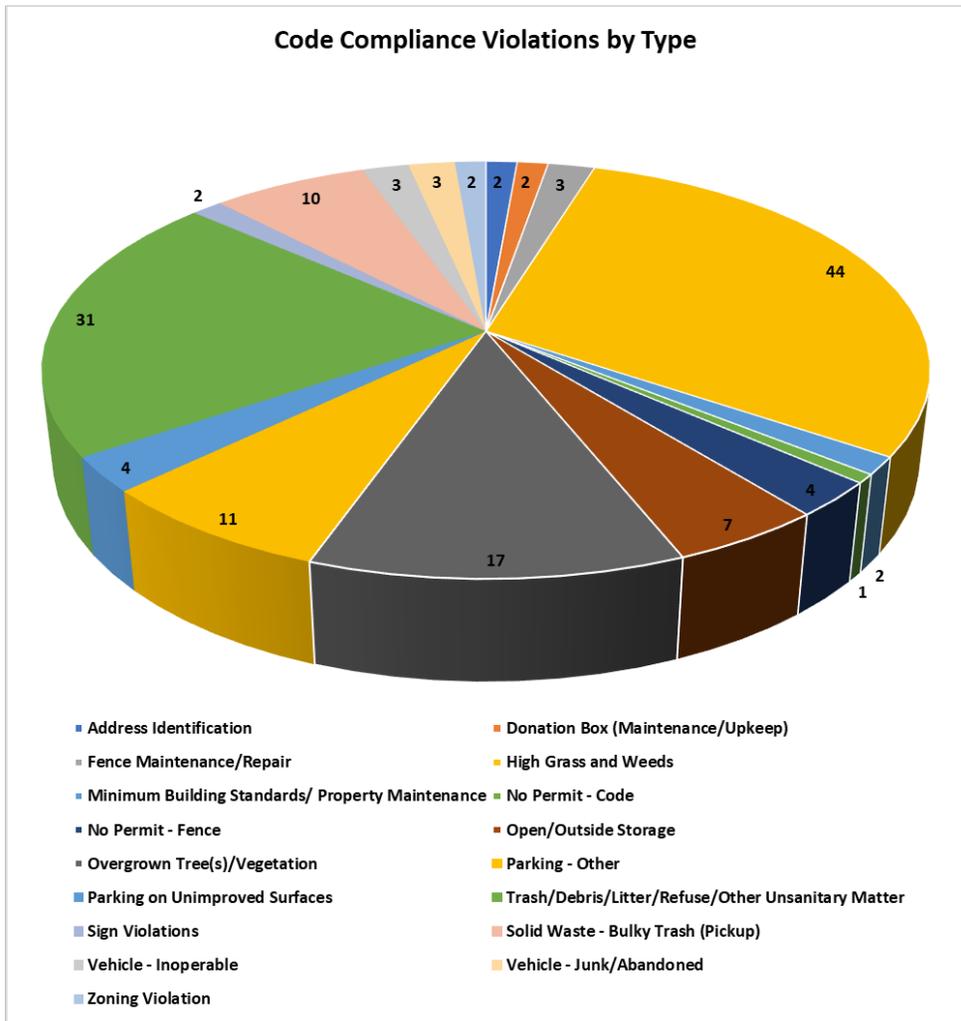


Also, you may always view the City Council Meeting live, as well as archived Meetings, at <https://www.glennheightstx.gov/229/City-Council-Meeting-Videos>.

If you would like to make a Public Comment or provide testimony during a Public Hearing, you will need to appear in Council Chambers shortly before the meeting start time and complete a Public Comment Request form.

CODE COMPLIANCE

TYPE OF CASES	No. of CASES
Address Identification	2
Donation Box (Maintenance/Upkeep)	2
Fence Maintenance/Repair	3
High Grass and Weeds	44
Minimum Building Standards/ Property Maintenance	2
No Permit - Code	1
No Permit - Fence	4
Open/Outside Storage	7
Overgrown Tree(s)/Vegetation	17
Parking - Other	11
Parking on Unimproved Surfaces	4
Trash/Debris/Litter/Refuse/Other Unsanitary Matter	31
Sign Violations	2
Solid Waste - Bulky Trash (Pickup)	10
Vehicle - Inoperable	3
Vehicle - Junk/Abandoned	3
Zoning Violation	2
Total	148



COMMUNITY ENGAGEMENT

Love Your Block Application Received

The Office of Community Engagement is processing one “Love Your Block” application, submitted by the Villages at Charleston community. This group of neighbors will host a family-friendly, meet and greet block party event on Saturday, June 26 from noon-7:00 p.m.



Villages at Charleston is one of the City's newest subdivisions, with homes still being erected today. Organizers are using this block party as an engagement tool to connect neighbors with each other and with Glenn Heights Public Safety. The Love Your Block application will be brought before City Council during the first meeting in July 2021. If approved, this group will be the first neighborhood awarded a reimbursement of up to \$500. To learn more about how to use the Love Your Block grant to engage your neighbors, visit <https://www.glennheightstx.gov/424/Love-Your-Block-Grant>.

Reinstatement of Water Billing Late Fee Messaging Notice

The Office of Community Engagement has worked in partnership with the Utility Billing Department to develop a Frequently Asked Questions (FAQ) document, messaging for social media and a dedicated webpage to properly inform the public about the reinstatement of late fees that will be reflected on their June bill, which will be due on July 15, 2021. View the FAQ document [here](#).

WATER BILLING UPDATE

The City of Glenn Heights will reinstate the late fees for water bill payments.

If this applies to you, the fee will be reflected on your June bill, which will be due on July 15, 2021.

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WATER BILLING UPDATE

Why is the City of Glenn Heights reinstating the late fees for water bill payments?

On June 1, 2021, The Glenn Heights City Council approved Resolution R-16-21, to end the moratorium on water bill payment late fee collection which was implemented at the onset of the Covid-19 pandemic in March 2020.

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WATER BILLING UPDATE

FOR MORE DETAILS AND A LIST OF FREQUENTLY ASKED QUESTIONS, PLEASE VISIT GLENNHEIGHTSTX.GOV/182/UTILITY-BILLING

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Water Conservation in Glenn Heights

The summer is heating up and water usage around the City tends to trend higher alongside the temps. The City of Glenn Heights has encouraged residents to conserve water usage this week, as a threat to the state power grid looms, which can trigger rolling blackouts that can potentially affect the City's water supply.

[City Ordinance Sec. 13.03.044](#) prohibits irrigation between the hours of 10:00 a.m. and 6:00 p.m. from April 1 through October 31. The water conservation infographic shown was distributed to every home in the city in July 2020, and will be shared via all city-owned outlets weekly through the end of October.

A new water conservation webpage with tips and best practices is coming soon!

WATER CONSERVATION 101: KNOW YOUR WATERING SCHEDULE

It's summer in Texas. We all have to do our part to conserve water usage. Help out by following the guidelines shared below.

Irrigation is only permitted between 6:00 p.m. - 10:00 a.m. April 1 - October 31

MONDAY	No watering allowed
TUES, FRI	Odd Addresses are permitted to water Residential addresses ending in 1, 3, 5, 7, 9
WED, SAT	Even Addresses are permitted to water Residential addresses ending in 0, 2, 4, 6, 8
THURS, SUN	Non-residential sites Businesses, parks, & common areas are permitted to water

ADDITIONAL INFO

- You ARE permitted to water your grass by hand AND through the use of soaker hoses.
- No watering hard surfaces.
- No watering during precipitation.
- No water waste through runoff, or through missing, misaligned or broken sprinkler heads.

Irrigation IS NOT permitted between 10 a.m. - 6:00 p.m.



Senior Center Congregate Meal Program

- Grant eligibility guidelines = Age 60 & older
- Grant provides distribution of free hot meals and support services to the Senior Center

Meals Delivered	5/31– 6/4	6/7-6/11
Monday	0 (Holiday)	44
Tuesday	45	43
Wednesday	50	48
Thursday	48	45
Friday	49	48
Weekly Average	49	45

Staff completed 48 mid-week wellness checks to the congregate meals program participants. If you are interested or know a senior citizen that would like to join our congregate meals program, please contact Community Engagement staff at ghce@glennheightstx.gov or (972) 223-1690 ext. 500.

Programming

Monthly Tele-Bingo for our Glenn Heights seniors will take place Thursday, June 17, 2021, at 3:30pm. Offering more than just bingo, it includes follow along stretching exercises over the phone. This encourages our seniors to grab their stretch bands and work out.

Dallas County Health & Human Services (DCHHS) conducted a contest entitled, Communities of Strength. The contest was promoted through the May edition of DCHHS/Glenn Heights monthly newsletter. Only (3) seniors were selected as winners from across the Dallas County area. The 2nd place winner, Mrs. Elma Sims, is a Glenn Heights constituent! She was awarded a \$50 gift card and all participants received gift bags. Her poem is listed in the June 2021 edition of the DCHHS/Glenn Heights newsletter and can be viewed to the right. You can view the monthly newsletters at www.glennheightstx.gov.

Congratulations!

Communities of **Strength** Contest Winners!

Why My Community is Strong

By, Elma Jean Sims
From, Glenn Heights Senior Center



Glenn Heights is strong,
That is our theme song.

A small community stressing you belong,
A desire to live here your whole life long.

Glenn Heights is strong,
Strolling people getting along,
Pleasantly waving at each other,
A neighbor treated as a sister or brother.

Glenn Heights is strong,
Caring for seniors all year long,
Delivering free meals at their doors
Reducing expenses at the grocery stores.

First responders don't tarry long,
Fireman and policeman don't prolong,
If you said Glenn Heights is not STRONG,
I'm here to tell you that you would be WRONG.



FINANCE

Utility Billing

On June 1, 2021, the City Council passed resolution R-16-21 which ended the moratorium on charging late fees and suspending service for non-payment of utility bills, effective June 1, 2021.

The City of Glenn Heights will resume charging late fees on bills that are not paid by the due date.

As of June 1, 2021, accounts with past due balances will automatically be placed on one of the following payments plans;

- Accounts with balances less than \$1,000 will have six months to pay the past due balance.
 - The past due balance will be divided into six equal payments.
- Accounts with balances over \$1,000 will have 12 months to pay the past due balance.
 - The past due balance will be divided into twelve equal payments.
- Nonpayment of the current bill plus the payment plan will be subject to disconnection if not paid by the twentieth (20th) day after the bill becomes due.
- The payment plan will automatically be added to the June utility bill, with payment due on July 15, 2021. Customers do not need to contact Utility Billing to set up the payment plan.

The Utility Billing office is now OPEN Monday through Friday between 8:00 am and 5:00 pm.

Customers can still reach the Utility Billing office at (972) 223-1690 ext. 120 or 121 Monday through Friday between 8:00 am and 5:00 pm.

Customers can also pay their utility bills by:

1. Leaving a check or money order in the drop box at City Hall.
2. Calling (972)223-1690 extension 120 or 121 during business hours. Or,
3. Navigating to www.glennheightstx.gov and clicking on the "Pay Your Water bill" link.



FIRE



- On Saturday, June 12, 2021, Glenn Heights Fire Department, B-Shift personnel participated in the Magnolia Farms Graduation Parade.
- On Wednesday, June 16, 2021, Chief Moore participated in the Best Southwest Leadership Academy as a guest speaker. Chief Moore provided information about the City of Glenn Heights and the Glenn Heights Fire Department to the group.

HUMAN RESOURCES

Joshua Richmond, Firefighter/Paramedic

- Hire date – June 9, 2021
- North Texas Fire Academy; Rockwall, TX; EMT Basic Certification
- Northeast Texas Fire Academy; Sulphur Springs, TX; Firefighter, Driver Operator, Instructor and Officer Certifications
- Methodist Central Dallas; Dallas, TX; Paramedic Certification
- Previously worked at City of Hutchins Fire Department, as a Firefighter/Paramedic; Hutchins, TX; over 13 years experience as a Firefighter/Paramedic



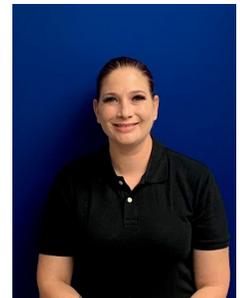
Joshua Hayden, Police Officer

- Hire date – June 14, 2021
- TCOLE License received 12/2020 at Tyler Junior College; Tyler, TX
- Previously worked at Athens Police Department, as a Patrolman; Athens, TX; Trinity Industries, as an Operations Coordinator; Dallas, TX; Country View Golf Club, as a Pro Shop Manager; Lancaster, TX



Emily Hickman, Police Officer

- Hire date – June 14, 2021
- Navarro College; Waxahachie, TX; Associates in Criminal Justice
- TCOLE License received 12/2016 at Navarro College; Waxahachie, TX
- Previously worked at Dallas County Marshal Service, as a Sergeant; Dallas, TX; Ferris Police Department, as a Patrol Officer; Ferris, TX; over 4 years experience as a Police Officer.



PLANNING AND DEVELOPMENT

A total of (42) new single-family construction permits were issued during the reporting period for a total construction value of \$4,712,145.

A meeting of the Planning & Zoning Commission was conducted on June 14, 2021 at 6:30 PM in the Glenn Heights City Council Chambers.



Departmental staff have been meeting with the urban planning, landscape architecture and branding firm of *Norris Design* to plan the launch of the new Comprehensive Plan for the City of Glenn Heights. The project will take place over a period of 7 (seven) months and feature both in-person open house sessions and virtual platforms for the community to provide input and share visions for the future of Glenn Heights. Stay tuned to the upcoming launch for this project!



GLENN HEIGHTS
COMPREHENSIVE PLAN

POLICE



- The Citizens Police Advisory Committee (CPAC) met on June 14, 2021. Board members voted on the positions of Chair, Co-Chair and Recording Secretary. CPAC meetings are scheduled for the second Monday of the month at 6:00 pm at the Glenn Heights Senior Center.
- On Tuesday, June 2, 2021, the Glenn Heights Police and Fire Departments conducted a drive-through parade for the graduates at the Dar Al-Arqam Masjid Mosque. Congratulations to the graduating seniors! The Glenn Heights Police Department wishes you well in your future.



PUBLIC WORKS

6/2/2021-6/8/2021 Forms and slab poured for new storage/workshop building at Public Works location.



6/3/2021-6/16/2021 Milling and Subgrade stabilization on Godwin, Lillian, and Barton Ave. in preparation for paving.



6/5/2021 Repair angle stop at service line at the intersection of Doe Creek Rd. and S. Uhl Rd.

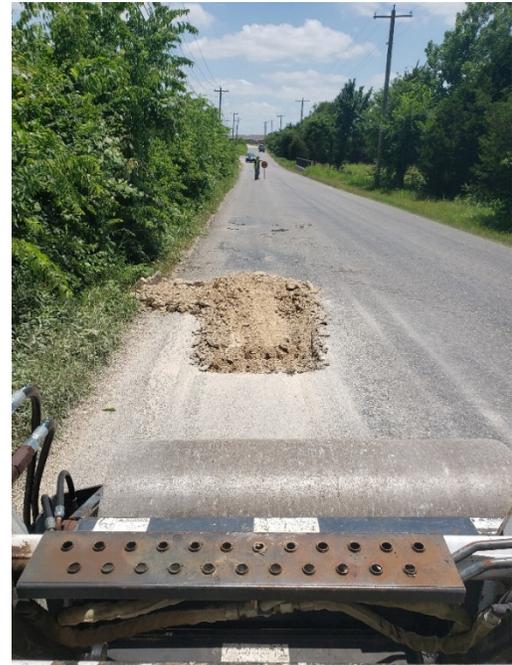


6/9/2021 Major pothole patches on S. Hampton Road due to washouts during heavy rains.





6/10/2021 Major pothole patches on S. Uhl Rd. due to washouts during heavy rains.





6/15/2021 Water main leak in the 900 block of W. Bear Creek Road. Crew cut out and replaced 1 ½" pvc dresser with a new 1 ½" steel dresser.





6/16/2021 Jobsite cleanup and service line tie-ins on Glenn Ln. for the Mesa Project.

