



# PUBLIC NOTICE

EFFECTIVE DECEMBER 17, 2021

## City Hall is **CLOSED** to the Public for In-Person Transactions

In response to the public health directives designed to prevent the community spread of COVID-19 among the general public, the City of Glenn Heights has closed this office for in-person transactions.

**Services will be provided by email, phone, 24-hour drop box and video appointments.**

### External document stations are located outside of the City Hall Building.

- Hard copies of the following forms can be accessed by the public from the external document holders at the building entrance.
  - Water Applications
  - Service Agreements
  - Bank Draft Forms
  - Credit Card Authorization Forms
  - Request for Defensive Driving/Deferred Disposition
  - Public Information Request Forms
- Completed documents and payments can be placed into the secured drop box at the building entrance.
- Forms can also be downloaded, completed and submitted via the department web page:
  - <https://www.glennheightstx.gov/182/Utility-Billing>
  - <https://www.glennheightstx.gov/192/Municipal-Court>
  - <https://www.glennheightstx.gov/155/City-Secretary>

### Phone calls with City Hall Staff

- To contact Utility Billing staff by phone call: (972) 223-1690, option 3
- To contact Municipal Court staff by phone call: (972) 223-1690 ext. 275
- To contact the City Secretary staff by phone: (972) 223-1690 ext. 125
- To contact Human Resources staff by phone: (972) 223-1690 ext. 150
- To contact Finance staff by phone: (972) 223-1690 ext. 130
- To contact Community Engagement staff by phone: (972) 223-1690 ext. 145
- To contact the City Manager's Office by phone: (972) 223-1690 ext. 141

### Email City Hall Staff

- Email Utility Billing: [utilitybilling@glennheightstx.gov](mailto:utilitybilling@glennheightstx.gov)
- Email Municipal Court: [karen.mcgee@glennheightstx.gov](mailto:karen.mcgee@glennheightstx.gov)
- Email City Secretary: [brandi.brown@glennheightstx.gov](mailto:brandi.brown@glennheightstx.gov)
- Email Human Resources: [jaynice.porter-brathwaite@glennheightstx.gov](mailto:jaynice.porter-brathwaite@glennheightstx.gov)
- Email Finance: [phillip.conner@glennheightstx.gov](mailto:phillip.conner@glennheightstx.gov)
- Email Community Engagement: [ghce@glennheightstx.gov](mailto:ghce@glennheightstx.gov)
- Email City Manager's Office: [delilah.mendoza@glennheightstx.gov](mailto:delilah.mendoza@glennheightstx.gov)

### Video calls with City Hall Staff

- To schedule a video call with City staff, please contact us by phone or email to set up an appointment.