



## **Council Member Dave Martin's City of Houston FAQ's**

### **1. Will the City fix my sidewalk that is in disrepair?**

- Unfortunately, the maintenance and repair of neighborhood sidewalks is the responsibility of the abutting property owner, and the City will only replace sidewalks in very specific circumstances, such as on a busy thoroughfare, near a school, or for citizens with mobility impairments. Click the link below for more information on the city's "Safe Sidewalk Program".

[www.publicworks.houstontx.gov/notices/safe\\_sidewalk\\_program.html](http://www.publicworks.houstontx.gov/notices/safe_sidewalk_program.html)

### **2. Where can I find information about crime statistics in my neighborhood?**

- The Houston Police Department keeps current data about crime throughout the City and makes this information available online at [www.houstontx.gov/police/cs/stats2.html](http://www.houstontx.gov/police/cs/stats2.html).

### **3. There is a barking dog in my neighborhood. Who should I call?**

- To report a dangerous animal running loose call BARC by dialing 3-1-1.
- Always dial 9-1-1 in case of a life-threatening emergency.
- You can call Houston Police Animal Control (713) 884-3131 to report animal abuse, fighting or other mistreatment and/or animals in distress.

### **6. What should I do if there is a swimming pool hazard in my neighborhood?**

- Report a pool violation to the Department of Health and Human Services at (832) 393-5100 or by clicking the link below if there are one of the following issues:
  - There is a house, occupied or unoccupied, with a pool or spa that has not been properly maintained. This can result in green or black water that may breed mosquitoes.
  - There are any slats broken or missing from a fence that surrounds a house with a pool or a spa. This also includes both vacant and occupied houses.
  - A house or property has any type of outside above-ground pool or spa that is not enclosed by a secure fence.

[www.houstontx.gov/health/Environmental/residentialpools.html](http://www.houstontx.gov/health/Environmental/residentialpools.html)

### **8. How can I report illegal Bandit or Spectacular signs?**

The City of Houston Sign Code prohibits two specific types of signs - Spectacular Signs and Bandit Signs.

#### **SPECTACULAR SIGNS**

- Typically have automatically changing advertising that changes more often than every five minutes (not including date, time, temperature, weather and stock market information). These signs have blinking, rotating, moving, chasing, flashing, glaring, strobe, scintillating spotlights or similar devices. They also

have lights or colored elements creating a continuously moving, shimmering or prismatic effect, and/or rotating or moving parts.

#### **BANDIT SIGNS**

- Bandit signs are typically small and placed in large quantities along public spaces such as esplanades. These signs include political, real estate, developer, and garage sale signs and other similar signs placed upon a public street, public sidewalk, public alley, public right-of-way, public curb or other public improvement, or on any public building or structure of any kind belonging to the city.
- To report what you suspect to be an illegal sign, call the City of Houston's Sign Administration Office in the Code Enforcement Division at (832) 394-8890.

#### **9. How can I have a Quiet Zone study done in my area to prevent train horn noise?**

- The City of Houston has developed a Quiet Zone Program to address train horn noise near neighborhoods. Quiet Zones are segments of railroad lines where train crews are exempt from sounding the horn at grade crossings. However, the train engineer may use the train horn if there is any activity on or near the track that he or she determines to be unsafe. The program will enhance at-grade crossing safety while improving the quality of life for those neighborhoods adjacent to the railroad corridor being considered. Unless a grade crossing is designated as a Quiet Zone, federal law requires that trains must sound the horn 15-20 seconds prior to arrival at a grade crossing. This means the train horn must be sounded continuously from about a ¼ mile in advance of a grade crossing until the train reaches the crossing.

<http://www.publicworks.houstontx.gov/traffic/programs.html#QUIETZONES>

#### **10. How do I contact Mosquito Control?**

- This is administered by Harris County Public Health & Environmental Services.

[www.hcphe.org/hcsmosquitocntrl](http://www.hcphe.org/hcsmosquitocntrl)

#### **11. How do I report a street light outage?**

- It is most helpful to always identify the pole number.
- To report, please visit the Centerpoint Energy Website at <http://www.centerpointenergy.com/en-us/pages/changeservicearea.aspx?requesturl=/en-us/customerservice/pages/report-a-streetlight-outage.aspx>
- Or the Entergy, Texas Website at [www.entergy-texas.com/your\\_home/default.aspx](http://www.entergy-texas.com/your_home/default.aspx)

#### **12. How can I pay water bills online?**

- You can get more information at [www.houstonwaterbills.org](http://www.houstonwaterbills.org).

#### **13. How can I pay city fees online?**

- You can get more information at [www.houstoncityfees.org](http://www.houstoncityfees.org).

#### **14. How can I get permitting information online?**

- You can get more information at [www.houstonpermittingcenter.org](http://www.houstonpermittingcenter.org).

#### **15. Where can I find a map of Houston divided by ZIP Codes?**

- Please visit <http://cohweb.houstontx.gov/zipcodes/>.

**16. Can I view City Council meetings and the weekly City Council Agenda on the Internet?**

- Yes, you can find the City Council weekly agenda online by visiting <http://houston.novusagenda.com/agendapublic/>.
- To view the weekly City Council meetings, please visit the HTV website at [www.houstontx.gov/htv](http://www.houstontx.gov/htv).

**17. What are the trash pickup dates in my neighborhood for recycling, garbage and junk waste?**

- The following link directs the public to Recycling, Garbage and Junk Waste Pickup Schedules. <http://houstontx.gov/solidwaste/service-schedules-and-neighborhood-service-maps>

**18. There are trees hitting power lines on my street, who should I call?**

- Trees interfering with power lines should be reported to CenterPoint. More information on CenterPoint's tree trimming practices can be found by visiting [www.centerpointenergy.com/services/electricity/buildersanddevelopers/treesandvegetation/frequentlyaskedquestions/](http://www.centerpointenergy.com/services/electricity/buildersanddevelopers/treesandvegetation/frequentlyaskedquestions/).
- Citizens concerned about CenterPoint tree trimming may also contact customer service at (713) 207-2222.

**19. What do I do if I received a letter about a fire alarm permit?**

- You can find information about why you received the letter, your fee and how to pay by visiting the Houston Permitting Center's website at [www.houstonpermittingcenter.org/frequently-asked-questions/i-received-a-letter-about-a-fire-alarm-permit.html](http://www.houstonpermittingcenter.org/frequently-asked-questions/i-received-a-letter-about-a-fire-alarm-permit.html).

**20. How can I request a smoke alarm?**

- For information on Get Alarmed Houston, you may fill out a questionnaire by visiting <http://www.houstontx.gov/fire/community/smokealarmform.html>. For additional questions, please contact the HFD Public Affairs Division at (832) 394-6633. Please note, smoke alarms are donated and are reserved for citizens in the City of Houston Limits that meet certain criteria.

**21. How can I apply for a burglar alarm permit?**

- For more information, click here: [www.houstonburglaralarmpermits.org/Citizen/City/Houston/ATB\\_Login.aspx](http://www.houstonburglaralarmpermits.org/Citizen/City/Houston/ATB_Login.aspx)

**22. How can I check the status of my plan review?**

- Please call (832) 394-8900 to call about the status of your plan review or code enforcement information.

**23. How can I get information about paying my ticket or jury duty?**

- Please visit [www.houstontx.gov/courts/index.html](http://www.houstontx.gov/courts/index.html).

**24. How can I request or learn more about Capital Improvement Plans in my area?**

- You can contact Council Member Martin's office directly at (832) 393-3008 or by emailing [districtc@houstontx.gov](mailto:districtc@houstontx.gov). The information is also available on the city's Finance Department's website at [www.houstontx.gov/cip](http://www.houstontx.gov/cip).

**25. How can I find out more information on the city's Rebuild Houston program?**

- Please visit the Rebuild Houston homepage at [www.rebuildhouston.org](http://www.rebuildhouston.org).