

SENIOR SERVICES

www.westutx.gov/seniors | (713) 662-5895

Senior Services offers the following resources for West U Residents who are over the age of 50.



Exercise Programs, Lectures, Classes, Day Trips, Lunches, Languages, and More

Senior Services offers a vast array of stimulating programs to keep you engaged with the goal of achieving an active and social lifestyle. **To view the full list of programs that are offered at the Community Building, visit www.westutx.gov/seniorservices.**

Transportation

Transportation can be provided for doctors, dentists, beauty shops, drug stores, banks, and post offices by appointment only and schedule permitting. Participants must have the cognitive and physical ability to get to and from the vehicle and their appointment site on their own. If not, a caretaker must be present. Grocery shopping is provided on a designated day. Reservations for transportation must be made at least one day in advance, and there are no standing appointments.

Home Maintenance and Repair

Call to request assistance with minor home maintenance or repairs.

Trash Assistance Pick Up

For those with special needs, the city provides trash and recycling pickup at your door. Please contact the Senior Services office to learn more about this program.

Volunteer Opportunities

The Good Neighbor Team is a great way to give back to the West U Community. We would love to have you as part of the team! If you are interested in joining this volunteer organization, contact Senior Services for more details.

SAFETY SERVICES

www.westutx.gov/police | www.westutx.gov/fire | (713) 668-0330



 West University Place Police Department
West University Place Fire Department

Vacation House Watch

The Police Department offers a program that will place your house on a special watch for a maximum of 30 days while you are away. To be qualified for the program, you must be gone for a minimum of 72 hours, and the house must be unoccupied while you are gone. If you are gone for more than 30 days, you must call in or submit a new form to remain on the Vacation House Watch program.

No Knock-Stop Solicitation at Your Home

City ordinance allows residents who do not want commercial solicitors to come to their residence to add their address to a do-not-disturb (No Knock) list that is provided to all registered solicitors.

Car Seat Installation Assistance & Instruction

The West University Place Fire Department offers parents a free tutorial on how to properly install their child's car seat. This one-on-one tutorial will help parents feel comfortable about their child's safety when in the vehicle.

CPR/AED Certification Classes

The Fire Department offers a variety of life-saving courses for residents at a discounted rate.

Knox Box Key System

Residential KnoxBoxes are secure, residential key safes that can only be accessed by first responders. Install a unit by your home's entrance and have peace of mind knowing your property and loved ones are protected.

DIRECT LINK

This is an alarm monitoring service exclusively for West U residents. Enjoy features like:

- **No contracts**
- **Alarm notification** sent directly to the West U dispatch center.
- **Convenient billing** on utility statements starting at \$35/mo.
- **Yard signs and window decals** are available to subscribers.

KEEP UP WITH WEST U!

NOTIFY ME

This service allows you to customize what notifications you would like to receive, such as community news, parks and recreation happenings, project updates, and more. Pick between text message and email notifications, or both!

Subscribe today by visiting www.westutx.gov/notifyme.

MYWESTU MOBILE APP

MYWestU connects residents with the services and information they need to enjoy their community while staying engaged with local government. MYWestU is free and now available for download in the Apple and Google Play app stores.

WEST U READY

Residents who sign up for West U READY will receive alerts in the event there is an emergency that poses an immediate risk to health, life, or property. **Sign up by visiting www.westutx.gov/westuready.**

CITY CURRENTS

City Currents is the City of West U's newsletter that arrives in your mailbox quarterly. This publication is a great way to get up-to-date city information, including news, events, and more.

FOLLOW THE CITY OF WEST UNIVERSITY PLACE ON SOCIAL MEDIA!



City of
West University Place

NEW RESIDENT GUIDE



www.westutx.gov



CITY OF WEST UNIVERSITY PLACE

City of West U Officials
 Mayor Susan Sample
 Mayor Pro Tem John Barnes
 Clay Brett
 Kalie Jackura Rainsberger
 John Bertini

Agendas, Minutes, & Meetings for City Council and Commissions
 —
www.westutx.gov/agendas

Stay in the know of matters being discussed at City Council and the different Commission meetings.

Departmental Contact List

General Information Line..... (713) 668-4441
 Emergency (Police, Fire, Emergency Medical Services)911
 Police Department (Non-emergency) (713) 668-0330
 Fire Department (Non-emergency) (713) 662-5835

Administration..... (713) 662-5812

City Manager's Office
 City Secretary's Office
 Communications
 Human Resources
 Information Technology

Finance Department..... (713) 662-5824

Accounts Payable
 Municipal Court
 Utility Billing

Parks and Recreation Department..... (713) 662-7420

Administration
 Colonial Park Pool
 Parks Maintenance
 Senior Services
 West University Place Recreation Center

Public Works Department

Building Permits/Inspections, Planning and Urban Forestry (713) 662-5833
 Water & Sewer, Storm Drainage, Solid Waste & Recycling, Recycling Bins, Traffic Control, Fleet Maintenance, Facility Maintenance..... (713) 662-5839

PUBLIC WORKS

www.westutx.gov/publicworks | (713) 662-5839

UTILITY SERVICES www.westutx.gov/billing

The City provides water, sewer, and curbside solid waste collection services for its residents. To start water services, residents must complete a Residential Utility Application. The city cannot start services on the same business day as the application is made, on weekends, or on holidays. All documentation must be submitted by 4 p.m. the day before you want to begin services. The City does not provide natural gas, electric, cable or internet, or telephone services.

West U Collects Mobile App

West U Collects is a free mobile app for the residents of West U to find out when their next trash or recycling collection day is, and can assist residents with finding out what items go in regular trash, recycling, and yard waste.

Click West U

To report an issue, download the app via your smartphone or visit www.westutx.gov and click the "Report an Issue" link.

Solid Waste Collection www.westutx.gov/trash

The City provides curbside pickup of regular household garbage twice a week. Bags should be placed curbside no earlier than 6:00 p.m. the night before your scheduled collection and no later than 8:00 a.m. the day of collection. Construction debris and household hazardous waste (HHW) are not accepted with residential collection.

Curbside Yard Waste www.westutx.gov/greenwaste

The City provides curbside pickup of green waste once a week. All yard waste is required to be bagged in either Kraft paper bags or compostable plastic bags. Place curbside no earlier than 6:00 p.m. the night before your scheduled collection and no later than 8:00 a.m. the day of collection. Details and limitations regarding tree trimmings, limbs, and hedge cutting can be found online.

Curbside Recycling www.westutx.gov/recycle

The City provides curbside pickup of recycling once a week. All recyclables should be placed unsorted in the same bin provided by the City. Place curbside no earlier than 6:00 p.m. the night before your scheduled collection and no later than 8:00 a.m. the day of collection. A full list of acceptable and unacceptable recyclables is available online.

Curbside Composting www.westutx.gov/foodwaste

The City has vetted two qualified vendors for food waste disposal: Moonshot Composting and Zero Waste Houston. Both vendors offer a composting service where they will collect food scraps on a subscription basis. More information about each vendor is available online.

Street Sweeping

The City provides street sweeping once a week. In order to ensure that roads in front of your home are swept weekly, the City requests residents utilize off-street parking (when possible).

PARKS AND RECREATION

www.westutx.gov/parks | (713) 662-7420

The Parks and Recreation Department offers a multitude of experiences, from taking a class at one of our facilities or sitting and enjoying a book in the park.



Recreation Center

When you visit the Recreation Center, you will be astonished at everything that is going on. The facility has classrooms, an indoor swimming pool, a weight/cardio room, and two racquetball/squash courts. To find the perfect membership, visit www.westutx.gov/recenter. The Recreation Center offers a variety of classes that serve the varying interests of children and adults. **To view current class offerings, visit www.westutx.gov/activities.**

Colonial Park Pool

Colonial Park Pool is a family leisure pool that is filled with fun amenities for all ages to enjoy. It is the life of the city during its seasonal operations, May through September. **To view membership information and the pool schedule, visit www.westutx.gov/colonial.**

Special Events

The Parks and Recreation Department hosts numerous events throughout the year where you can visit with your neighbors and experience West U's small-town charm. Some examples of events include the Easter Spring Festival, Independence Day Festivities, Movies in the Park, and much more.

Parks

98% of West U residents live within a 10-minute walk of a city park! **To view a complete listing of each park and its attractions, visit www.westutx.gov/cityparks.**

Friends of West University Parks Fund

The Friends of West University Parks Fund is a volunteer-based 501(c)(3) organization dedicated to raising funds for the development and improvement of parks and green spaces in the City of West University Place. **For more information about Friends, visit www.westuparks.org.**

