

# ***NOLAN MANAGEMENT COMPANY, INC.***

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## **WHAT YOUR CITY CAN DO FOR YOU**

As your managing agent, we often receive your calls, service requests and emails regarding tasks and work we can and should do for you. But sometimes we don't have the 'teeth' to stop the poor behavior of others. **There is a solution!**

You may be surprised to know that the City of Dallas has ordinances similar to your Rules and Regulations and Bylaws – AND the city often has much more effective enforcement power.

### **Valuable and Accessible City Services**

Trying to get help from the City can be a frustrating experience – If you don't know the 'keys'. Here are some of them. The City's web site at **www.dallascityhall.com** It has A LOT you do not need – BUT - The **Residents** tab selection has a **311 Requests** selection. It is very useful. Check it out.

### **Common Pet Peeves the City Can Help With:**

- **Door to door Solicitors**
- **Posting of Adverts on your door**
- **Dog waste not cleaned up by the owner**
- **Chronic Disruptive Noise**

**Solicitors** - Ordinance # 14300 (under City Code Section 42-21) deals with prohibiting solicitors from coming to your home if you post proper signage.

**Handbills or Adverts** left on your door - Ordinance # 10371 (under Section 7A-13) deals with the distribution of handbills. You can stop it, if you post proper signage.

**Pet Waste** – City of Dallas requires pet owners to clean up after their pet. But usually only enforces it if requested.

**Noise** – You are entitled to 'Peaceful Enjoyment' of your home. The City will cite noisy and inconsiderate people but only if you report them.

The site below is similar to the one mentioned above, but it also provides a huge drop down menu to aid in your search for help from ALL of the city services. Here is how to use it – with examples from the 'pet peeves' above:

1. Suppose a neighbor always leaves dog waste for others to pick up. Go to the site below and select **Animal – Pooper Scooper** in the drop down menu. (Make sure you know the address of the violator first). Or what about a chronic noisy neighbor? Pick **Chronic Noise Complaint** from the menu.

**<http://311.dallascityhall.com/CWI/ServiceRequest.mvc/SRIIntake>**

**One more thing** – it often helps to know a bit about one vital city service – the DPD and what they do.

Your local police station is located at the North East Substation - 9915 Northwest Hwy (214) 670-4415 - (Call them if you want to learn more about what they do, request special patrols, or get to know them better. They are nice and helpful people and love to hear from people in situations other than a traffic stop!)

They can also help you organize a Crime Watch. If interested in volunteering, go here:

**<http://www.dallaspolice.net/divisions/Shared%20Documents/Crime%20watch%20handbook.pdf#search=crime%20watch>**