

Welcome to the City of Highland Village “A Quality Lakeside Community”

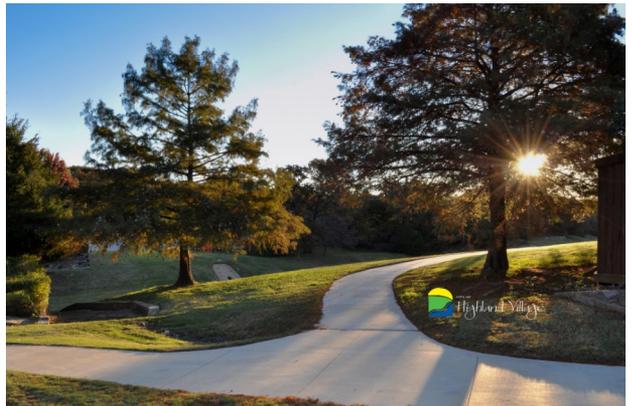




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1000 Highland Village Road
Highland Village, Texas 75077

Welcome to the City of Highland Village! We are “A Quality Lakeside Community” and are glad you have chosen to make this your home.

If you’ve come here to raise your family, retire, or because you want to call Highland Village home, you’ve made a good choice. Highland Village has consistently been named by *D Magazine* as one of the “Top Ten Suburbs” in which to live, due in part to our excellent schools and safe City status. Your family’s safety is very important to us and we have been very proactive in addressing public safety in Highland Village.



The notoriety of Highland Village is due in large part to the beautiful topography of the area and the small town feel right in the middle of the Metroplex. But it’s also because City management and policy makers over the years have consistently worked to ensure Highland Village maintains the unique qualities that make it a special place to live.

We’re delighted to welcome you to this wonderful City! The information provided in this booklet will help you get acquainted with your new home and more detailed information is available on the City Web site at www.highlandvillage.org. If there’s ever anything you need, please contact City staff, any Councilmember, or myself.

We encourage you to get to know your City and take full advantage of all Highland Village has to offer.

Michael Leavitt
City Manager

City Hours and Telephone Directory

Hours

Monday through Friday 8:00 a.m. to 5:00 p.m.

Web site

www.highlandvillage.org

City Hall is closed in observance of the following holidays:

New Year's Day

Martin Luther King, Jr. Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day After Thanksgiving

Christmas Eve Day

Christmas Day

City Hall Automated Directory **972.317.5558**

Departmental Direct Numbers

Animal Care	972.317.6551
City Manager Office	972.899.5131
Assistant City Manager Office	972.899.5089
City Secretary Office	972.899.5132
Code Enforcement	972.899.5092
Finance	972.899.5089
Fire (Non-Emergency)	972.317.0890
Human Resources	972.899.5087
Inspections and Permits	972.899.5093
Maintenance	972.317.1365
Municipal Court	972.317.3660
Parks and Recreation	972.317.7430
Police (Non-Emergency)	972.317.6551
Public Works Administrative Office	972.899.5091
Streets	972.317.1688
Utility Billing	972.899.5090
Utility Operations/Drainage	972.317.2989

Community Information

Externally Provided Utilities

CoServe Electric	800.274.4014
Atmos Energy (Gas)	888.286.6700

Telephone, Cable, Fios/Internet Service Providers

Verizon	800.837.4966
Time Warner Cable	972.742.5892
Grande Communications*	877.238.6891

*Grande Communications is available for the Rolling Hills Subdivision Only.

Schools in Highland Village

Lewisville Independent School District—469.713.5200

Elementary Schools

Christa McAuliffe Elementary	469.713.5959
Heritage Elementary	469.713.5985
Highland Village Elementary	469.713.5957

Middle School

Briarhill Middle School	469.713.5975
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High School

Marcus High School	469.713.5196
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Hospitals

Medical Center of Lewisville	972.420.1000
Denton Regional Medical Center	940.384.3535
Presbyterian Hospital of Lewisville	940.898.7000

Post Office

USPS—Lewisville	800.275.8777
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Libraries

Flower Mound Public Library	972.874.6200
Lewisville Public Library	972.219.3570

Highland Village E-Services

With Highland Village E-Services, you can do any of the following in the comfort of your own home:

- **Accident Reports**—Online Accident Reports are available online. To access this information go to the Police Department page (under City Departments), then the Records Division and select Accident Reports. Once you have reviewed the information provided on that page, click on the “Click Here for Online HVPD Accident Reports” link to be taken to the appropriate Web site.
- **Activate Utility Service**—www.2turniton.com
- **Connect CTY**—Connect CTY is a mass notification system that is frequently referred to as “Reverse 911.” This system allows us to contact all residents and businesses in the community within minutes in the event of an emergency. It is also used in conjunction with our Outdoor Warning Sirens. To subscribe to this service, or edit your current subscription, visit our Web site at www.highlandvillage.org. Once there you will go to City Departments, go down to Communication, then click on Connect CTY. There is a hyperlink on the Connect CTY page that will open up a new page where you can register or edit your current information.
- **E-Watch**—This is a program offered by the Highland Village Police Department for businesses and neighborhoods (see page xx for more information). To sign up go to www.hvdpd-ewatch.com.
- **Notify Me**—The City of Highland Village’s broadcast email service which allows the City to communicate information more effectively with our citizens and interested parties. Notify Me allows individuals to select the areas of interest they wish to receive notification for, as well as the notification method (email and/or text message). To register for this service, go to the New Resident Information page, and under “Get Acquainted with Your New City” there will be an option that says “Sign up for Notify Me.” Clicking on the Notify Me link will take you to the page on our Web site to sign up for this service.

Highland Village E-Services (Continued)

- **Pay Your Ticket/Citation Online—**
www.municipalonlinepayments.com/highlandvillagetx
- **Pay Your Utility Bill Online—**
www.municipalonlinepayments.com/highlandvillagetx
- To reserve facilities, fields, pavilions, and register for recreation programs please visit:
<https://apm.activecommunities.com/hvparks/Home>

Please visit our Web site for more information:
www.highlandvillage.org



Water and Sewer Rates

To obtain service, there is a one time \$50.00 deposit that is required. The City holds this deposit until the customer terminates service, or turns 65. The deposit is applied to the final bill balance.

Water/Sewer Rates—Rates associated with water and sewer are divided into two components: Wholesale and City.

- Wholesale**—A pass-through rate equivalent to charges paid by the City to the Upper Trinity Regional Water District (UTRWD) for purchase of wholesale water and treatment of wastewater.
- City**—Rates necessary to fund City utility operations and maintain system infrastructure.

Residential Water **Please note that all rates are per 1,000 gallons.*

Water (City Portion)		
	Rate	Amount
Minimum (4,000 Gallons)		\$9.55
4,000—10,000	0.85	14.65
10,000—20,000	2.85	43.15
20,000—30,000	4.00	83.15
30,000—40,000	5.10	134.15
40,000 +	6.55	

Water (Wholesale Portion)		
	Rate	Amount
Base Charge		\$18.50
Per 1,000 Gallons	0.90	

Example: Usage of 12,000 Gallons	Water Charges
Wholesale	\$29.30
Base Charge (\$18.50) + (12,000 x 0.90/1,000)	
City	\$20.35
Minimum Charge (first 4,000 gallons) \$9.55	
6,000 (10,000-4,000) x 0.85/1,000 5.10	
2,000 (12,000-10,000) x 2.85/1,000 5.70	
Total Water Charges	\$49.65

Water and Sewer Rates (Continued)

Residential Sewer

Sewage is not metered specifically, but has a direct relationship to the water usage. Water use, therefore, is used as the basis for determining sewage charges.

Sewer (City Portion)		
	Rate	Amount
Minimum		\$1.25
2,000—15,000	5.60	74.05
Max		74.05

Sewer (Wholesale Portion)		
	Rate	Amount
Base Charge		\$25.00
0—15,000	1.50	22.50
Max		47.50

Example: Usage of 8,000 Gallons	Sewer Charges
Wholesale	\$37.00
Base Charge (\$25.00) + (8,000 x 1.50/1,000)	
City	\$34.85
Minimum Charge (first 2,000 gallons) \$1.25	
6,000 (8,000-2,000) x 5.60/1,000 33.60	
Total Sewer Charges	\$71.85

*Note: Since sewer charges are based on water usage, a winter average program is used to avoid inflated sewer charges when utilizing outside watering in the summer. See the following page for details.

Sign up for electronic payments and get a **\$5.00 discount** with each billing!

- Your bill is sent to you on the first of each month—write the amount in your checkbook.
- Your payment automatically transfers on the 20th of the month.

Winter Average Program

This program was established to allow for outside water usage during the summer months (which does not run through the sewer system).

- Four months of winter water usage is obtained (December, January, February, and March), the highest months usage is discarded and a winter average is determined from the lowest three months usage.
- This average becomes the maximum usage to base sewage charges each month for the next year.
- Each month the actual usage is compared to this average and the lower of the two is used for that months charges.
- A new average is calculated each year, and becomes effective beginning with the June billing.

What basis is used before residents can establish their own average?

Until a winter average is established, the new resident will be charged based on the current rates up to a maximum of 8,000 gallons (City average). The maximum resulting sewer charge would thus be \$71.85, with the current rates.

Winter Average Example

Month	Usage		Amount to Use
December	8,000 Gallons		8,000 Gallons
January	10,000 Gallons	Discarded— Highest Month	X
February	7,000 Gallons		7,000 Gallons
March	7,500 Gallons		7,500 Gallons
AVERAGE →			7,500 Gallons

Billing Example—Sewer Calculation (Monthly usage **exceeding** Winter Average)

Actual Monthly Usage: 20,000 Gallons → Winter Average: 7,500 Gallons

Example: Usage of 7,500 Gallons	Sewer Charges
Wholesale	\$36.25
Base Charge (\$25.00) + (7,500 x 1.50/1,000)	
City	\$32.05
Minimum Charge (first 2,000 gallons) \$1.25	
5,500 (7,500-2,000) x 5.60/1,000 30.80	
Total Sewer Charges	\$68.30

Estimated Monthly Water Usage for Sprinkler Systems

(Based on 20 Gallons Per Minute)

3 Stations	5 Minutes	Every Day (30 Days Per Month)	9,000 Gallons
3 Stations	5 Minutes	Every Other Day (15 Days Per Month)	4,500 Gallons
3 Stations	5 Minutes	Twice Per Week (8 Days Per Month)	2,400 Gallons
3 Stations	5 Minutes	Once Per Week (4 Days Per Month)	1,200 Gallons
3 Stations	10 Minutes	Every Day (30 Days Per Month)	18,000 Gallons
3 Stations	10 Minutes	Every Other Day (15 Days Per Month)	9,000 Gallons
3 Stations	10 Minutes	Twice Per Week (8 Days Per Month)	4,800 Gallons
3 Stations	10 Minutes	Once Per Week (4 Days Per Month)	2,400 Gallons
4 Stations	5 Minutes	Every Day (30 Days Per Month)	12,000 Gallons
4 Stations	5 Minutes	Every Other Day (15 Days Per Month)	6,000 Gallons
4 Stations	5 Minutes	Twice Per Week (8 Days Per Month)	3,200 Gallons
4 Stations	5 Minutes	Once Per Week (4 Days Per Month)	1,600 Gallons
4 Stations	10 Minutes	Every Day (30 Days Per Month)	24,000 Gallons
4 Stations	10 Minutes	Every Other Day (15 Days Per Month)	12,000 Gallons
4 Stations	10 Minutes	Twice Per Week (8 Days Per Month)	6,400 Gallons
4 Stations	10 Minutes	Once Per Week (4 Days Per Month)	3,200 Gallons
5 Stations	5 Minutes	Every Day (30 Days Per Month)	15,000 Gallons
5 Stations	5 Minutes	Every Other Day (15 Days Per Month)	7,500 Gallons
5 Stations	5 Minutes	Twice Per Week (8 Days Per Month)	4,000 Gallons
5 Stations	5 Minutes	Once Per Week (4 Days Per Month)	2,000 Gallons
5 Stations	10 Minutes	Every Day (30 Days Per Month)	30,000 Gallons
5 Stations	10 Minutes	Every Other Day (15 Days Per Month)	15,000 Gallons
5 Stations	10 Minutes	Twice Per Week (8 Days Per Month)	8,000 Gallons
5 Stations	10 Minutes	Once Per Week (4 Days Per Month)	4,000 Gallons
6 Stations	5 Minutes	Every Day (30 Days Per Month)	18,000 Gallons
6 Stations	5 Minutes	Every Other Day (15 Days Per Month)	9,000 Gallons
6 Stations	5 Minutes	Twice Per Week (8 Days Per Month)	4,800 Gallons
6 Stations	5 Minutes	Once Per Week (4 Days Per Month)	2,400 Gallons

Estimated Monthly Water Usage for Sprinkler Systems (Continued)

(Based on 20 Gallons Per Minute)

6 Stations	10 Minutes	Every Day (30 Days Per Month)	36,000 Gallons
6 Stations	10 Minutes	Every Other Day (15 Days Per Month)	18,000 Gallons
6 Stations	10 Minutes	Twice Per Week (8 Days Per Month)	9,600 Gallons
6 Stations	10 Minutes	Once Per Week (4 Days Per Month)	4,800 Gallons
7 Stations	5 Minutes	Every Day (30 Days Per Month)	21,000 Gallons
7 Stations	5 Minutes	Every Other Day (15 Days Per Month)	10,500 Gallons
7 Stations	5 Minutes	Twice Per Week (8 Days Per Month)	5,600 Gallons
7 Stations	5 Minutes	Once Per Week (4 Days Per Month)	2,800 Gallons
7 Stations	10 Minutes	Every Day (30 Days Per Month)	42,000 Gallons
7 Stations	10 Minutes	Every Other Day (15 Days Per Month)	21,000 Gallons
7 Stations	10 Minutes	Twice Per Week (8 Days Per Month)	11,200 Gallons
7 Stations	10 Minutes	Once Per Week (4 Days Per Month)	5,600 Gallons
8 Stations	5 Minutes	Every Day (30 Days Per Month)	24,000 Gallons
8 Stations	5 Minutes	Every Other Day (15 Days Per Month)	12,000 Gallons
8 Stations	5 Minutes	Twice Per Week (8 Days Per Month)	6,400 Gallons
8 Stations	5 Minutes	Once Per Week (4 Days Per Month)	3,200 Gallons
8 Stations	10 Minutes	Every Day (30 Days Per Month)	48,000 Gallons
8 Stations	10 Minutes	Every Other Day (15 Days Per Month)	24,000 Gallons
8 Stations	10 Minutes	Twice Per Week (8 Days Per Month)	12,800 Gallons
8 Stations	10 Minutes	Once Per Week (4 Days Per Month)	6,400 Gallons

Garbage and Recycling

Garbage Rate—\$14.07

Senior Citizen Discounted Rate—\$12.75

Your Garbage and Recycling Day is:

Tuesday Wednesday Thursday Friday

The City contracts with Texas Waste Management for garbage and recycling services. Waste Management also collects residential yard waste weekly, which is then delivered to Living Earth Technologies for use in a composting program.

- Curbside collection is once per week, on your scheduled day (Tuesday through Friday)
- Collection will be performed between the hours of 7:00 a.m. and 5:00 p.m.

Highland Village is an environmentally conscious community!

Yard Waste Pick Up—Curbside yard waste pick up is done weekly on Mondays. This service provides recycling of brush, grass, yard trimmings, and leaves from residential yards.

Yard materials must be placed in biodegradable “Kraft” bags or a garbage can. “Kraft” bags are made of decomposable paper material and are about the same size as a 30-gallon trash bag. “Kraft” bags can be purchased at local grocery stores or hardware stores. Please *do not* use plastic bags for yard waste, as they are not biodegradable. Yard waste collection personnel have been instructed not to pick up plastic bags. Brush and limbs must be bundled in lengths less than 4,’ and the weight must also be less than 40 pounds.

Bulk Items Pick Up—For pick up of bulk items, such as a hot water heater, call Waste Management at 800.772.8653, 24 hours in advance of your regular trash and recycle pick up day. If you have any questions regarding bulk items being picked up, please call the Waste Management Hot Line at 800.772.8653.

For additional information from the City, please call 972.899.5091.

Garbage and Recycling (Continued)

Recyclable Materials—Residents have the option of using the blue recycling carts or blue bags. The City’s solid waste provider, Waste Management, has delivered 65 gallon recycling carts to all current residents receiving solid waste service (if you move into a home that does not have a blue recycling cart, please call the City at 972.899.5091). A list of allowable recycling items is molded into the lid of the new cart to provide a quick reference of allowable recycling items. Please *do not* place any item in the cart except what is listed. Liquids, food, hazardous waste, and yard waste are not able to be recycled.

Residents are requested to please place your cart at the curb with the handle facing the curb. Any resident not desiring a cart may continue to use the blue bag method of recycling by notifying the City at 972.899.5091 to pick up their recycling cart. The purchase of blue bags will be at the resident’s expense.



Garbage and Recycling (Continued)

Items That **CAN** Be Recycled

Mixed Residential Paper: Newspaper, inserts, magazines, paperboard boxes, mail, junk mail, officer paper, phone books, paperback books, and flattened cardboard.

Cans: Clean food, beverage, and soft drink cans composed of tin, steel, or aluminum. Other clean cans of the same material may also be recycled.

Glass: Unbroken food and beverage containers that are clear, brown, or green in color.

Plastic: HDPE (milk and detergent bottles), PET (primarily soft drink containers), bottles generally referred to as one and two liter soft drinks, milk, juice, water, shampoo, liquid soap, as well as plastic containers with the “#1” through “#7” recycling symbol on the bottom of the container.

Items That **CANNOT** Be Recycled

Household Trash	No Styrofoam of Any Kind
Aluminum Foil	Plastic Toys
Ceramics, China/Dishes	Waxed Paper/Food Containers
Auto/Window Glass	Yard Waste
Drink Boxes with Straws	Plastic, glass, or metal containers that held hazardous materials such as motor oil, paint, pesticides, or weed killer.
Hard Cover Books	Waxed Milk and Juice Cartons
Light Bulbs	Plastic Grocery Sacks

Did you know?

- Americans throw away 25,000,000 plastic bottles every *hour*.
- We throw away enough aluminum every three months to rebuild our entire commercial air fleet.
- Enough plastic is produced in the US yearly to shrink wrap Texas.

Parks and Recreation

The Robert & Lee DuVall Community Center is a modern facility with a variety of meeting room spaces and amenities. The rooms may be rented individually or the entire facility is available. The Robert & Lee DuVall Center can accommodate events such as board meetings, training sessions, birthdays, and receptions. Call 972.317.7430, and let us help you plan your next event!

Recreation Events

There is no limit to the fun you'll have—a family fun run, fish out, great food, live Texas County music, and a fireworks extravaganza! Join us the first Saturday of June for the annual Celebrate Highland Village Festival.

The annual Lion's Club Balloon Festival is a great Highland Village tradition. This community event is sponsored by the Highland Village Lion's Club, as well as other area Lion's Clubs, and is held the third week of August at Unity Park. It includes live entertainment, arts and crafts exhibits, food vendors, and a children's area. All proceeds from this event are donated to local charities and events.

Our Village Glows and the Easter Egg Hunt are other annual events that bring residents and visitors to Highland Village to experience the beauty of the City and programs sponsored by a partnering of the City and local organizations.

The Parks and Recreation Department offers many multi-seasonal recreation opportunities. Contact the Parks Department at 972.317.7430, or visit us at our Web site at www.highlandvillage.org for details.



Highland Village Senior All Stars

The Highland Village Senior All Stars meet at the Robert & Lee DuVall Community Center located at 948B Highland Village Road, unless otherwise noted.



Game Days—Monday, Tuesday, and Thursday from 9:30 a.m. to 12:00 noon.

Pickleball—Monday, Tuesday, and Thursday at 1:00 p.m.

Meals on Wheels—First and third Thursday of each month at 12:00 noon. Donations of \$4.00 are greatly appreciated.

Bingo—First and third Thursday of each month at 12:00 noon.

Walking Club—Monday and Thursday from 8:45 a.m. to 9:15 a.m. The All Stars meet at the Highland Village Municipal Complex located at 1000 Highland Village Road.

Senior Book Club—First Wednesday of each month from 11:00 a.m. to 12:00 noon, at the Barnes and Noble in the Shops at Highland Village off of FM 407.

Widowed Persons Support Group—The Highland Village Senior All Stars has a Widowed Person Support Group where those who have lost a spouse can gather to be with one another, make new friends, and have fun. The group meets at Best Western, 403 East Corporate Drive in Lewisville, for breakfast every Saturday morning at 8:30 a.m.

The organization also meets for dinner at Salerno's on FM 2499 the fourth Tuesday of each month at 6:00 p.m. The cost is \$10.00 for a complete buffet dinner with iced tea, dessert, and coffee.

Highland Village Parks

Brazos Park

- 3.1 Acres
- Baseball Fields
- Flag Football Fields

Doubletree Ranch Park

- 37 Acres
- Open Areas
- Basketball Court
- Grills

Highland Village Tennis Center

- Tennis Courts

Lower Sellmeyer Park

- 1 Acre
- Playground
- Picnic Table and Grill

Peninsula Park

- 10 Acre Natural Resource Area
- Lakefront

Sellmeyer Tennis Courts

- .43 Acres
- 2 Tennis Courts

Silverthorne Park

- 6.54 Acres
- Concrete Sidewalks
- Benches
- Nature Area and Trail

Bruce Lockhart Lions Club Park

- 3.1 Acres
- Playground
- Covered Pavilion
- Picnic Tables and Grill

Harlington Park

- Open Space
- Soccer Fields
- Leased from LISD

Lakeside Community Park

- Shoreline Access

Marauder Park

- Shoreline Access

Murray Park

- 1.8 Acres
- Open Play Area

Pilot Knoll Park

- 65 Acres
- Lakefront Picnic Areas
- Picnic Pavilions
- Camping Area
- RV Park
- Restrooms
- Boat Ramp
- Nature Trail
- Hiking and Equestrian Trails

Highland Village Parks (Continued)

Sunset Point Park

- 1 Acre Mini Park
- Shoreline Access

Unity Park

- 38 Acres
- Baseball Fields
- Soccer Fields
- Retention Ponds with Fishing Pier
- Picnic Tables and Grills
- Restrooms
- Covered Pavilion
- Kids Kastle
- Tennis Courts
- Trail

Wichita Forest

- 24 Acres
- Wooded Area

Turpin Park

- 1.5 Acres
- Playground
- Picnic Table and Grill

Victoria Park

- 5.69 Acres
- Asphalt Running Track
- Basketball Courts
- Benches
- Soccer Fields

Village Park

- 8 Acres
- Benches
- Fishing Pier
- Picnic Tables and Grills
- Playground
- Water Fountain
- Trail



Animal Care Services

The Animal Care Unit, within the Police Department, promotes responsible pet guardianship through education, mediation, and enforcement. Our Animal Care Officer is a highly trained and experienced professional who is state certified through the Texas Department of State Health Services.

Hours of Operation

Animal Care Services hours are 8:30 a.m. to 4:30 p.m., Monday through Friday. The Animal Care Officer has a direct line during regular hours at 469.444.0915. For after hours emergencies, please call the Police Dispatch line at 972.317.6551.

Our animal housing facility is located at 2810 Justin Road/FM 407 (behind the Animal Medical Center of Highland Village). Please make advanced arrangements for the Animal Care Officer to be onsite if you wish to speak directly with them, or to adopt or pick up an animal.

Any animal found at large within the City is subject to impoundment. Dogs must be contained inside a structure, within a fenced area or on a leash. Cats trespassing upon, or damaging the property of others may be contained by the property owner and will also be impounded. Fees are charged for redemption, and citations may be issued for repeat offenders.

Who needs to register their pet?

Highland Village City Ordinance requires all dogs and cats over four months old that are kept within the City limits, to have current rabies vaccination and City registration. Violators can be cited for failure to comply resulting in a fine. The registration must be renewed annually, and the tag should always be worn by your pet, especially when outdoors.

Registering your pet can be done online, or by mail. To register online please go to petdata.com/for-pet-owners/hvg.



Animal Care Services (Continued)

If you prefer to register your pet by mail, you will need to:

- Complete the registration form which can be found on our Web site on the Animal Registration page.
- Include the registration fee (per pet) in check or money order made payable to Highland Village Animal Registration.
- Include a copy of your pets current rabies vaccination.
- Include your return address where your registration tags can be mailed to you, as well as a good contact number.
- Mail the completed registration form, and all other documents to:

Highland Village Pet Registration

c/o Pet Data

P.O. Box 141929

Irving, TX 75014-1929

Please note that animal registration are no longer obtained at City Hall unless prior arrangements are made with the Animal Care Officer.

What are the benefits of registering my pet?

- A registration tag tells everyone your pet is not homeless or a stray.
- Found pets can be reunited quickly with their owners.
- Your registration shows your pet has been vaccinated for rabies.
- Your lost pet will have a longer care period in the event that it is taken to a shelter.

How much does it cost to register my pet each year?

- Pet: \$5.00
- Senior Citizen (65+): No Fee
- Service Dogs: No Fee

Will my pet get home safely?

We all want to ensure that lost animals have the best possible chance of returning home. These days, one of the best ways to do that is by implanting a grain sized microchip that will provide a record of identification for life. Animals often lose or get away without a collar or tag, so a microchip can be a lifesaver.

Police Department

You can help Highland Village remain one of the safest communities in North Texas by following these crime prevention tips listed below. Remember that many crimes are ones of opportunity where the criminal takes advantage of unlocked cars parked on the street, open garage doors, and items left unattended in the yard.

The Highland Village Police Department offers a free security survey to see if your home is secure. Some insurance companies even offer to reduce your homeowners insurance rate if you have had your local Police Department conduct a security survey. Email the Police Department at hvpd@highlandvillage.org to schedule a security survey, or if you have further questions.

Yard

- Bring valuables inside when you are done using them.
- Install lighting systems that keep your yard well lit.

Garage

- Close your garage door when you are not outside or in the garage. Always make sure the garage door closes when you leave your home.
- Do not leave valuables in the garage.

Vehicle

- Lock your vehicle—if it is locked, a criminal is less likely to break a car window to steal something from the car.
- Do not leave valuables in a car that is parked outside or one that is parked in an open garage.

Running, Jogging, Walking Safety

- Carry a cell phone.
- Wear reflective materials.
- Keep alert for motorists.
- Use sidewalks or the Inland Trail System.
- Run, jog, or walk in groups.
- Carry identification.

Police Department (Continued)

HVPD E-Watch was formed as a “cyber” neighborhood watch to supplement our successful Area of Responsibility (AOR) program. E-Watch is designed to provide Highland Village citizens with an easy way to obtain:



- Monthly Neighborhood AOR Crime Reports
- Crime Alerts
- Resident Surveys
- Crime Prevention Messages
- Community Service Messages

Sign up for the Neighborhood E-Watch on our “Notify Me” page at www.hvpd-ewatch.com to become a member.

Vacation Watch

Highland Village Police Officers will patrol your home while you are gone. Officers look for any signs of unusual activity or suspicious persons loitering near your home.

Contact us at 972.317.6551 to have your home placed on Vacation Watch, or download the form available on our Web site on the Vacation Watch page.

Areas of Responsibility (AOR)



In order to serve you on a more personal basis, the Police Department has divided the City into 12 geographic areas, each assigned to a Police Officer. Each Officer is responsible for the safety, security, and crime prevention in their AOR. Officers have a goal to devote up to two hours per shift to their assigned AOR. Your AOR Officer is your personal contact with the Police Department.

Police Department (Continued)

Alarm Permits

City Ordinance 02-895 requires owners of **active** alarm systems to register with the Police Department and pay an annual \$30.00 permit registration fee. This fee should be sent to:

City of Highland Village Alarm Program
c/o PMAM Corporation
P.O. Box 142376
Irving, TX 75014

There is also a link to pay online on our Web site which can be found on the Alarm Permits page (Police Department—Records—Alarm Permits).

An **active alarm system** is defined as a device or system that emits, transmits, or relays a signal intended to summon, or that would reasonably be expected to summon, Police or Fire services of the City. This includes, but is not limited to, local alarms.

Active alarm systems do not include:

- An alarm installed on a motor vehicle.
- An alarm system designed solely to alert the occupants of a building or residence, which will not emit a signal either audible or visible from outside the building or residence.
- An alarm system that has been disabled and does not have the ability to send an alarm notification to Police or Fire personnel.



Building Inspections

A list has been compiled for homeowners and contractors of frequently missed items that require permits and inspections, which can be found online by going to the Building Inspections Department and clicking on “Do I need a permit for that?”

Please note that the list is not all encompassing. Any owner or authorized agent who intends to construct, enlarge, alter, repair, move, demolish, or change the occupancy of a building or structure, or to erect, install, enlarge, alter, repair, remove, convert or replace any electrical, gas, mechanical, or plumbing system, the installation of which is regulated by this Code or to cause any such work to be done, shall first make application to the Building Official and obtain the required permit. Please contact the Building Inspections/Permits Department at 972.899.5093 for additional information.

Together, the City of Highland Village and its property owners can create a safe, well-built environment that will add beauty and last a lifetime.

Please note: It is ultimately the property owner’s responsibility to ensure the proper permit is secured before work begins.

Electrical/Plumbing

- A gas line is added, replaced, or repaired.
- Replacing a gas or electric water heater.
- Installing a sprinkler system.
- New electrical panels or circuits.

Private Ground Water Wells

- Drilling or construction of a new private ground water well.
- Repair or construction to a private ground water well.
- Abandonment of a private ground water well.

Mechanical

- When an air conditioner or furnace is replaced.

Building Inspections (Continued)

General Information on Permits and Inspections

- The City's Ordinance states that all fences require a permit.
- If planning a retaining wall that is over two feet in height (including the footings), a permit is required.
- All accessory buildings require a permit and must follow setback requirements stated in the Zoning Ordinance.
- Accessory buildings over 200 square feet, must meet the masonry requirements as set forth in the Zoning Ordinance.
- Replacing the decking during a re-roof requires a permit.
- When a foundation repair is needed, a permit shall be issued before the repair begins.
- Concrete patios do not require a permit if they are not attached to the house foundation. However, if you plan to cover or enclose this area at a later date, a permit for the concrete is a good idea so we will have record of the structural strength of the patio.
- Patio covers, decks, carports, and arbors all require permits.
- However, if you are replacing the driveway up to the approach, *no* permit is required.

Notes and Alerts

- If you are using a contractor to perform work or doing the work yourself and a permit is required, the permit should be posted on the job site before work begins.
- Remember, obtaining the proper permits will insure the proper inspections are performed. This documentation can be a very valuable resource in the event that you wish to sell your home.
- When submitting for a permit, generally we require two site plans and three sets of plans showing what work will be done.

A permit may take up to ten business days to process. Inspections are required for all permits that are issued. Our inspectors will review your project to make sure it was constructed in accordance to the approved plans and current building code standards.

Building Inspections (Continued)

Please call the Building Inspections Department at 972.899.5093 to schedule an inspection. If your call is received:

- Before 9:00 a.m.—you will be placed on the same business days morning inspection schedule (9:00 a.m. to 12:00 noon).
- Between 9:00 a.m. and 12:00 noon—You will be placed on the same business days afternoon schedule (1:00 p.m. to 4:00 p.m.).
- After 12:00 noon—You will be placed on the next business days morning schedule.

Please have the following information when calling to schedule an inspection:

- Name and Contact Number
- Name of Contractor and Contact Number
- Property Address
- Date(s) of Inspection
- Type(s) of Inspection(s)

Please visit our section of the Web site for more information, as well as access to forms and applications available for download.

www.highlandvillage.org
Building Inspections Department

City Profile—A Brief History

The City of Highland Village was incorporated in February of 1963, after approximately 100 lakeside residents decided to make their homes permanent. Many of the early residents were professionals from the Dallas area who wanted to “get away” for the weekend.

Much of the early development was located in the northern most part of the City along the shores of Lake Lewisville (which also serves as our northern boundary line). Ranch land owned by Robert DuVall, the first Mayor of Highland Village, comprised the remainder of the City. Today, Doubletree Ranch Park is located on part of the original ranch land. It is said, many years ago, this area was a popular hideout for Sam Bass, a notorious highwayman who liked the privacy of the many trees and hills.

Over the course of ten years, from 1975—1985, the City’s population grew from approximately 1,000 residents to 5,000 residents. In 1986, the City became a Home Rule Charter City. The approximate population of the City of Highland Village today is 15,765.

The City of Highland Village is approximately 5.5 square miles and is located in the southeastern portion of Denton County on FM 407, west of Lewisville. It sits 20 miles north of Dallas, 34 miles northeast of Fort Worth, 15 miles southeast of Denton, and 8 miles north of Dallas-Fort Worth International Airport.



First Mayor of Highland Village,
Robert DuVall



City of Highland Village

Doubletree Ranch Park



Dedication at the first City Hall.





CITY OF

Highland Village

1000 Highland Village Road
Highland Village, Texas 75077