CODE ENFORCEMENT

In an effort to help you enjoy being a part of our community, we would like to provide this information to help you become familiar with the responsibilities of our residents. This is intended to help eliminate any matter, condition or object which is objectionable or unsanitary. We hope this information will be helpful to you in doing your part to help make DeSoto a clean and safe place to live.

HIGH WEEDS AND GRASS

City Ordinances require that weeds and grass be kept below 12 inches in height. As the owner or occupant of the property, you are required to maintain the property from the street in the front to the middle of the alley in the back (or the property line). This includes the front, back, side yards, the right-of-way (the area between the sidewalk and the curb) and the alley and easement.

BRUSH AND LIMBS

All tree limbs, brush, or trunks can be placed on the curb in front of your residence for pick-up. It is not necessary to bundle the brush or limbs. Duncan Disposal, our solid waste contractor, will pick-up the brush within seven days of its being placed at your front curb. The cost for this service is included in your monthly utility bill.

JUNK VEHICLES

Please keep your property free of any junk motor vehicles. A junk motor vehicle is any vehicle that is inoperative and remains inoperative for more than 45 days or is inoperative and does not have a current registration sticker or inspection sticker. A junk motor vehicle is also any vehicle which is wrecked, dismantled, partially dismantled or discarded. These vehicles may not be visible anywhere in the public view, public right-of-way, street or any other private property.

FENCES

The fence on your property should be maintained at all times. It is unlawful to allow your fence to lean or to have missing, loose or broken slats or panels. The fence is not allowed to have any symbols, writings or other graffiti except for signs which pertain to the address or occupancy of the property. It is prohibited to have barbed ware, hog wire, or chicken wire or to have an electric fence.

If you have a swimming pool, a fence, structure or gate is required to completely surround the swimming pool to prevent small children from inadvertently wandering into the pool. This fence, structure or gate shall not be lower then (6) six feet in height, and not have any openings that will allow a four-inch diameter sphere to pass through; and all gates should have a self-closing and self-latching device designed to keep gates closed and locked at all times.

A permit is required to build any fence on your property and can be obtained from Building Inspection at City Hall, 211 E. Pleasant Run Rd. or by calling 972.230.9610.

NO POSTING OF SIGNS IN RIGHT-OF-WAY

It is illegal to erect or affix a sign in the right-of-way (the area from the curb to the sidewalk,) in the median (the area in the middle of a street,) on trees, public fences, buildings or utility/ telephone poles. A permit is required to erect a sign on private property. A sign permit may be obtained from the Code Enforcement Department.

GARAGE SALE SIGN

Garage sales are allowed to run for **three** consecutive days and can be held two times per calendar year. A permit must be obtained 24 hours prior to beginning your sale from the Utility Billing Department or online at www.ci.desoto.tx.us. There is no cost for the permit and all permitted garage sales will be listed free of charge on the city's website.

Our Code Enforcement officers need your help to keep DeSoto looking good. Please report code violations in your neighborhood to the City of DeSoto Code Enforcement Department by calling the Action Center at 972 274-CITY.

RECREATION CENTER

The DeSoto Recreation Center facilities include two competition-grade gymnasiums, an indoor walking/jogging track, and three racquetball courts. A variety of sports leagues and recreational classes are offered throughout the year for all ages. The center also offers fitness classes including Jazzercise, Yoga, Spin and Zumba.

DeSoto residents or employees of DeSoto businesses can purchase a Recreation Pass for $10 per year (seniors 55 & older are $5) which includes use of the basketball gyms, the indoor jogging/walking track and game area. Two proofs of DeSoto residency are required..

DeSoto Recreation Center hours are Monday through Thursday 5 am to 9:30 pm, Fridays 5 am to 5:30 pm, Saturdays 6:45 am to 5:30 pm, and Sundays 1 to 5 pm. More information is available on our website at www.ci.desoto.tx.us/parks. For more information, please call 972.230.9655.

FITNESS CENTER

For an additional fee, you can use the state-of the-art Fitness Center that features a full range of cardio equipment with individual cardio theater televisions, including recumbent bikes, elliptical and treadmills along with the Cybex universal weight system and Hammer Strength free weight system.

FITNESS CENTER PASS FEES

A Fitness Center Pass allows you full use of the Fitness Center, Basketball Gym, Indoor Walking/Jogging Track and Game Area.

Individual Fitness Pass Prices (Ages 16 & Older)

	Ages 16-54	Age 55+
1 Month	$20	$16
6 Months	$110	$88
1 Year	$210	$168
Single Day Pass	$10	$10

Family Fitness Pass (up to 4 family members aged 16+. All members must live in the same household to qualify as a family)

	2 Members	3 Members	4 Members
1 Month	$30	$35	$40
6 Months	$145	$175	$380

DESOTO CIVIC CENTER

Are you looking for a place to hold your daughter's wedding reception, an offsite business meeting, your parent's 50th anniversary party, a training seminar, or a catered banquet? The DeSoto Civic Center could be just what you're looking for.

The DeSoto Civic Center is conveniently located in DeSoto Town Center on the corner of Pleasant Run and Hampton Roads. It is available for reservations Monday – Thursday 7 am – 10 pm, Friday and Saturday 7 am – 12 midnight, and Sunday 1 pm – 6 pm.

Our Pecan meeting rooms can accommodate up to 40 people and the larger Blue Bonnet Banquet Rooms can hold up to 210 people for a seated banquet, party or awards ceremony. The Blue Bonnet Rooms will accommodate up to 300 people seated auditorium style. There is also a full kitchen available. The DeSoto Civic Center is one of only a few banquet spaces that will allow you to bring in a catered meal.

The next time that you are planning a meeting or party, we hope you will think of the DeSoto Civic Center first. For more information on availability and pricing, check out the City of DeSoto website at www.ci.desoto.tx.us/parks, or call us at 972.230.9655 or come by DeSoto Town Center for a tour of our facility.

DESOTO PUBLIC LIBRARY

DeSoto Town Center
211 E. Pleasant Run Road
972.230.9656

HOURS

Monday thru Thursday	10 am to 8 pm
Friday	10 am to 6 pm
Saturday	9 am to 5 pm

Closed Sundays

A library card is free to any permanent resident of the City of DeSoto. To obtain a card, please show a valid driver's license with current local address, or other proof of residency such as a current utility bill, voter's registration card, or a signed lease or purchase agreement on a residence. Children under 16 applying for library cards must be accompanied by a parent or guardian with the acceptable identification. A child must be at least 6 years old to have a library card. Library cards are issued to non-residents for an annual fee of $15, valid for one year from the purchase date.

Books and books on tape or CD are loaned for a period or 3 weeks. Videocassettes and DVDs are loaned for 7 days. The fine for an overdue book, book on tape or CD is $.25 per day. There is a $1 per day fee for overdue videocassettes/DVDs and a $.50 charge for a missing date due card or damage to the barcode. Books and books on tape or CD may be renewed ONCE provided there are no holds on the item. Videos may not be renewed. Materials may be renewed over the phone or on-line. Materials on reserve and items on which fines are owed may not be renewed.

The DeSoto Public Library has a computer room equipped with 20 computers with internet access that are available for use by anyone with a valid DeSoto Public Library card at no cost. The computer room is located in the lobby of the library next door to the Blue Cow Coffee shop and is open Monday through Friday 8 a.m. to 10 p.m., Saturday 9 a.m. to 5 p.m. and Sunday 1 p.m. to 5 p.m.

Kids ages 3 to 7 are invited to attend Storytime at the DeSoto Public Library every Wednesday at 10:30 am to enjoy stories, crafts and short films. For more information call, 972.230.9666

DESOTO JOINT TAX OFFICE

The DeSoto Joint Tax Office collects Ad Valorem property taxes for the DeSoto Independent School District and the City of DeSoto. Kathi Roberts is the DeSoto Tax Assessor/ Collector. Payments can be mailed to the tax office, dropped off in person at 210 E. Belt Line Rd. during office hours or placed in the night drop on the wall outside the office. Questions regarding your current year taxes can be addressed to the DeSoto Joint Tax Office at 972.223.6400.

If you have any questions regarding the appraisal on your property, please contact the Dallas Central Appraisal District by calling 214.631.0910 or you may access their website at www.dallascad.org.

DESOTO SENIOR ACTIVITY CENTER

204 Lion Street 972.230.5825

Hours of Operation

Monday - Friday 8 am to 4 pm

Everyone aged 50 and over is welcome at the DeSoto Senior Activity Center, where today's active seniors participate in a variety of activities in a smoke free environment. The center provides many recreational and social opportunities including a monthly dance, bingo, Bridge, Pinochle, "42", art classes, quilting, and light exercise just to name a few. A hot nutritious lunch is served at 11:30 a.m. Monday through Friday. A donation of $1 is suggested for meal participants aged 60+ and their spouse, otherwise the cost is $5.50. Transportation is provided to and from the center for DeSoto residents aged 50 and over.

For the latest information on classes, trips, events and the monthly lunch menu, pick up the monthly newsletter available at the DeSoto Senior Activity Center or visit the Senior Center page on the city's website at www.ci.desoto.tx.us.

DESOTO PARK SYSTEM

The City of DeSoto has a total of 21.4 square miles of parks with a combined area of 512 acres. Since 1998, the City has spent more than $17.2 million renovating or developing its park systems. In 2007, an additional $1.5 million in improvements will be made to enhance park facilities available to the public.

NEIGHBORHOOD PARKS

Briarwood Park located on Belt Line Road at Laurel Springs: This park was completely renovated in 2005. Amenities include 2 playgrounds, picnic tables, a gazebo, and a multi-purpose trail. This park also includes a pond with a water feature and enhanced landscaping. Briarwood Park is the site of our Annual Junior Anglers Fishing Day in August.

Kiva Park located in the Ten Mile Creek subdivision off of Duncanville Road: Amenities include a playground with shade covering (constructed in 2006), a gazebo, picnic tables, and a multi-purpose trail.

Murphy Hills Park located at 500 Alpine Drive: Amenities include a playground with shade covering (constructed in 2005), picnic tables, and basketball goals.

Ernie Roberts Park located at 515 E. Pleasant Run Road: This park was developed in 2002. Amenities include a playground with shade covering, restroom, picnic tables, a practice baseball field, and surface parking. A large party pavilion and 3 small pavilions are scheduled for construction in 2007 with additional parking, walkways, lighting, and landscaping.

N. Elerson Road Park located next to Wal-Mart on Belt Line Road: Amenities will include a playground with shade covering, restroom, picnic tables, and a multi-purpose trail.

COMMUNITY PARKS

Roy Orr Hike & Bike Trail - Is 3.6 miles from the beginning on Mirkes Parkway to the end at Murphy Hill Park.

Moseley Park located at 1300 Honor Drive: Amenities include 3 competitive softball fields, 2 playgrounds (1 with shade covering), a swimming pool with a spiral slide, zero-entry and water features, concession stand, shaded picnic tables and shelters.

Zeiger Park located at 400 Eagle Drive: This park was completely renovated in 1998. Amenities include 3 competitive softball fields, a playground, 2 basketball courts, picnic shelter and tables, restroom facilities, and a lighted multi-purpose trail.

Meadow Creek Park located at 1400 Uhl Road: This park was developed in 2003. Amenities include 3 competitive fields built for youth football, a practice football field, restroom and concession facilities, and picnic tables.

Townsend Park located on Townsend Dr. at Cottonwood.: Amenities include 2 practice baseball fields, 6 competitive soccer fields, 3 youth soccer fields, and a playground added in 2006.

Windmill Hill Nature Preserve located on the southwest corner of Duncanville and Wintergreen Roads: This is a Dallas County Park, which includes 3 miles of nature trails, ¼ mile of paved trail, with several surface parking areas. For more information on DeSoto's parks, call 972 230-9650.

WATER/SEWER UTILITY CUSTOMER SERVICE DIVISION

Water/Sewer Utility Customer Service Division is located in the front lobby of DeSoto City Hall

HOURS OF OPERATION

8 am to 5 pm
Monday, Tuesday, Wednesday and Friday
7 am to 7 pm on Thursdays

YOUR MONTHLY UTILITY BILLING INCLUDES:

- Water usage from reading on meter
- Sewer charge based on winter average (for residential customers only)
- Monthly refuse (garbage & brush collection charge) - $14.74
- Sales tax .0825% on refuse charge
- Monthly drainage fee of $6 for residential customers
- Monthly drainage fee of $24 for commercial customers

WATER RATES

- Base charge of $7.93 for a 3/4" meter
- Base charge of $15.07 for a 1" meter
- Base charge of $26.95 for a 1½" meter
- Base charge of $41.21 for a 2" meter

WATER CHARGES

- Up to 15,000 gallons = $2.90 per 1,000 gallons
- 15,001 to 30,000 gallons = $3.65 per 1,000 gallons
- 30,001 gallons and up = $4.40 per 1,000 gallons

The rates for higher usage are intended to encourage conservation while allowing those who choose to use more the ability to so do with the understanding that they will pay a higher rate.

SEWER RATES

- Sewer rates for residential customers are based on a three-month winter average
- There is a base charge of $6.51 for the first 1,000 gallons
- $4.31 is charged for each additional 1,000 gallons
- Sewer for commercial customers is based on water usage

SENIOR DISCOUNT – AGED 65+

- Water discount - $3
- Sewer discount - $3
- Brush collection discount - $1.78
- Drainage discount - $3.50

If you have questions about your utility charges or service, please call the City of DeSoto Utility Billing Department at 972.230.9627 (press 7 to speak with a customer service representative), fax your question to 972.230.5795 or come by the Utility Billing window in DeSoto City Hall Monday through Friday 8 am to 5 pm or 7 am to 7 pm on Thursdays.

GARBAGE, BRUSH COLLECTION & RECYCLING

- Garbage is collected on Monday and Thursday for residents who live east of Hampton Road.
- Garbage is collected on Tuesday and Friday for residents who live west of Hampton Road.
- Recycling is collected once a week on Wednesday and includes plastic bottles (PET & HDPE), glass (all colors), tin and aluminum cans, cardboard, phone books, cereal boxes, chip board, newspaper, magazines and all kinds of junk mail.
- Bulky items are collected once a week on the second collection day. Items collected include old furniture, mattresses, hot water heaters, and appliances. Hazardous materials such as paint, pesticides, tires and batteries will not be collected. Items should be placed with your regular trash for pick-up. Construction materials are not accepted.
- Brush is collected once a week. Place loose brush and tree limbs out IN FRONT of your residence by the curb for pick-up. A truck will automatically come by within seven days to remove your brush.
- City Ordinance requires that all garbage must be placed is a plastic refuse bag for collection, filled bags can then be place in garbage cans if desired.

HOLIDAY SCHEDULE

The City of DeSoto contracts trash and brush collection services to Republic Waste Services. They observe the following five holidays each year; New Year's Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day. Should a service day fall on one of the above mentioned holidays, service will shift by one day for the entire week and go back to normal on Monday of the following week.

If you have any questions regarding your trash service, please call 972.274.CITY.

MUNICIPAL COURT

City of DeSoto Municipal Court handles the processing of citations for traffic violations and other offenses from the DeSoto Police Department and citations for code violations from the Code Enforcement Office.

If you receive a citation from the City of DeSoto, there are three options for payment:

- By phone, please call 972.223.5757, select option 2 and follow the prompts. You will need to have your citation number and the citation issue date available when you call.
- On-line through the City of DeSoto website at www.ci.desoto.tx.us, select public safety and municipal court. You can also check here to see if you or a family member has an outstanding warrant.
- By coming in person to City Hall. The customer service window for Municipal Court, located in the City Hall lobby, is open Monday through Friday 8 am to 5 pm with extended hours on Thursdays from 7 am to 7 pm.

Municipal Court schedules jury trials on the last Wednesday of every month and as a new resident of DeSoto, you may receive a summons to serve on a Municipal Court Jury. If you have questions for the City of DeSoto Municipal Court, please call 972.230.9673.

DESOTO POLICE welcome you to our city! We encourage you to participate in our free community awareness and education programs including:

- Neighborhood Watch
- H.E.A.T. Registration
- Home Security Surveys
- Bicycle Safety for Kids
- Parent/Child Strategies for Staying Safe (child abduction prevention)
- S.H.A.R.P. (Sexual Harassment, Assault and Rape Prevention for women)
- Citizens Police Academy
- TRIAD (senior citizen crime prevention seminars)
- Police Station Tours
- Business Crime Prevention Seminars
- Workplace Violence Seminars
- Personal Safety/Home Security

These are just a few of the programs we offer. If you require a program not listed, call us and we will design a program to suit your neighborhood or business. Contact the Crime Prevention Unit at 469.658.3000. Don't forget to check out our web site at www.ci.desoto.tx.us for crime statistics and other information.

DESOTO FIRE RESCUE has 3 fire stations and a staff of 61 firefighter/paramedics. The stations are located at 501 E. Wintergreen Road, 105 First Street, and 1301 Pleasant Run Road. DeSoto Fire Rescue has an Insurance Service Office (ISO) rating of 2. This is one of the best ratings among DFW suburban cities. For more info, call Fire Administration at 972 230-9680.

If You Have an Intrusion Alarm System, You Must Have an Alarm Permit from the City

False alarms are costly and dangerous because they divert police officers from proactive crime prevention efforts. They also delay response to calls that are true emergencies. All businesses and residences that are equipped with an intrusion detection system are required to have a permit. The annual cost for a business alarm is $50 and a residence is $25. Late fees are assessed to all permits that are not paid prior to the expiration dates. Senior citizens over the age of 65 are exempt from paying the permit fee but must still obtain a permit and provide the city with a copy of their driver's license.

This permit allows you three false alarms in a 12 month period and is required whether or not your system is monitored. Additional false alarms will be assessed escalating fines/fees starting at $50 up to $100 for each false alarm. Operating an alarm system without a permit will subject the operator/owner to a citation for each occurrence.

The permit application form is available on the city's website at www.ci.desoto.tx.us, and at the Water Department in the City Hall located at, 211 E. Pleasant Run Rd, DeSoto, TX 75115. If you would like more information on the alarm permit program, please call 972.230.9628.

CITY OF DESOTO
SOARING FOR EXCELLENCE

Welcome to DeSoto!

On behalf of our City Council and City staff, *Welcome to DeSoto!*

We are a diverse community with a growing population. We welcome you as a new resident and provide this brochure as a way to let you know all that DeSoto has to offer. We hope after you browse through this information, you find that DeSoto truly is a great place to live, work and play.

In 2006, DeSoto was named an All-America City. As such, we pride ourselves on providing top-notch customer service, clean, well-organized, and well-maintained municipal facilities and a safe community for you and your family.

Our citizens are our customers and we are here to serve you. Please feel free to call us at 972.274.CITY if you have questions, problems or complaints. If you would like to know more about your City, we invite you to come to City Hall in Town Center, and meet the City Manager and staff.

Carl O. Sherman, Sr.
Mayor

Do you have a question, a problem or a complaint?

Call the Action Center at 972.274.CITY
Or check out our website at www.ci.desoto.tx.us