

Did You Know...

Presented by Customer Relations

... garage sales do not require a permit

- * Residents are allowed up to two garage sales per year
- * Garage Sale signs must not be placed in the right of way
- * Garage sales must be 3 days or less
- * Garage sale signs must be placed on private property only
- * Sign placement can begin 24 hours prior to sale and must be removed within 24 hours after the sale has ended

... trash receptacles and bulk items must not be left curbside for more than 24 hours

- * Place your receptacles at the curb no more than 24 hours prior to your collection day
- * Remove your receptacles within 24 hours following your collection day
- * To ensure collection of your items, make sure they are at the curb by 7am on your collection day
- * Brush must be cut in lengths not to exceed 4ft and must be bundled and bound
- * Bundles should not weigh more than 50lbs each
- * Bulk collection is on a weekly basis
- * You are allowed to put out up to 4 cubic yards of bulk or brush per week

... we have a special service that will pick up your hazardous waste at your front door

- * Paint, chemicals, batteries, fluorescent light bulbs, oils, electronics, and other hazardous materials should never be placed in your trash or recycle containers
- * Residents can schedule pick up of their hazardous waste by calling 1-817-317-2000
- * A kit is mailed to you and a date is scheduled for pick of your items directly from your house
- * There is no fee for this service

... the police department will do a home check while you are on vacation

- * You can schedule a home check with our police department by calling 972-539-0525
- * Certain criteria apply

...sidewalks are the responsibility of the homeowner to maintain and repair

- * Uneven, cracked, and obstructed sidewalks are a serious hazard to pedestrians and can result in liability of the homeowner.
- * Sidewalks in Flower Mound are the responsibility of the property owner. Cities throughout Texas handle sidewalk maintenance differently. Like many other cities, Flower Mound maintains sidewalks adjacent to arterial or collector streets and those adjacent to public property, all park trails, and handicap ramps on public streets. The town does not maintain sidewalks adjacent to private property. Early in Flower Mound's history, town leaders made a policy decision to not incur the cost of sidewalk repair and replacement adjacent to private property. This decision allows the town to commit more of our limited funds to road building, expansion, and maintenance.
- * The Town does offer a program to assist residents in repairing sidewalks. For more information, please contact the Public Works Department at **972.874.6400** or via email at **publicworks@flower-mound.com**.
- * Code enforcement officers will issue notices to those who have not participated in the program or have not completed their sidewalk repair independently. The town will then hire contractors on a case-by-case basis to repair the sidewalks. Once the repair has been completed, the homeowner has 30 days to pay the bill or a lien for the cost of the repair, plus administrative cost, is attached to the property. This will result in higher costs to the homeowner as the concrete work is hired independently of the program and administrative costs are added to the total.

...audible and monitored alarms must be registered annually

- * The Town Council adopted an updated alarm ordinance in 2010 to assist in minimizing the number of times Flower Mound's emergency services needlessly respond to an excessive number of false alarms.
- * The new ordinance is designed to reduce the volume of false alarms and encourage alarm users to provide current and valid occupant information, maintain the mechanical reliability of their alarms, and properly use their alarm equipment.
- * The updated alarm permits provide crucial information to the Police Department which includes current contact data of the residents and which alarms are monitored or actively used, in addition to ensuring the monitoring services maintain up-to-date occupant information.
- * Residents and Businesses can register their alarms and pay invoices online at www.flower-mound.com.

...the Town has an emergency notification system

- * This notification system enables the Town to quickly provide you with critical information in a variety of situations, such as unexpected road closures, missing persons, and evacuation of buildings or neighborhoods and important information following a severe weather event.
- * This system replaced the Town's previous notification system, Code Red.
- * You will receive time-sensitive messages wherever you specify, such as your home, cell, or business phone, email, text messages, hearing impaired receiving devices, and more.
- * You pick where, you pick how. Please visit the Town's website at www.flower-mound.com. At the left hand top of the page, click on "Residents" then "Emergency Notification System" to register.

Individuals with disabilities who need assistance can register by calling The Flower Mound Police Department at 972-539-0525.

IMPORTANT - Once you provide your phone numbers and email in step #3, you MUST enter contact preferences in order to receive emergency and/or community alerts.

... you can obtain a Toll Tag at Town Hall

- * The Town of Flower Mound now offers a quick and convenient way for residents to obtain a Toll Tag. Stop by the Utility Billing counter at Town Hall, 2121 Cross Timbers Road, use the designated computer to open a new account, and walk out the door with your new Toll Tag in hand. Residents wishing to set up an account online from a home or work computer can do so by visiting the [North Texas Tollway Authority Web site](#). When signing up via the NTTA Web site, the Toll Tag will be shipped to your address within 7 to 10 days after the application has been processed.
- * All active Toll Tags can be used on the Dallas North Tollway, President George Bush Turnpike, State Highway 121, Addison Airport Tunnel, and Mountain Creek Lake Bridge. Additionally, Toll Tags work anywhere in Texas where there is a toll road including Houston, Austin, and Tyler. The device also works at DFW International Airport for pass through and "terminal" parking, and at Love Field parking garages.
- * Please note that replacement toll tags cannot be obtained at our Town Hall location. Contact the North Texas Tollway Authority directly at [e-mail](#) or call 972-818-NTTA (6882) for instructions on getting a replacement tag.

... some things we don't do

- * The Town does not have a hazardous waste drop off location
- * The Town does not offer tree mulching services (only offered after the Christmas holiday for a specified amount of time to residents)
- * We do not conduct pest control on private property

Questions?

We've got answers!

Just call 972-539-SERV (7378)

shelly.wilson@flower-mound.com