

Seagoville List of Common Problems & Solutions

A list of some common problems faced by residents is presented in the quick-reference guide on the following pages. If you are not sure where to go with your problem, call the City's Switchboard. The operator can provide information and assistance that facilitates timely and accurate responses to visitors' and callers' requests, complaints and suggestions regarding City of Seagoville services.

City Switchboard
(972) 287-2050, Extension 100 or 101

Staff may initiate follow-up action to assure that citizens' problems are resolved or that an acceptable reason for non-resolution is given. The staff also identifies resources to provide referral assistance to callers with problems that cannot be addressed by existing departments or City services.

When reporting a problem to the operator, please provide as much of the following information as possible:

- Your name and address
- Your daytime phone
- Your e-mail address

- Location of the problem. Please be specific:
Examples:
Vacant lot on the west side of Highway 175 in the 2400 block.
Broken water main on southeast corner of Hall Street and Farmers Road.
Not: on the corner of Hall and Farmers.

- Detailed description of the problem. Please be specific:
Examples:
Burned building
Tree limb blocking stop sign
Junked car in front of yard
Old furniture stored on the porch
Not: Looks bad; needs to be condemned
- Date and time observed
- Name and address of alleged violator, person or company

If a vehicle is involved:

- License plate number and state
- Make and model
- Color
- Any other helpful information

If the telephone lines are busy, your call is automatically transferred to an answering system. Feel free to record the information about your complaint or leave your name and number if you prefer a call-back. Information about any complaint is confidential and will not be shared with other neighbors.

Type of Problem	Problem Description	Contact
<p style="text-align: center;">AIR QUALITY</p> <p style="text-align: center;">OR</p> <p style="text-align: center;">WATER QUALITY</p>	<p style="text-align: center;">Storm Water Pollution (Storm Drain Discharge)</p> <p style="text-align: center;">Emergencies If you are reporting an emergency situation that will result in imminent and substantial health and safety dangers, dial 9-1-1.</p>	<p style="text-align: center;">TCEQ Texas Commission on Environmental Quality http://www.tceq.state.tx.us/compliance/complaints/index.html or 1-888-777-3186</p> <p style="text-align: center;">Code Enforcement (972) 287-6828</p> <p style="text-align: center;">24 Hours Per Day Regular Business Hours Monday – Friday 8 a.m. – 5 p.m.</p>
	<p style="text-align: center;">Smoking Vehicles</p> <p>Smoke coming from vehicle's tailpipe</p>	<p style="text-align: center;">(817) 704-2522 Online Reporting: http://www.tceq.state.tx.us/implementation/air/mobilesource/vetech/smokingvehicles.html</p>
	<p>Report possible pollution in your neighborhood creek</p>	<p style="text-align: center;">Code Enforcement (972) 287-6828</p>
	<p>Water running in street, flooding or drainage</p>	<p style="text-align: center;">City Service Center (972) 287-6823</p>
	<p>Water from your faucet looks, smells or tastes unusual</p>	
	<p>Break in water main / pipe or overflowing sanitary sewer</p>	
	<p>Report a clogged sewer line</p>	<p style="text-align: center;">City Service Center (972) 287-6823 <i>Immediately before calling your plumber</i></p>
<p>Chemical or Fuel Spill</p>	<p style="text-align: center;">EMERGENCY 9 - 1 - 1</p>	
<p style="text-align: center;">ANIMALS</p>	<p>Report:</p>	<p style="text-align: center;">Animal Control Message Center</p>

Type of Problem	Problem Description	Contact
	<ul style="list-style-type: none"> • Animal bites • Possible rabid animal • A neighbor with too many animals and unsanitary animal conditions • Barking dogs • Animal abuse • Animals digging into curbside trash • A tethered pet • Other problem animals • Dead animals on public property 	<p>(972) 287-6830</p> <p>In times of Emergency: If an individual is being threatened by a vicious animal, call 9-1-1.</p>
	Report: <ul style="list-style-type: none"> • Dead animals on city streets • A dead pet pickup 	
	Report dead animals on the highway	Texas Department of Transportation (972) 225-2326
	Loose livestock	Dallas Sheriff's Department (214) 749-8641
	Dead livestock on my property	Contact a rendering company
CRIME PREVENTION	Report a crime, including drug-related crimes	<p>EMERGENCY 9-1-1 Non-Emergency (972) 287-2999</p> <p>Calls answered 24 hours a day, 365 days/year</p>
FIRE PREVENTION	Report fires and medical emergencies	<p>EMERGENCY 9-1-1</p>
	Report a fire hazard	Fire Department (972) 287-3330
	Report a problem with a fire hydrant leaking or hydrant that appears damaged	City Service Center (972) 287-6823
FLOODING / DRAINAGE	Report street, home or business flooding / drainage issues	City Service Center (972) 287-6823
GARBAGE	Report missed garbage or recycling pick-up Brushy waste after 31 st day	City Service Center (972) 287-6823
	Report animals that dig into curbside garbage	Animal Control Message Center (972) 287-6830
HEALTH AND SOCIAL SERVICES	Dallas County	http://www.dallascounty.org/department/hhservices/directory.html (214) 819-2000
HOUSING	File code-related complaints about leased property	Code Enforcement (972) 287-6828

Type of Problem	Problem Description	Contact
LAND USE AND ZONING	Protest proposed re-zoning or variances in your neighborhood	Planning Department (972) 287-6833
NEIGHBORHOOD BEAUTIFICATION, MAINTENANCE, AND VITALITY	Report: <ul style="list-style-type: none"> • Hazardous trees on City property • Trees or shrubs that obstruct traffic, block streets or obstruct traffic signs 	City Service Center (972) 287-6823
	Report: <ul style="list-style-type: none"> • Unmowed medians • Poor visibility at traffic intersections due to high grass and weeds • High weeds on medians 	City Service Center (972) 287-6823
	Report: <ul style="list-style-type: none"> • Poorly maintained homes • Unsecured and abandoned homes • Vehicles parked on grass in front of side of yard • Junk Vehicles • Garbage not in a container • Items stored on porch • Grass and weeds more than 12 inches in average height • Broken-down fence facing the street • Illegally installed fencing • Illegally posted hand bills • Inadequate barrier for a private swimming pool • Illegal dumping • Dangerous trees on neighbor's property • Stagnant pools of water conducive to mosquito breeding 	Code Enforcement (972) 287-6828
	Signs in Disrepair Unwanted handbills	Code Enforcement (972) 287-6828
	Graffiti on Personal or Public Property	Code Enforcement (972) 287-6828
	Too many Garage Sales or Placing Garage Sales Signs Illegally	Code Enforcement (972) 287-6828

Type of Problem	Problem Description	Contact
PARKS AND COMMUNITY SERVICES	Report: <ul style="list-style-type: none"> • Broken playground equipment in City parks • Broken lighting in City parks • Park restroom facilities that need cleaning or attention • Overflowing trash containers in City parks 	City Service Center (972) 287-6823
PERSONAL VEHICLES	Report a traffic accident	Emergency 9-1-1
	Report vehicles parked on street blocking garbage collection or U.S. mail delivery	972 – 287-2999 Police Department Non-Emergency Number
PROPERTY DAMAGED	Report to Risk Management at City Hall	972-287-2050, Extension 103
STREETS	Request pothole repairs Report obstruction/debris in roadway	City Service Center (972) 287-6823
	Request major/comprehensive street repairs	Department of Public Works 972-287-6808
	Report problems on State Highway	Texas Department of Transportation (972) 225-2326
	Report problems on county roads	Dallas County Public Works
TAXES	Any tax-related questions	Dallas County Tax Office 214-653-7811
TRAFFIC CONTROL	Report broken or malfunctioning: <ul style="list-style-type: none"> • Traffic signals - Crestview • Street signs that are missing or damaged 	City Service Center (972) 287-6823
	Report undue traffic from neighbor's home-based business	Code Enforcement (972) 287-6828
	Report a reckless driver or road rage	Emergency 9-1-1
	Report: <ul style="list-style-type: none"> • the selling of merchandise or soliciting of charitable contributions on City streets or rights-of-way without a permit • Report door-to-door vendors operating without a registration certificate and/or engaging in vending 	Police Department Non-Emergency Number 972-287-2999

Type of Problem	Problem Description	Contact
	<p>activities at any residence or business that has a “No Soliciting” or “No Trespassing” sign posted on the property or when a vendor has been verbally informed that no solicitation of foods, goods, services or merchandise is allowed</p>	
<p>UTILITIES</p>	<p>Report:</p> <ul style="list-style-type: none"> • Water turned off by mistake • Start new water service • Terminate water service 	<p>Water Customer Service (972) 287-2050, Extension 101</p>