CITY OF HOUSTON 311 HELP/ASSISTANCE

311 is the City of Houston’s consolidated call center designed to make city government more user-friendly and responsive to city residents by providing citizens with a one telephone number to call for information on city services and to report non-emergency concerns. You can use the 311 website: http://www.houstontx.gov/311/ for online service requests or call 311 to talk to agents who are available 24/7 to answer your calls. The 311 website allows the citizens of Houston the ability to access information, request city services and report problems at any time of the day or night. More than 300 specific Service Request types have been defined and scripted within the system. Each Service Request is forwarded to the appropriate department and a deadline date is assigned for investigation and resolution. Up-to-the-minute Service Request status(es) is/are available to citizens who contact the COH to request an update on the progress of their concern(s). This increases accountability for city departments and their personnel.

Clink this link for more information and a list of the 300 service request types that may be made: https://www.houstontx.gov/311/ServiceRequestDirectorywithSLA-Nov2016.htm

Please note that it is not necessary to provide a cross street when filling out the address field. Once you submit your report, you will receive a case number. You may then find the link to track your request here or you may phone in your request:

http://311selfservice.houstontx.gov/selfservice/error.jsp;jsessionid=615497881F0C6A0AC7344B28471B4779?ref=&email=&error=no_case_ref_supplied

These citizen reports generate a “heat map” indicated by “dots”; the more reports generated, the more “heat” placed on the situation. You may pan the map and zoom in on Lakeside here:

http://mycity.maps.arcgis.com/apps/webappviewer/index.html?id=b66f25df99b84620a8d7cdb38ec2223b&level=14

Most items that residents of the Lakeside Improvement Association HOA report are listed below:

**Neighborhood Problems**
Report a Neighborhood Danger or Nuisance
Construction Without Permits
Parking Violation
Inoperable Vehicle or Part of a Junked Vehicle is Visible from a Public Place or Right of Way
Stagnant water or deposit of any foul/decaying substance on property
Dangerous Single-family Structure Open and Vacant
Violation of the Minimum Standards Housing Code for Single Family Buildings
Unsafe or Unregulated Boarding House

**Animals and Pets**
Report an Animal Problem
Dead Animal Pick-Up on Curb or in Street

**Trash in Public / Dumping**
Pick Up Trash Dumped on City Property or Illegal Dumpsite
Report a Junk/Inoperable Vehicle

**Traffic, Streets and Drainage**
Street Light Repair
Pothole
Flooding
Leaking Fire Hydrant

**Signs & Signals**
Traffic Signal/Sign Maintenance / Flashing Beacon Repair/ Timing Synchronization
Pavement Markings Worn / Faded

**Sewer**
Investigate Odors/ Stoppage Overflow/ Blockage/ Inlet Cleaning Request
Investigate Sewer Stoppage at Residential Property

**Air & Water Quality**
Outdoor Air Pollution
Drinking Water with Odor/ Unusual Color/ Bad Taste
Debris or Particles in Drinking Water

**Esplanade, Right of Way & Median Maintenance**
Litter Removal from Esplanade/Median
Request Grass Mowed on Esplanade
Request the Grinding of Tree Stump in a City Park, Esplanade or Right of Way
Request the Trimming of Trees or Shrubs in the ROW, Esplanade or City Park
Debris/Sand Removal from Right-of-Way

**Park Safety**
Problems with Broken/Burned Out Lights in a City Park
Request Trail Repair and Maintenance

**Park Maintenance**
Repair Needed on Playground Equipment in a City Park
Repair of an Amenity in a City Park
Repairs Needed on a Trail in a City Park
Request a New Amenity in a City Park
Report Restroom or Pavilion needs Cleaning in a City Park
Request the Repair of a Decorative Fountain of Drinking Water Fountain on City Park Property
Report damage or leaking Sprinkler or irrigation system in City Park
Report Unclean Porta can in a City Park
Report and Request the removal of Graffiti in a City Park
Request Litter to be Picked Up in a City Park
Request Grass Mowed in a City Park

**Graffiti**
Graffiti on City Property/City Bridge/Street/Curb/Fire Hydrant or Traffic Sign
Graffiti on Private Residential or Commercial Property
Report and Request the Removal of Graffiti in a City Park