

Snow Ordinance Reminder

With winter upon us, the City would like to remind residents of the ordinances that pertain to snow and ice. According to Windsor Heights City Code, it shall be the responsibility of the abutting property owners to remove snow and ice accumulations promptly from sidewalks. If the property owner does not remove snow and/or ice accumulations within a reasonable time, the City may do so and ultimately assess the costs against the property owner for collection in the same manner as property tax. For purposes of enforcement, a reasonable time period generally shall be 48 hours after the snow or ice accumulations end.

Under city code, it is unlawful to park upon any city street during the time in which snow begins to accumulate and within 24 hours following the end of any snowfall. Failure to remove said vehicle will result in a \$25 ticket and/or impoundment. These ordinances are for the safety of all Windsor Heights citizens and will be strictly enforced.

Celebrate the Season!

You're invited once again to Windsor Wonderland, a celebration of the season in Windsor Heights on December 4. As is the tradition, there will be music, pictures with Santa, snow plow painting, decorating the new Spruce tree, and more, all to take place at the Windsor Heights Community & Events Center in Colby Park Visit www.windsorheights.org for complete details.

Energy Assistance Available

The Low Income Home Energy Assistance Program (LIHEAP) is available to assist qualifying low income Iowa homeowners and renters by paying a portion of their primary heating costs.

This program is funded by the Department of Health and Human Services through the Iowa Department of Human Rights/DCAA. West Des Moines (WDM) Human Services serves as a delegate agency of Red Rock Area Community Action Program Inc. for the purpose of taking LIHEAP applications.

LIHEAP applications will be taken in the WDM Human Services office for households having senior or disabled members beginning October 1, 2010. All other households are welcome to apply beginning November 1, 2010, and continuing through April 30, 2011. Application Hours: Monday, Tuesday, Thursday 8:00 am-3:00 pm; Wednesdays 8:00 am-12:00 pm. You may call 222-3660 to schedule an appointment during the above hours, or, for those who can not make it during our regular hours due to work or a documented medical reason, appointments may be scheduled during later afternoon hours.

To apply, please bring the following documents with you:

- Proof of identification in the form of a social security card or I-94 documentation for ALL household members,
- Proof of all household members' gross income for the past 13 weeks or for the past calendar year (a copy of your 2009 federal income tax return),
- If renting, your landlord's name, address & telephone number, and
- Copies of your most recent heating/electric bill & telephone bill

The LIHEAP assistance is based on household income, household size, type of fuel, and other factors. Eligibility for participation is established according to the federal income guidelines.

This program is not designed to pay a household's total energy costs. The program will provide supplemental assistance based on several factors. Those factors include total household income, household size, dwelling type and type of heating fuel, among others.

See us on the Web at www.windsorheights.org!

City of Windsor Heights

AMERICA'S CROWN COMMUNITY NEWSLETTER

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Maintaining *Our* Investments

In the past few years, Des Moines Water Works (DMWW) has worked hard to keep yearly rate increases low and is again being challenged in 2010 as budget needs for 2011 are being developed. Instead of taking on debt to invest in improvements, a water rate increase is being considered to help bring revenues in line with costs.

We, as customers, have a lot of money invested in water pipes, pumps and treatment plants, and we need to keep up with that investment in maintaining those facilities. DMWW's revenue has not kept pace with costs since 2003. DMWW pays all of its operating expenses but is not collecting sufficient revenue to pay for the needed infrastructure improvements. The Board of Trustees recognizes DMWW cannot continue this trend without saddling future rate payers and generations with a large tab because of the failure now to set rates and charges to cover the true cost of the utility's operations.



In spite of these financial and source water challenges, DMWW continues to produce high quality water for our customers. One example of our exemplary water quality is the recognition received in April 2008 by Forbes.com who ranked Des Moines as being the best city in America for clean drinking water.

Rates for the typical residential Windsor Heights customer will increase from \$2.59 per thousand gallons to \$3.08 per thousand gallons next year to help bring revenues in line with costs. That would result in water bills that are about \$2.00 more per month for a two-person household. Monthly increases would range between \$3.00 and \$4.00 for the average four-person household. Currently, the water portion of the bill for an average two-person household is about \$12.00 a month and roughly \$20.00 for a four-person home.

The proposed rate increase is in response to increases in costs to treat the water and maintain our distribution system. DMWW is committed to spending our limited resources wisely and continually evaluates our programs to be as efficient as possible.

Chemical prices are expected to increase approximately 5 percent in 2011. While significant, the increase is less than those seen over the past few years. Complex pollution issues in the Raccoon and Des Moines rivers, such as routinely elevated levels of fecal bacteria, often complicate the treatment process. Various stretches of the two rivers are on Iowa's impaired waters list because of problems with bacteria, algae and nitrates, among numerous biological impairments. Water Works staff continues to emphasize the need for aggressive improvements in the sprawling watersheds that feed into the rivers.

Also, wetter-than-average summers over the past three to four years have led to decreased demand and relatively flat water sales.

The last rate increase was April 1, 2009. The availability charge, the fixed amount of the water bill intended to cover Water Works fixed costs per customer whether or not any water is used, was increased by \$2.00 per month in April 2010.

Garbage Collection and Other Trash Talk

Effective December 1, Windsor Heights residents will have their garbage/recycling/yard waste collected on Friday only. Recycling will still be collected every other Friday.

Thanksgiving may push back trash, yard waste, recycling collection. For residents who normally have their garbage, yard waste and green Curb It! recycling carts collected on Thursday or Friday, the Thanksgiving holiday will delay collection by one day. Residents who have normal collection on Thursday will be provided with collection service on Friday, November 26. Residents with normal collection on Friday will be serviced on Saturday, November 27. Normal collection will resume the week of November 29, 2010.

4 End of Yard Waste Season: The last collection day for residents in Windsor Heights is Friday, December 3, depending on weather (if snow strikes early, it could end the season).



City of Windsor Heights
the heart of it all

1133 66th Street
Windsor Heights, IA 50324
(515) 279-3662
www.windsorheights.org

Annual Holiday Lighting Contest

The Windsor Heights Foundation is once again sponsoring a holiday lighting contest. The Foundation will divide the city into six zones, and award a \$50.00 prize to the winner in each zone. The Foundation will award an additional \$50.00 for the "Best of the Best." The Foundation will provide the contest winners with recognition signs to place in their yards. The Foundation will also recognize businesses that decorate for the holidays.

Judging will take place between 6:30 and 9:00 p.m. from December 7-14. Residents, who wish to be a part of the contest should make sure their decorations are in place and lighted during these time periods. The Foundation has selected these criteria for judging the displays:

1. Consistent theme (not a mix of secular and religious).

2. Balanced design; not cluttered or overdone.
3. Creativity in design.
4. Originality, including "hand-crafted" elements.
5. Minimum use of "plastic."
6. Display looks good by day as well as by night.

Residents, as a separate effort this year, are also encouraged to decorate their front doors in as creative a way as possible for the holidays. Let one of the two persons named below know if you are planning to do this. The Foundation will name prize winners in each of the six district and will award a \$25.00 prize to the Best of the Best door.

For further information, contact Carroll Bennink at 252-6122 or George Hanusa at 255-6367.

Contact Us! City of Windsor Heights

Emergency Phone Numbers

Fire Department911
Police Department911

Non-Emergency Phone Numbers

Police/Fire286-3632
City Hall279-3662

MayorJerry Sullivan

Council Members:

Charlene Butz
Betty Glover
Dave Jenison
Steve Peterson
Diana Willits

City Admin.Marketa George Oliver

Chief Financial Off.Carrie Brannen

Fire ChiefChristopher Cross

Police ChiefDennis McDaniel

Public Works Director Jason Van Ausdall

Director of Comm. Svcs. Josh Heggen

Police Department:

Police Dispatch286-3632
Police Admin/Records277-4453
Police Investigations277-4455

Fire Department279-3662

Public Works Dept.279-3662

Colby Park Reservations . . .279-3662

Building Inspector279-3662

Animal Control279-3662

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City Council Meetings - 1st and 3rd Mondays of every month, unless posted otherwise.

NOVEMBER & DECEMBER 2010						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1 City Council Meeting 6 PM (City Hall)	2	3	4	5	6
7	8	9 Mayor's Hour 9-10 AM	10	11	12	13
14 Neighborhood Watch Meeting 6:30 PM (3E)	15 City Council Meeting 6 PM (City Hall)	16	17	18	19	20 Community Coffee Club 9 AM (Grounds for Celebration)
21	22	23	24	25 City Offices Closed	26	27
28	29 City Council Meeting 6 PM (City Hall)	30	1	2	3	4 Windsor Wonderland
5	6	7 Mayor's Hour 9-10 AM	8	9	10	11
12	13 City Council Meeting 6 PM (City Hall)	14	15	16	17	18 Community Coffee Club 9 AM (Grounds for Celebration)
19	20	21	22	23	24 City Offices Closed	25

NEWS BRIEFS

Building a Sustainable Community

Windsor Heights wants to be known as the most green community in the Des Moines Metro area. Our first step towards this goal is creating a plan, with the help of our businesses and citizens. If you would like to volunteer on a Going Green Committee, please email Josh Heggen or call at jheggen@windsorheights.org or 279-3662 to fill out a Boards and Commission application. The major goal is to develop a clear and concise plan that citizens and staff can clearly follow to achieve the goals set forth by the committee. The plan will be broken down in three areas, businesses, citizens and the city plan. Each area of focus will have short term, mid-term and long term achievable energy efficient goals and benchmarks.

Meals on Wheels

The Meals on Wheels service is provided using a sliding fee scale to assure that anyone who truly needs a meal gets a meal, regardless of their ability to pay. This program utilizes paid and volunteer drivers to deliver hot, freshly prepared meals to those who are in need. For more information, please call Wesley Retirement Services at 271-6789.

Iowa Mortgage Help

No matter the reason for financial challenges, the Iowa Mortgage Help initiative is here to assist. Whether currently behind on your monthly mortgage payment, or if you may soon experience financial trouble, call for help now. Trained, respectful, nonjudgmental counselors will help identify the course of action that is most appropriate for your individual situation. Around Iowa, thousands of people are struggling to pay the mortgage. These are good, hard-working Iowans who, for any number of reasons, are facing financial difficulties that make it difficult or impossible to repay their home loan. If you are in need of help, please call 1-877-622-4866 or visit www.iowamortgagehelp.com.

Iowa Department of Human Services

The Iowa Department of Human Services has many programs to help those who may be in need. If you are in need of food assistance, please call 1-866-yes-food to speak with the food assistance division. For other assistance programs, such as Medicaid, Health Insurance for Kids, Child Care assistance and other forms of assistance, please call the Department of Human Services Des Moines office at 286-3555 or stop by the office at 1900 Carpenter in Des Moines.

Iowa One Call

Residents undertaking projects involving digging and excavating are reminded to call Iowa One Call. Under Iowa statute if you plan to dig deeper than 12 inches, you are required to make the toll-free call at least 48 hours before digging. The service is FREE to anyone who requests it. Use of Iowa One Call eliminates the risk of service disruption in homeowners' and neighbors' yards. It also greatly reduces risk of severe personal injury, and even death. Before any digging or excavation starts, Iowans need to know they should first call Iowa One Call at 1-800-292-8989 to have their utilities marked. It's not only in their best interest, it's the law.

At Your Service

Residents experiencing slow drains and/or sewer back ups are encouraged to call the Public Works department at 279-3662 or after hours at 286-3333. Public Works will check the main and clean any blockages. Blockages located in the home sewer system are the responsibility of the home owner. Windsor Heights has a scheduled inspection and maintenance program. Be advised, according to case law, municipalities cannot be held responsible for any damage resulting from sewer back-ups if they maintain an inspection and maintenance program.

Neighborhood Association Meeting

The Windsor Heights Neighborhood Association (WHNA) is planning to hold their fall quarterly meeting for the WHNA on November 14, from 6:30-8:00pm in the 3E Conference Room (953 73rd Street). This meeting will be a great opportunity to recap all of the recent events such as the City Wide Ice Cream Socials, Police and Firefighter Appreciation Event and Oktoberfest. The Association will also seek input on any community involvement someone would like the WHNA to participate in during the last few months of the year, so please bring your ideas. Lastly, Jason VanAusdall, Windsor Heights Public Works Director will be presenting information on a variety of topics regarding his department. Refreshments will be provided. Officers hope to see you there. As always, all efforts to bring a neighbor or a new resident are much appreciated. If you need a ride please contact whneighborhoodassociation@gmail.com so arrangements can be made.

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