

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 (318 5th Street, in Valley Junction, WDM) for households having senior or disabled members beginning October 1, 2011. All other households are welcome to apply beginning November 1, 2011, 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 cannot 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 2010 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.

Food Pantry Assistance

The Urbandale-Windsor Heights Food Pantry, located at 7611 Douglas Ave., Suites 34/35 in Urbandale, can help if you are in need. Hours of operation are Monday/Wednesday/Thursday 10:00 am-2:00 pm; Monday 5:30-7:30 pm. The Pantry offers:

- Pre-sorted, nutritionally-balanced, 5-day supply of food based on family size, once every 30 days
- Personal care products such as shampoo/conditioner, soap, deodorant, toothpaste, toothbrush, toilet paper, sanitary napkins, diapers and laundry soap (when available), once every 30 days
- Refrigerated/frozen foods, (when available), once every 30 days
- Two bread items (if available), daily
- Fresh produce (if available), daily

What to Bring:

- A picture I.D. for the head of household
- I.D.'s for each member of the family requiring assistance
- A current piece of mail (a utility or telephone bill) that includes the name and current address of the resident

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.

In need of Assistance?

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 or other assistance programs, such as Medicaid, Health Insurance for Kids, Child Care assistance and other forms of assistance, please call the Department of Humans Service at 1-877-347-5678 or visit www.dhs.state.ia.us for more information.

More information at www.windsorheights.org

City of Windsor Heights

AMERICA'S CROWN COMMUNITY NEWSLETTER

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Residential Knox-Box

The Residential Knox-Box® is a high security key safe designed for single family homes that only local emergency responders can access. With a Residential KNOX-BOX installed, emergency responders can respond quickly, without forcing entry. They simply remove your entrance key stored inside, provide medical assistance and re-lock your door when they leave.



Benefits of installing a Residential KNOX-BOX:

- One-time purchase, no monthly monitoring fee
- Key locked in KNOX-BOX; not hidden for burglar to find
- Key readily available to responders; not relying on neighbor to be home to let responders inside
- Door or windows not damaged by responders trying to access your home
- Security a top priority – KNOX-BOX is UL listed against physical attack

For questions or assistance in purchasing a residential Knox-Box, please contact the Windsor Heights Fire Department at 515.279.4950 or email the Fire Chief at ccross@windsorheights.org or the Fire Marshal at cutsforth@windsorheights.org.

Hazardous Waste Pick-up

Metro Waste Authority (MWA) and the City of Windsor Heights have teamed up to offer residents an opportunity to properly dispose of their household hazardous waste just outside their front door.

Windsor Heights residents will be able to sign up at City Hall to participate in this pilot program, for which residents will pay a user fee of \$25 for a one-time use of either one or two small recycle bins (with lids) to fill with accepted household hazardous waste. Included will be an instruction sheet that contains a list of items that can and cannot be placed in the bins. Once the resident has filled their bin(s), they will contact MWA to make an appointment for pick up. An MWA representative will retrieve scheduled bins on the second Friday of each month. The material collected will be taken back to MWA's Regional Collection Center in Bondurant where it will be sorted, recycled and disposed of properly.

The emptied bins will be returned to City Hall where residents can again check them out by paying the user fee. The program is expected to start November 1.



City of Windsor Heights
the heart of it all

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

N O V E M B E R 2 0 1 1

Save Our Sewers

If your toilet has ever not flushed due to a clog in your sewer pipes from roots or a collapsing line, it is time to fix your sewer line. Effective, September 1, 2011 the S.O.S. (Save Our Sewers) program offers partially forgivable loans to property owners who need to make upgrades and replace their sewer lines. The loans are up to 50 percent forgivable, depending on property owners' income levels. We are excited to be able to offer this to residents, thanks to the partnership and support with Polk County, the Urbandale-Windsor Heights Sanitary Sewer District and the Neighborhood Finance Corporation. However, there is limited amount of funding available to provide the forgivable portion of the loan. In other words, future funding levels for the S.O.S. program are uncertain so this may be available for a limited time only, meaning it is important to act quickly.

Visit www.windsorheights.org for more information. For more details about the financing your repairs, you can call the Neighborhood Finance Corporation at (515) 246-0010. As always, feel free to call City Hall at (515) 279-3662 if you have any additional questions.

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 Kruse
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

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

NOVEMBER & DECEMBER 2011						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
6	7 Citizen of the Year Reception 5 PM City Council Meeting 6 PM (Community Center)	8 Election Day Mayor's Hour 9-10 AM	9	10	11	12
13	14	15	16	17	18	19
20	21 City Council Meeting CANCELLED	22	23	24 City Hall Closed	25 City Hall Closed	26 Community Coffee Club cancelled due to holiday
27	28	29	30 Miss Wonderland Class 6:30 PM (Community & Events Center)	1 Miss Wonderland Pageant 6:30 PM (Community & Events Center)	2	3 Windsor Wonderland (Community & Events Center)
4	5 City Council Meeting 6 PM (City Hall)	6	7	8	9	10
11	12	13 Mayor's Hour 9-10 AM	14 Traffic Safety Public Meeting 6 PM (Community & Events Center)	15	16	17
18	19 City Council Meeting 6 PM (City Hall)	20	21	22	23	24
25	26 City Hall Closed	27	28	29	30 City Hall Closed	31

NEWS BRIEFS

Windsor Wonderland

Windsor Wonderland returns this year on Saturday, December 3 at the Windsor Heights Community & Events Center. As is the tradition, there will be music, pictures with Santa, snow plow painting, decorating the new Spruce tree, and more!

Call for Entries for Miss Wonderland

What do Oprah Winfrey, Diane Sawyer, Halle Berry, and Sharon Stone all have in common? Each of these accomplished women is a former pageant winner!

If you have ever dreamed of entering a pageant and have not known how to get started or if you are a pageant contestant who enjoys the thrill of the spotlight, Miss Wonderland is the pageant for you.

On Thursday, December 1, beginning at 6:30 pm, the Windsor Heights Special Events Committee is hosting a pageant, open to anyone between the ages 3 – 21. Prior experience is not required. In fact, first timers are encouraged and each contestant has an equal chance of winning. From the experience, pageant contestants gain valuable skill sets, such as poise and public speaking. It can help build confidence that will serve you well always.

To enter, there are three age categories:

- Little Miss (3-7)
- Jr. Miss (8-14)
- Miss Wonderland (15-21).

Sponsor fees are \$25, \$50 and \$75 respectively. These fees cover all areas of the competition.

Jr. Miss and Miss Contestants will compete in evening gown, creative theme-wear and on-stage question categories. Contestants will also be judged on a résumé that is filled out prior to the pageant. Little Miss Contestants will give a personal introduction on-stage in a holiday party dress or evening gown and a name will be drawn at the end of the night to determine the winner.

The winners in each category will receive a crown, banner and trophy. Each candidate will receive a rose on stage and a goody bag. The first runners up in the Jr. Miss and Miss categories will receive a trophy.

If you have never been in a pageant before, there is an optional training class presented by one of the pageant sponsors, Kelly's Pageant Coaching. The two-hour class will be held on November 30th and is offered for \$25.00.

All events will take place in the Windsor Heights Community and Events Center, located at 69th and School Street in Colby Park.

A full set of rules and application can be found on the City's website at www.windsorheights.org. For additional information or questions, call 645-6821.

Enjoying Fall

Fall is your last hurrah to enjoy the weather and the fall leaves – until you have to rake them up. Collection for yard and garden waste ends the last week of November (Nov. 28 to Dec. 2) on your garbage collection day. Make sure your lawn and garden is ready for winter by raking up leaves and clearing out any rotten vegetables. Residents have two options with Metro Waste Authority's Compost It! program:

Bag & Sticker Program – Residents can bag leaves and grass and bundle brush, using Metro Waste Authority Compost It! bags and stickers. Bags are available in bundles of five for \$7.75 and stickers cost \$1.15. You can purchase them at local hardware, grocery or home improvement stores. The stickers are used for brush bundles as well as if residents choose to purchase store-brand bags vs. the Compost It! bags, which covers the cost of collection.

Cart Program – Residents have the convenience of a 96-gallon wheeled cart for weekly collection of yard waste. Every spring, residents must purchase a renewal sticker to attach to the cart, confirming service for that yard & garden waste collection season.

Learn more about our solid waste, recycling and yard waste curbside collection by visiting www.MWAtoday.com/communities or calling (515) 244-0021.

Road Projects

Windsor Heights currently has several road improvement projects underway or under contract.

Washington Avenue and 70th Street is currently closed and will open in late November. The concrete is being completely torn up and replaced with new stormwater intakes being installed. In addition, before the end of the year, the road construction project near Hickman Road and 63rd Street should be complete, with new traffic lights and turning lanes. Finally, starting sometime next spring and finishing before June, Franklin Avenue from 63rd Street to 64th Street will be closed as the concrete will be replaced with a new concrete road and additional stormwater intakes.

If you have any questions regarding these projects, please call Jason VanAusdall at 279-3662 or email jvan@windsorheights.org