



COMMUNITY NEWS February 2023

Important Numbers

City Hall 515-279-3662
Public Safety 515-277-4453
Emergencies 911

What's Inside

- City Library Services Explained
- How to Have Your Fire Plan Reviewed
- Stormwater Best Practices Program
- Save Our Sewers Program
- Metro Home Improvement Program
- Pet License Renewal
- Job Opportunities
- City Council Meeting Recap

Calendar of Events

February 20

- 6 PM City Council Meeting

March 6

- 6 PM City Council Meeting

March 20

- 6 PM City Council Meeting

All City Council Meetings and Public Hearings are held in the City Council Chambers at 1133 66th Street.

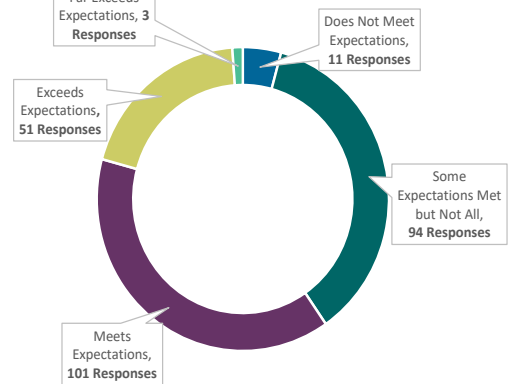
City Services Drives Resident Satisfaction

As we continue to review the 2022 Visioning survey results, we can't help but be proud that we scored an 80% CSAT score! CSAT stands for "customer satisfaction". This score is a customer service metric that reflects customer sentiment, experience, and contentment.

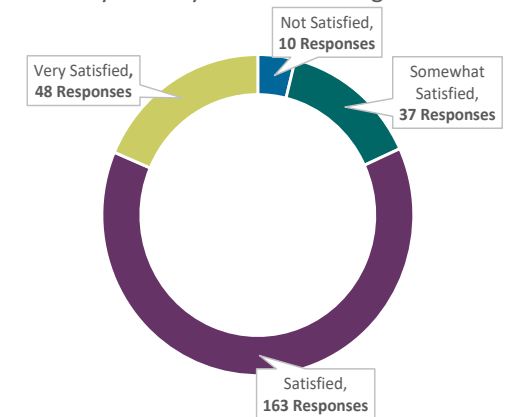
We learned we are meeting your expectations with 75% of survey responses stating we meet some or all expectations. Only 4% of responses felt we do not meet expectations at all.

City services are also overwhelmingly well received with over 81% of responses stated they are satisfied or very satisfied with services. We are thrilled with these results and want to highlight some of the great services you love (or may not know about) that are offered by the City in this month's newsletter.

How Well is Windsor Heights Doing Meeting Your Expectations?



How Satisfied Are You With Services Provided by the City of Windsor Heights?



Heading Out of Town? Let Us Keep a Watch on Your House!

Let our police officers make your house a part of their daily patrol while you're out of town. Just let us know when you'll be leaving and returning, as well as who should have access to your home.

Go to www.windsorheights.org then to Police-Programs & Forms under the Departments menu to fill out the form.

WH WINDSOR HEIGHTS
the heart of it all
1145 66th St, Suite 1
Windsor Heights, IA 50324

Having Fun Isn't Hard, When You've Got A Library Card!

All Windsor Heights residents have the opportunity to be full-access patrons of the Des Moines Public Library. Here are just some of the great benefits you can enjoy:

- Access to the catalog and the 500,000+ books, CDs, DVDs, and audiobooks offered for checkout. A dedicated team of librarians works daily to make purchases specifically for DMPL patrons based on wait times, requests, and industry trends.
- Free access to tens of thousands of downloadable eBooks and eAudiobooks on multiple platforms and apps, selected specifically by the team of collection librarians.
- Free access to Kanopy, the streaming video service with thousands of classic and modern films for adults and children.
- Dozens of digital resources, educational tools, digital programming, community resources, and much more at dmpl.org.



It's Time to Review Your Fire Plan

Members of the Windsor Heights Fire Department conduct fire prevention inspections of local businesses. These inspections help the department, as well as the businesses, identify both positive areas and those of concern. The ultimate goal of these inspections is provide for the health and safety of the business employees and patrons. Business inspections are completed on an annual basis which provide the fire department with the chance to observe the business in a positive state versus an emergent situation.

The Windsor Heights Fire Department offers special inspections for your business as well. These special inspections allow you to identify and address items that could be noted on your annual inspection or that would make your business safer. To set up a fire prevention inspection contact the on-duty fire crew at 515-279-9450.

In addition to these inspections, the Fire Department utilizes Lund Fire Protection to supplement our internal plan review process. Check with Lund Fire Protection for required documents and paperwork, as well as requirements for delivery of plans, by calling 515-981-0912 or emailing info@lundfp.com.



Looking for a spot to host a graduation party or wedding? The Windsor Heights Community Center at Colby Park is available to rent all year round and there is a 25% resident discount. The pavilion and baseball field is also available to rent as well.

Head to www.windsorheights.org and select Community Center Rental for full details or call Travis Cooke at 515-645-6810.



The City of Windsor Heights may help you pay for part of your yard project if it helps improve surface water quality or reduce surface runoff.

The City of Windsor Heights is dedicated to smart stormwater management. The City aims to increase both water quality and water quantity through the implementation of stormwater best management practices (BMP's). Stormwater is water from rain, snowmelt, and surface drainage that runs off impervious surfaces such as paved surfaces, roofs, and compacted lawns.



Stormwater Best Management Program

- * 75% Reimbursed
- Rain Gardens
- Rain Barrels
- Soil Quality Restoration
- Native Planting

We Want to Help You Improve Your Home!

Full details and how to apply to these programs is at www.windsorheights.org. Look for Home Improvement Benefits under the Residents menu or call City Hall at 515-279-3662!



Windsor Heights has an aging sanitary sewer infrastructure. Because sewer lines are old, they can crack and allow groundwater to infiltrate into them. We all have to work together to bring the infrastructure up to date if we are to prevent more basements from flooding and preserve our clean drinking water. That is why we implemented the public-private program we refer to as, S.O.S., or "Save Our Sewers".

The S.O.S. program offers partially forgivable loans to property owners who need to make upgrades. 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.

The Metro Home Improvement Program is a collaborative effort of eight metro cities with the purpose to preserve affordable housing in these communities. The participating cities are Ankeny, Altoona, Bondurant, Grimes, Polk City, Urbandale, West Des Moines and Windsor Heights. The program has a Management Committee, consisting of one representative from each city, which oversees the policy decisions of the program.



Assistance is for housing repairs and correcting code violations. The awards are in the form of a five-year forgivable loan to eligible households with income less than 80% of the area median income. The Metro Home Improvement Program is administered by the City of West Des Moines. The program is funded through the participating cities and the Polk County Housing Trust Fund.

How's Our Newsletter?

Share your comments and suggestions or ask a question! Email Deputy City Clerk Adam Strait at astrait@windsorheights.org or call 515-279-3662



Pet License

Register Between
January 1 - March 31

Spayed/Neutered - \$20

Unfixed - \$30

Fee Doubles After March 31



The time to register your pets for 2023 is here! All pet owners must register their animals between January 1 through March 31. A copy of your pet's current rabies certificate is required for a new or renewal license.

The fee for neutered animals is \$20.

The fee for non-neutered animals is \$30.

Pet Unlicensed Delinquency Fee -
Double original license fee (after March 31)

The 2023 Pet License Application is available on Windsor Heights website at www.windsorheights.org/354/Animal-Services, click online Pet License Form (Sign in Required). In person registration is also available at Windsor Heights Public Safety Building located at 1133 66th Street. If you have any questions, please call the Police Department at 515-277-4453.

NOW HIRING

FIRE
CHIEF



POLICE
CHIEF



1/18/23 City Council Meeting Recap

- Held a Public Hearing for Ordinance No. 23-01 - An Ordinance Amending Chapter 122.01 of the Code of Ordinances for the City of Windsor Heights Related to the Definition of Panhandling
- Approved the First Reading of Ordinance No. 23-01
- Waived the Second and Third Readings and Adopted Ordinance No. 23-01
- Held a Public Hearing for Ordinance No. 23-02 - An Ordinance Amending Chapter 55.02 of the Code of Ordinances for the City of Windsor Heights Related to Types and Numbers of Animals Permitted
- Approved the First Reading of Ordinance No. 23-02 and amended the number of domestic poultry and fowl; that is, poultry and fowl ordinarily raised for production of eggs or meat, not to exceed 10 instead of 6
- Approved Resolution No. 2023-9 - A Resolution Authorizing the City of Windsor Heights, Iowa to Submit an Application for Funding from the Federal Surface Transportation Block Grant Program (STBG) to the Des Moines Area Metropolitan Planning Organization (MPO) for the Partial Funding of the Construction of 73rd Street Phase 1 and Further Approving the Application which Obligates the City of Windsor Heights to Matching Funds for the Construction of Said Project
- Approved Audio-Visual Equipment Replacement - Community Events Center
- Approved Police Union Contract
- Discussed Council Goals and Objectives