



City of
BUNKER HILL VILLAGE
NEWSLETTER

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Dear Residents –

I never thought the Houston area could get this cold. I have relatives who actually choose to live in places where temperatures hover near zero during the winter months, and I constantly tell them to come live here. After this event, the jokes were all directed to me, and rightfully so.

We have learned from this event and are creating a Winter Storm Playbook for the City that will sit next to the Flood Playbook, the Virus Playbook and the Hurricane Playbook. As a community, we will cherish the unexpected family time (sometimes with candles to pierce the darkness) and the many acts of kindness and selflessness shown by the City Staff, neighbors, and first responders.

Now that the Winter Storm is in the rearview mirror, I hope this newsletter finds all of you safe and sound with needed repairs completed or nearing completion following the Winter Storm.

During the Winter Storm, the City received over 150 resident calls to turn off water at the meter to address leaks and repairs. Our preliminary numbers indicate most repairs were minor in nature and we have allowed those with no permitting; however, we did hear that some of you are handling major repairs. Please work with our Building Official to make sure the repairs are properly performed for your welfare and safety.

I plan to keep my focus on Public Safety during my second term as Mayor, especially as I watched our Police, Fire and Public Works Departments in action during the Winter Storm and other major events over the last two years. I ask that you please stay informed about the activities within our City by attending public meetings, such as our monthly City Council Meetings, which are typically held on the third Tuesday of each month at 5:30 p.m. as posted on street signs around town.

You can confirm meeting dates, times and locations on our new, refreshed website. We also send out reminders on the v-linc system as we get closer to the events.

Again, thank you for allowing me to serve,
Robert Lord, Mayor

Dear Residents:

Thank you for all of your understanding these past few weeks with the storm and for the kind comments to our staff. It was very much appreciated! Please see the back of this newsletter on recovery efforts as well as a few items to better be prepared.

The first quarter of the year is a prime time for our annual check list especially after just having an emergency situation:

- [Sign up for v-linc](#) to stay engaged with all Police and City news. V-linc serves as our main opportunity to get information to you on a timely basis. *Thank you to Chief Schultz for all of the updates during the winter storm.*
- Register or update your alarm information to ensure the Police Department has the best contact information and understands any special needs that you may have. We often forget that we update phone numbers or email addresses during the year. [The alarm process is handled by MVPD online through our v-linc system so all can be updated in one place!](#)
- [Sign up for auto pay by credit card or bank draft.](#) You can use your credit card, gain points and won't miss deadlines.

All information is available on our upgraded and updated website which we recently launched. See the back side of this newsletter for a few highlights. Over the pandemic, we worked hard to understand your needs and make City Hall virtual 24/7 having items available and hopefully, easier to find and use.

Some of you with email notification may have also received your utility bill via email this month. This is a new feature we are working to perfect. If you are already on "auto-pay," consider this an FYI. We hope it was helpful to others in accessing their accounts and making their payment online.

I certainly appreciate your support and understanding with our office hours in limiting the virus exposure for you and our staff.

Please stay safe and well!

Thank you, ***Karen Glynn, City Administrator***



City Council Election Information

The City will not be holding
an Election on Saturday, May 1, 2021

There are three unopposed positions for City Council:

Mayor – Robert Lord

Councilmember Position 4 - Keith Brown

Councilmember Position 5 - Laurie Rosenbaum

Thank you for serving another two-year term!



Website Refresh

Modifications/Tweaks to Note

The **Red Alert Button** has been added on the top left to focus on information for urgent or emergency situations.

We have also focused on **Resident Services** in response to your calls, “hits” on the old site, and suggestions to rename items and streamline the process to make it easier for you to access and find your needs.

Forms have been consolidated into one area. To report a problem, request a tree permit, a utility account change or any inquiry, go to [Citizen Requests to submit your need or see the “quick links” for something specific.](#)

We are committed to continuous improvement, so we welcome your comments!

Winter Storm Recovery Efforts

Water/Utility Bills

The City reviewed water bills prior to sending. We turned water off for over 150 residents who were experiencing water leaks. The City will consider adjustments to water bills affected by usage from winter storm damages. To request an adjustment, you must be on the City’s list of turn offs or provide documentation of a leaking or broken pipe. The adjustment will only be made to water charges.

The City returned the water system to full pressure on Thursday, February 25. If you are still experiencing low water pressure, please check your main house valve and/or individual faucet aerators for blockages. You can search “aerator faucet cleaning” on YouTube for a how-to video.

Trash and Recycling

Trash and Recycling should be back to normal following a week of “catch up” and extra collections. Contractors should remove all construction debris and not place for normal residential pick up. Texas Pride has provided individual pricing for extra services for residents if your contractor is unable to handle this request.

Permits & Inspections

The City allowed licensed plumbers to access the city’s meter boxes and turn services on and off during this time of emergency conditions. We did not require permits for minor plumbing repairs. However, if you have major damage involving plumbing, electrical and/or your structure, we do require [a permit that can be processed online](#). This will ensure the City’s inspection process is performed on your behalf for the protection of your health, welfare and property.

Prep for Future Storms

Visit the website and review articles under Latest News:

- [Water Meter Basics](#)
- [Center Point Energy – Emergency Contact Information](#)

