

New Phone Number For Reporting Missed Collections, Garbage & Recycling Issues

To better serve our community, Republic Services has established a new local dedicated customer service phone number for North Richland Hills garbage and recycling customers. As of Feb. 1, 2022, residents and businesses should call Republic Services at **817-317-2085** to report missed pickups, ask questions or make a complaint about garbage and recycling services. Representatives will answer Monday-Friday from 7:30 a.m. to 5:30 p.m.

Previously, Republic routed calls to a regional call center that served numerous municipalities and their call takers were not always familiar with our NRH garbage and recycling schedules and routes, or the level of service provided to our community. Republic's new phone number for North Richland Hills customers will be staffed by local representatives dedicated to serving NRH.

Customers who prefer to submit missed collections and other garbage and recycling concerns online, rather than calling, may continue to do so via the "Report a Concern" button on the city's website, www.nrhtx.com. City staff will forward your concerns to the local Republic Services team.

NRH Households Can Now Access Landfill More Frequently for Free

Effective Feb. 1, 2022 Republic Services has increased the number of free trips NRH households can make to the landfill from 2 per year to one per month. The landfill is located at 800 Mosier Valley Road in Euless. Hours of operation are from 7 a.m. to 4:30 p.m., Monday through Saturday.

A voucher must be presented to the landfill attendant along with your driver's license. Vouchers may be obtained online at www.nrhtx.com/landfill or at the Water Department at City Hall, 4301 City Point Drive. You will need the Account Number from your NRH Water Bill to complete the online form.

The free landfill visits are for household use only, not contractors or businesses. Loads are restricted to a standard pickup truck bed with no side boards, or a standard trailer of 8 feet in length or less. There are some restrictions on what is accepted and state mandated fees for some items, such as tires. Please visit www.nrhtx.com/landfill to view the landfill rules and rates and to submit your voucher request.

Citizens Give High Marks to NRH City Services

Residents continue to give very high marks to North Richland Hills' quality of life and most city services. Results of the citizen survey conducted in October found:

- 94% rate the quality of life in North Richland Hills as excellent or good; 92% would recommend NRH to a friend or family member as a good place to live.
- 9 out of 10 residents rate these city services as excellent or good - fire, ambulance, police, garbage collection, recycling collection, water, library, parks and trails, recreation programs and special events.
- 64% rate maintenance of major streets as excellent or good; 50% rate maintenance of

residential streets as excellent or good. Iron Horse Boulevard, Glenview Drive and Bedford-Euless Road are the streets most in need of improvement. These streets are already planned for reconstruction in the coming year as part of the 2020 Street Bond Program.

- 84% of residents get enough information about city programs and services.

The survey has a margin of error of 2.5%. You can find more survey results and information at www.nrhtx.com/survey. While the citizen survey is conducted once every other year, citizen input is welcome and appreciated any time. You can contact us at 817-427-6000 or via the city's website at www.nrhtx.com.

Stay Notified

It is easier than ever before to stay notified about your city government! Visit our website at www.nrhtx.com and click on the "Stay Notified" button to sign up for e-newsletters and other electronic notifications from the city. You can choose to receive emergency notices, public meeting notices, job postings, calendar notifications and more. You will only receive information you request and you can unsubscribe at any time.

We also invite you to follow us on social media. Find us at [Facebook.com/NRHCityHall](https://www.facebook.com/NRHCityHall) and [Twitter.com/CityofNRH](https://twitter.com/CityofNRH).

Monthly Good Neighbor Tip: Keep Yards/Drives Free of Junk

The City of North Richland Hills strives to be a community where all residents can enjoy the highest quality of life within safe and attractive neighborhoods. The city prohibits old furniture, appliances, car parts, tires, tree limbs, scrap metal, building materials and other discarded items from being stored in your yard or driveway. It is not only unattractive, it can become a breeding ground for insects and rodents and a safety hazard. Please be a good neighbor and keep your yard and driveway free of junk.

Many unwanted bulky items can be placed curbside for pickup with your normal trash collection. For more details, visit www.nrhtx.com/garbage and click on "Acceptable Garbage". Also, each NRH household can now make one free trip to the landfill per month. A voucher must be presented to the landfill attendant along with your driver's license. The voucher can be obtained online at www.nrhtx.com/landfill or at the Water Department located at 4301 City Point Drive.

For more information about the city's codes pertaining to outdoor storage, go online to www.nrhtx.com/codecompliance or contact Code Compliance at 817-427-6663.

New Business Spotlight

DNA Plumbing Services

3807 Parchman St. Unit D, 682-499-0080
www.dnaplumbingservices.com

Dutch Bros Coffee

8605 Davis Blvd., 541-955-4700
www.dutchbros.com

*Support local businesses.
Shop NRH first!*

Upcoming Events

Toddler Time at NRH Library

After a long hiatus, we're happy to announce that Toddler Time, a 30-minute interactive storytime for children 18-36 months old, has returned to the NRH Library. Toddler Time features stories, fingerplays, action rhymes, and songs to introduce toddlers to sounds, letter recognition, and new words to help them grow into pre-readers.

Join Amanda on Monday mornings from 11:30 a.m. - 12:00 p.m. and Peggy on Thursday mornings from 10:30 - 11:00 a.m. in the library's Community Room weekly. To learn more about the NRH Library's different storytimes, visit library.nrhtx.com/storytime or call 817-427-6818.

The MakerSpot Classes

Learn the basics for 3D-printing, long-arm quilting, crocheting, scroll saw, drill press and more in The MakerSpot at the NRH Library. The Maker Spot is a community makerspace on the second floor of the North Richland Hills Library where Library cardholders can create, explore, collaborate, and innovate. A variety of free classes are scheduled each month. You can view the schedule and register online at www.themakerspot.eventbrite.com.

Virtual Vegetable Gardening Seminar

Join Keep NRH Beautiful on **Thursday, March 24** at 6 p.m. for a free virtual Vegetable Gardening Seminar. Just in time for spring, learn about the best vegetable varieties for North Texas, when to plant, how to prepare your site and how to care for your plants.

Also, save the date for Keep NRH Beautiful's free DIY Rain Barrel Class planned for **Saturday, April 30**.

More information and registration links will be posted prior to each event on the city's website calendar at www.nrhtx.com/calendar and the Keep NRH Beautiful Facebook page at www.facebook.com/KeepNRHBeautiful.

NRH Community Garden

Did you know that NRH has a community garden? Common Ground NRH Community Garden is located at 5301 Davis Boulevard and provides a great opportunity for individuals, families, and groups to get involved and learn about gardening. If you are interested in learning more, visit their website at www.nrhcommunitygarden.com.