

# West Bellfort Property Owners Association

www.westbellfortpoa.com

## Monthly Newsletter

March 2017

### SAVE THE DATE!

Pool Tags will be available in May – see page 3 for more details. Please ensure your POA dues have been paid or you cannot pick up tags!

It's Rodeo time!  
Learn how to "brand your cattle"  
21<sup>st</sup> century style – see page 4  
and the supplements attached for  
more details!  
(Rodeo concert line up is also  
attached)

### WBPOA BOARD MEMBERS:

Barbara Hite, President  
Jeannette Calhoun, Vice President  
Phil Abrams, Secretary  
Marc Warren, Treasurer  
Mari Angelo, Board Member  
Asher Belles, Board Member  
Joy Cunningham, Board Member  
Dyaz Godfrey, Board Member  
Glenn Gundy, Board Member  
Neal Harris, Board Member  
Zally Lazarus, Board Member  
Jonah Nathan, Board Member  
Marcy Williams, Board Member

### 2017 POA DUES

**PLEASE NOTE: If you have not paid them yet, then....YOUR POA HOMEOWNER DUES ARE NOW PAST DUE!! If for any reason you believe you did not receive or cannot find your 2017 dues invoice, please contact Sterling Management IMMEDIATELY. You can speak with whomever answers. ALTERNATIVELY, PLEASE REACH OUT TO A BOARD MEMBER.**

For the POA to best serve the community and properly maintain our amenities, we need to receive payment of your POA dues promptly. Please be aware that non-payment of dues severely impacts our community, as we cannot maintain the common areas, clubhouses, parks, pool and tennis court without your dues. **Non-payment of dues will also restrict your use of community amenities** as it is not right to allow usage if you are not paying for the upkeep. As such, please ensure you pay your POA dues as soon as you receive your invoice. If for any reason you do not receive your notice, contact Sterling ASI as soon as possible at (832) 678-4500. Anyone at Sterling will be more than happy to assist you. See box on the bottom of this page for more helpful details.

### WBPOA MANAGEMENT COMPANY

Ry Reid, PCAM, AMS, CMCA  
Sterling Association Services  
11201 Lake Woodbridge Drive  
Sugar Land, TX 77498  
Phone 832-678-5384  
or 832-678-5390  
Fax: 281-598-4487  
Email: ry@sterlingasi.com

For your vacation planning needs, please be sure to register for a deputy vacation watch by visiting the Precinct 7 website and select "Vacation Watch" – or visit  
<https://constable7.harriscountytexas.gov/Pages/VacationWatchRequest.aspx>

### Ludington Clubhouse Rental

Joy Cunningham 713 / 417-8154  
Joycunningham@sbcglobal.net

### Braesridge Clubhouse Rental

Jeannette Calhoun 713 / 203-2407  
jcalhoun@insurepointe.com

### POA DUES – ADDITIONAL INFORMATION

Payment coupons are included with the invoice for your POA dues to be paid in advance. **Those coupons are not an agreement to enter into a payment plan, but there is a payment plan option.** However, you **MUST** notify the management company that you are selecting this option before January 2017 by sending in your first payment by the date specified on the coupon. **If for any reason you cannot make payments by end of January 2017 please contact Sterling or your POA Board AS SOON AS POSSIBLE, as it is imperative that the HOA receives payments so as to stay in line with the 2017 Budget.** Should you lose the payment coupon, you are welcome to mail your payment to the following:

West Bellfort POA  
c/o Sterling ASI  
PO Box 38118  
Houston, Texas 77238-8118

Please specify the property address you are making payment for in the memo line of the check; alternatively, you are welcome to include a separate piece of paper with the address and any other particulars to ensure your payment is properly applied.

WBPOA is patrolled by :  
Harris County Constable Precinct 7  
Constable May Walker  
Precinct 7 Dispatch 713 / 643-6602

### Deputies assigned to WBPOA:

Sgt. J. Meeks  
Deputy Antone  
Deputy Nowlin  
Deputy Pitts

Please contact your alarm company and have the Constable's precinct listed as the first police authority contact.





## Volunteers Needed to Serve as Block Captains



Block Captains are residents who volunteer their time and efforts to The community to serve as “point persons” between the residents, the POA Board, its committees and The property management team. Some of the responsibilities of a Block Captain could include the following:

- Get to know your neighbors, at least by sight, so you will know when someone is around who doesn't belong
- Encourage your block neighbors to keep an eye out for each other (for safety, emergencies, welfare checks, etc.)
- Encourage National Night Out meetings for your block
- Welcome new neighbors on your block and ensure they know about amenities, POA regulations, etc.
- Help keep neighbors informed of emergency situations such as hurricanes, etc.
- Assist the POA Board by notifying them of issues on the block (any suspicious activities, code violations, etc.). You will NOT be asked to handle these issues directly
- Make sure all neighbors receive the neighborhood newsletter or other informational flyers
- Assist the POA Board by obtaining signatures on proxies, if ever required
- Attend POA Board meetings (your option) to help keep your neighbors informed

You will not be asked to do anything that puts yourself in harm's way. The time involved is minimal. By serving as the “eyes and ears” of The community, you will play a big part in keeping it safe, friendly and beautiful. You can even “co-share” and team up with a neighbor. If you have an interest in serving as a Block Captain, please contact any of the Board members or Ry Reid, or attend the upcoming WBPOA Board Meeting on Tuesday, March 28, 2017, at 6:30pm, Braesridge Clubhouse.

### *POA Rules Regarding Garbage / Recycling / Yard Waste / Junk & Tree Waste*

PLEASE SEE THE CITY OF HOUSTON' S ARTICLE “TRASH FACTS” ATTACHED TO THE BACK OF THIS NEWSLETTER

**Garbage Bins:** Weekly pick up. To be placed at the curb the night before scheduled pick up date (ie, Wednesday before a Thursday pickup)

**Recycle Bins:** Bi-weekly pick up. To be placed at the curb the night before pick up date (See Schedule A attached)

**Yard Waste (grass and flower bed clippings, etc.):** Weekly pick up with regular household trash, but must be in City approved clear plastic compostable bags with a city seal on the bag (found at hardware stores and most grocery stores)

**Junk Waste & Tree Waste (tree trimmings, large limbs, etc.):** Alternate Monthly pick up. Can be placed at the curb up to 4 days prior to scheduled pick up date. Pick up dates for Junk Waste and Tree Waste alternate months (Junk Waste – even months / Tree Waste – odd months).

If for any reason a household has too much trash to fit inside the black garbage bin, residents can purchase city stickers to place on the outside of large plastic garbage bags. The stickers can be purchased from Fiesta or Seller's Brothers customer service windows. The stickers **MUST** be visible street side, or the bags will not be picked up.

Residents with physical limitations can contact 311 and complete a Solid Waste Pickup Request Form (for either regular trash or recycles, or both) to qualify for special pick up services. If qualified, city services will then pick up from the residents' specified locations and return them to the same location when emptied. The location **MUST** be out of sight from the street, but accessible to the city services (ie, behind unlocked fence gate).

All bins, yard waste, junk waste and / or tree waste **MUST** be removed from sight by the end of the scheduled pick up date. **ALL BINS MUST BE KEPT OUT OF SIGHT AT ALL TIMES OUTSIDE OF TRASH PICK UP DAYS – NO EXCEPTIONS.**



**March 7 – 26, 2017**  
**NRG Stadium and Park**

# The Community

## Community School

**Editor's Note:** One morning this week on the way to work, I saw an older sister help her younger one with her scooter while they were on their way to the Sephardic Gan/Torat EMET School on the corner of Braesridge and West Belfort. The older sister had been carrying it until the younger one decided she wanted to ride it again. That simple act of sisterly love warmed my heart and is just one of the many sweet moments I get to see every morning as I watch families on their way to the school. We are blessed to have this school in our community, so please pay attention and SLOW DOWN in the neighborhood in general, but most specifically during school hours around the school!

### Community Clubhouses

With the recent updates to the Ludington Clubhouse, we now have two beautiful places available to host your events at our two clubhouses! Be sure to get with Joy Cunningham for the newly renovated Ludington Clubhouse or Jeanette Calhoun for the Braesridge Clubhouse. Their contact details are on the front of the newsletter.

### Community Parks

Those of you who may be new to Houston (and Texas in general) may be thinking this winter is pretty typical for us. But it is not. It has been a heck of a lot warmer than usual. However, this does mean plenty of opportunity to enjoy our two community parks with your families!

And you can enjoy the weather even more with a great game on our community tennis court!!

### Ludington Pool

The pool is set to open on Memorial Day Weekend in May 2017. Pool tags will be available for pick up the second and third weekends in May: May 13, 14, 20 and 21. A pool tag notice and full pool schedule will be mailed to residents in early May. But in the meantime, **please ensure your POA fees are paid in full before May, or you will not be able to pick up your tags.**

### POA Rules Regarding Home Improvements

Reminder that before doing any landscaping or home improvement project involving the exterior of your home (including the front AND back yards), such as painting, the construction of patio covers, pools, etc., you MUST obtain approval first from the Architectural Control / Review Committee by completing the Architectural Control Application. The application can be found on the WBPOA website, and a copy is attached to this newsletter. Failure to receive approval for the improvement and / or change may result in you having to remove, alter or change the improvement in order to comply with the rules and regulations of the POA. . **PLEASE NOTE: This also includes obtaining approval for any dumpsters that may be required during improvements / renovations, no matter the size or location. Failure to obtain prior approval may result in the requirement to remove the dumpster from the site.**

### See Something, Say Something!

**YOUR EYES ARE ONE OF THE BEST CRIME PREVENTION TOOLS OUT THERE!!** The security reminder above is a good indication how alert neighbors can notify each other of potential danger. So please keep alert at ALL times, enter the Precinct 7 Constable's Dispatch number in your phones and be sure to have the Constable Dispatch the first law enforcement contact for your home alarms. As always, if you see something suspicious, be sure to report it immediately – you do not have to endanger yourself as our patrol officers are quick to respond and will address issues ASAP. If you plan a trip to visit family, please get registered with Precinct 7 for a vacation watch – our patrol officers will help keep an eye on

# News You Can Use!

## Welcome Deputy Pitts!

Deputy Simon, one of our constable deputies who patrolled the neighborhood, recently transferred to another division within Precinct 7. Taking his place on WBPOA's patrol team is Deputy Pitts, a native Houstonian who has been working our patrol now for a little over a month. Deputy Pitts is very happy to be part of the team keeping our neighborhood safe, and is eager to get to know all of us! He has already been out and about shaking hands and getting to know our neighbors, so be sure to say hello as he makes his patrol rounds! Let's just keep it slow in the neighborhood and stop at all the stop signs so that you do not have to meet Deputy Pitts while signing a traffic citation!!

## Free Tax Assistance!

April 15<sup>th</sup> is coming up fast!! Neighborhood Tax Centers offers free, quality tax preparation services at 15 convenient locations throughout the Greater Houston Area during the tax season. Neighborhood Tax Centers, United Way of Greater Houston and Houston Community College have partnered to offer this free service. There more than a dozen Neighborhood Tax Centers offering free help for tax payers who earn less than \$30,000 (singles) to \$50,000 (families). The centers offer free tax preparation, free e-filing and free direct deposits. See the supplement at the back of the newsletter for more details!

## Branding Your Cattle – 21<sup>st</sup> Century Style!

West Texas rancher Hallie Stillwell once stated: "Trust your neighbors, but brand your cattle." This homey saying basically means it is important to be kind and have trust, but at the same time it is also important to protect your valuable assets – especially in today's times. As we become more technologically advanced, so do criminals. You must remain diligent at all times to keep your identity safe and to avoid being a victim of fraud. Remember, if it sounds "too good to be true", it most likely is. It is also important to ensure your passwords are not easy to guess. **Please read the supplements attached to the newsletter for some very important tips on how to stay safe in an increasingly "techno" world!**

## And speaking of staying safe.... Security Reminder!

The Newsletter Editor had an incident recently where she was notified by an alert neighbor that someone entered into her backyard through her unlocked gate. She had forgotten to re-lock the gate after doing yardwork that weekend. Thankfully, nothing happened and everything was fine (was Center Point gaining access to the electrical easement), but this does serve as a reminder that it is very important to ensure your gate is locked at all times. It is very easy for someone to enter into your backyard, then possibly gain entry into your home or do damage to your A/C unit by stealing copper, etc., all the time sight unseen by other neighbors. So please be sure to check your gates, because even the most diligent of homeowners can be forgetful!

## Time to SPRING FORWARD!!!

**Don't forget to mark your calendars to SPRING FORWARD and move your clocks FORWARD by one hour at 2:00am on Sunday morning, March 12, 2017!! Or of course you can do it before you go to bed on Saturday night. And while you are at it, you might want to do some "Spring Safety Cleaning" at the same time – check out the Spring Cleaning for Safety Tips on the next page!**



# 2017 MARCH



SUN	MON	TUE	WED	THU	FRI	SAT
Want to be an active member of your community? Come to a Board meeting, contact one of your POA Board Members or Ry Reid to find how you can serve on one of the Board committees or serve as a Block Captain!			1 Ash Wednesday	2 Recycle Pick Up	3	4
5	6	7	8	9	10 Tree Waste North Side*	11 Purim 
12 Purim  Daylight Savings Time Begins	13	14	15	16 Tree Waste – South Side* Recycle Pick Up	17 Saint Patrick's Day 	18
19	20	21	22	23	24	25
26	27	28 POA Board Meeting 6:30pm Braesridge Clubhouse	29	30 Recycle Pick Up	31	

**Junk Waste**  
**EVEN months**  
 February  
 April  
 June  
 August  
 October  
 December

\* WBPOA – Northfield III and IV (North Side of West Bellfort): Junk Waste 2<sup>nd</sup> Friday of even months / Tree Waste 2<sup>nd</sup> Friday of odd months  
 \* WBPOA – Northfield V (South Side of West Bellfort): Junk Waste 3<sup>rd</sup> Thursday of even months / Tree Waste 3<sup>rd</sup> Thursday of odd months

**Tree Waste**  
**ODD months**  
 January  
 March  
 May  
 July  
 September  
 November

## SPRING CLEANING TIPS FOR SAFETY!

- Build or refill your disaster preparedness kit. In the event of an emergency, you'll want to have food and water to last 72 hours, as well as a flashlight, radio, first aid kit, extra cash, batteries, etc.
- Check and change batteries in smoke and Co2 detectors. This should be done every six months.
- Change your vacuum bag. If you have a central "in wall" vacuum system, remember to change out the filter bag.
- Clean kitchen appliances and vacuum refrigerator coils. When the coils get dirty, your fridge uses more electricity, so do this every six months.
- Clean dryer vents, inside and out! This includes not only the vent that goes from the dryer to wall, but it is important to check the vent from the wall to the exterior. Inexpensive vent cleaners can be purchased at building supply stores, and there are small "wand" style cleaners you can use for the dryer itself.
- Clean your range hood fan filter. The filter collects grease, so it can become blocked and lose its effectiveness if this isn't done every couple of months.
- Clean the fireplace. And ensure the flue door is closed in order to keep the A/C from leaking out your chimney during the summer.
- Inspect fire extinguisher. For most homeowners, ABC extinguishers are the best choice as this type works on all three fire classes: Class A — ordinary combustibles, such as wood, cloth, or trash; Class B — flammable liquids, including cooking oil, gases such as propane, and some plastics; Class C — fires that are heated by electrical energy. Check the gauge to ensure it shows adequate pressure ... and make sure it

# FREE Quality Tax Preparation

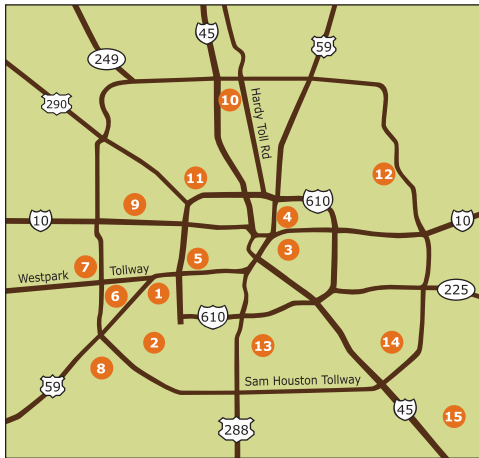
## by Neighborhood Tax Centers

- **FREE** tax preparation
- **FREE** e-filing for FAST refund
- **FREE** direct deposit
- **FREE** ITINs

**OPEN JANUARY THROUGH APRIL**

### Who is eligible?

- Families earning up to \$50,000
- Single individuals earning up to \$30,000



#### SOUTHWEST

- 1 Baker-Ripley Neighborhood Center**  
6500 Rookin, 77074  
Open All Year. Call 2-1-1.  
Jan, Feb, Apr: M-F 9-7; Sat 9-4  
Open Sun 1-5 on 1/29, 2/5, 2/12, 4/15  
March: M-F 9-6:30; Sat 9-1

- 2 West Orem YMCA**  
5801 West Orem Dr, 77085  
Between S Post Oak & Chimney Rock  
Jan, Feb, Apr: M-Th 1-7; Sat 10-3  
March: M-Th 1-6:30; Sat 10-1

#### CENTRAL

- 3 Ripley House**  
4410 Navigation Blvd, 77011  
Jan, Feb, Apr: M-F 10-6:30; Sat 9-2  
March: M-W 10-6:30; Th-Sat 9-2
- 4 Fifth Ward Multi-Service Center**  
4014 Market St, 77020  
M-Th 10-4

- 5 Lakewood Church**  
3700 Southwest Fwy, 77027  
M, T 6:15-8; Sat 9-1

#### WEST

- 6 Chinese Community Center**  
9800 Town Park Dr, 77036  
M, T, Th, Sat 1-6
- 7 St. Cyril Catholic Church**  
10503 Westheimer Rd, 77042  
T, Th 4-8; Sat 9-2

#### FORT BEND

- 8 United Way Service Center of Fort Bend**  
10435 Greenbough Dr, Stafford 77477  
M, T, Th 10-7; Sat 10-2

#### SPRING BRANCH

- 9 Memorial Assistance Ministries**  
1625 Blalock Rd, 77080  
M, T, F 1-7; Sat 9-3; Sun 1-4

#### NORTH

- 10 LINC Houston**  
161 West Rd, 77037 (exit 59 on I-45)  
Jan, Feb, Apr: M, W, F 10-7; T, Th, Sat 9-4  
March: M, W 10-6:30; T, Th, F 9-4; Sat 9-1

- 11 Oak Forest Library**  
1349 West 43rd St, 77018  
T 12-4; W 12-4; Th 12-6; Sat 10-2

April 5-8: Schedule changes for Easter weekend, call 2-1-1.  
International students/faculty requiring 1040NR, call 713-622-7733.

#### EAST

- 12 Wendel D. Ley YMCA**  
15055 Wallisville Rd, 77049  
M-Th 12-6:30; F, Sat 10-2

#### SOUTHEAST

- 13 Sunnyside Multi-Service Center**  
4605 Wilmington St, 77051  
M-F 9-5

#### PASADENA

- 14 Cleveland-Ripley Neighborhood Center**  
720 Fairmont Pkwy, 77504  
Jan, Feb, Apr: M-F 10-7; Sat 10-4  
March: M-W 10-7; Th, F 10-4; Sat 10-2

#### CLEAR LAKE

- 15 United Way Service Center of the Bay Area**  
1300 Bay Area Blvd, 77058  
Jan, Feb, Apr: M, T, Th 3-7; Sat 10-1  
March: M, T 3-7; Sat 10-1



United Way of Greater Houston

Helping families THRIVE

## Call 2-1-1

2-1-1 Texas/United Way HELPLINE

FreeTaxCenters.org

# Reporting Crime Online



NATIONAL CRIME  
PREVENTION COUNCIL

National Crime Prevention Council  
1000 Connecticut Avenue, NW • 13th Floor • Washington, DC 20036 • www.ncpc.org

The Internet offers you many ways to notify law enforcement of criminal activity. Online complaint forms are available on the websites of government agencies and other organizations that are working to fight certain types of crime. These complaints go into secure online databases that are available to hundreds of civil and criminal law enforcement agencies worldwide.

Any crime that is dangerous or life threatening should be reported directly to local law enforcement. Credit card companies and financial institutions should be notified by phone as soon as fraud is suspected. But crimes such as identity theft, computer hacking, spam, and telemarketing fraud may be best addressed by agencies that specialize in these problems. Here is a list of online reporting portals, emails, and phone numbers for the following complaints:

#### CHARITY FRAUD

- [www.bbb.org](http://www.bbb.org): Better Business Bureau (BBB)
- [www.ic3.gov](http://www.ic3.gov): Internet Crime Complaint Center (IC3)
- [www.fraud.org](http://www.fraud.org): National Fraud Information Center (NFIC)
- NFIC hotline at 800-876-7060

#### CHILD PORNOGRAPHY OR SEXUAL EXPLOITATION

- [www.cybertipline.com](http://www.cybertipline.com): National Center for Exploited and Missing Children (NCEMC)
- NCEMC Hotline 800-THE-LOST (800-843-5679) 24 hours a day
- [www.ic3.gov](http://www.ic3.gov): Internet Crime Complaint Center (IC3)

#### COMPUTER INTRUSIONS AND CYBER THREATS

- [www.ic3.gov](http://www.ic3.gov): Internet Crime Complaint Center (IC3)
- [www.treas.gov/usss/net\\_intrusion\\_forms.shtml](http://www.treas.gov/usss/net_intrusion_forms.shtml): U.S. Secret Service
- [www.us-cert.gov](http://www.us-cert.gov): U.S. Computer Emergency Readiness Team

#### IDENTITY THEFT

- [www.ic3.gov](http://www.ic3.gov): Internet Crime Complaint Center (IC3)
- [www.consumer.gov/idtheft/](http://www.consumer.gov/idtheft/): Federal Trade Commission (FTC)
- FTC's Identity Theft Hotline: 877-IDTHEFT (438-4338)
- [www.bbb.org](http://www.bbb.org): Better Business Bureau (BBB)

#### INTELLECTUAL PROPERTY RIGHTS

- [www.ic3.gov](http://www.ic3.gov): Internet Crime Complaint Center (IC3)
- [www.ice.gov/graphics/cornerstone/ipr/IPRForm.htm](http://www.ice.gov/graphics/cornerstone/ipr/IPRForm.htm): U.S. Immigration and Customs Enforcement
- [www.sba.org](http://www.sba.org): Software Business Alliance

#### INTERNET-RELATED FRAUD

- [www.ic3.gov](http://www.ic3.gov): Internet Crime Complaint Center (IC3)
- [www.consumer.gov/sentinel/](http://www.consumer.gov/sentinel/): Federal Trade Commission (FTC)

#### MAIL FRAUD

- [www.usps.com/postalinspectors/fraud/MailFraudComplaint.htm](http://www.usps.com/postalinspectors/fraud/MailFraudComplaint.htm): U.S. Postal Inspection Service

#### OBSCENITY CRIMES

- <http://www.fcc.gov/cgb/complaints.html>: Federal Communications Commission (FCC)
- Email: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)
- [www.obscenitycrimes.org](http://www.obscenitycrimes.org): Morality in the Media

#### ONLINE SECURITIES FRAUD

- [www.sec.gov/complaint.shtml](http://www.sec.gov/complaint.shtml): U.S. Securities and Exchange Commission (SEC) (investment-related SPAM email)
- Email: [enforcement@sec.gov](mailto:enforcement@sec.gov)

#### ONLINE TRANSACTION INVOLVING A FOREIGN COMPANY

- [www.econsumer.gov](http://www.econsumer.gov): Agencies from 19 nations

#### PHISHING

- [reportphishing@antiphishing.org](mailto:reportphishing@antiphishing.org): Anti-Phishing Working Group
- [www.ic3.gov](http://www.ic3.gov): Internet Crime Complaint Center (IC3)
- [www.consumer.gov/sentinel/](http://www.consumer.gov/sentinel/): Federal Trade Commission (FTC)

#### PRIVACY VIOLATIONS

- [www.privacyrights.org](http://www.privacyrights.org): Privacy Rights Clearinghouse
- [www.bbb.org](http://www.bbb.org): Better Business Bureau (BBB)

#### SUSPICIOUS ONLINE PHARMACIES

- [www.deadiversion.usdoj.gov/](http://www.deadiversion.usdoj.gov/): Drug Enforcement Administration (DEA)
- 877-Rx-Abuse (877-792-8273)
- [www.fda.gov/oc/buyonline/buyonlineform.htm](http://www.fda.gov/oc/buyonline/buyonlineform.htm): Food and Drug Administration (FDA)

#### TELEMARKETING FRAUD

- [www.fraud.org](http://www.fraud.org): National Fraud Information Center (NFIC)
- NFIC hotline at 800-876-7060
- [www.consumer.gov/sentinel/](http://www.consumer.gov/sentinel/): Federal Trade Commission (FTC)

#### TERRORIST ACTIVITY

- [www.fbi.gov/contact/fo/fo.htm](http://www.fbi.gov/contact/fo/fo.htm): To find local FBI office
- <https://tips.fbi.gov>: Federal Bureau of Investigation (FBI)

#### UNSOLICITED COMMERCIAL EMAIL (SPAM)

- Email: [SPAM@UCE.gov](mailto:SPAM@UCE.gov): Federal Trade Commission (FTC)
- [www.sec.gov/complaint.shtml](http://www.sec.gov/complaint.shtml): Investment-related spam email

#### VIOLATION OF

#### DO NOT CALL REGISTRY

- [www.donotcall.gov/](http://www.donotcall.gov/): National Do Not Call Registry

#### WIRELESS AND WIRELINE PHONE FRAUD

- [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html): Federal Communications Commission (FTC)
- 888-CALL-FCC (888-225-5322)
- Email: [Slamming@fcc.gov](mailto:Slamming@fcc.gov) (when your phone service has been switched without your authorization)

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# Ten Tips To Secure Your Personal Computer



*Securing your personal computer plays a crucial role in protecting our nation's Internet infrastructure. Here are ten things you can do to keep your computer safe from hackers and viruses.*

1. Use "anti-virus software" and keep it up-to-date. Anti-virus software is designed to protect your computer against known viruses. But with new viruses emerging daily, anti-virus programs need regular updates. Check with the web site of your anti-virus software company to see some sample descriptions of viruses and to get regular updates for your software.
2. Don't open emails or attachments from unknown sources. Be suspicious of any unexpected email attachments even if they appear to be from someone you know. Should you receive a suspicious email, the best thing to do is to delete the entire message, including any attachment.
3. Protect your computer from Internet intruders—use "firewalls." Firewalls create a protective wall between your computer and the outside world. They come in two forms, software firewalls that run on your personal computer and hardware firewalls that protect a number of computers at the same time. Firewalls also ensure that unauthorized persons can't gain access to your computer while you're connected to the Internet.
4. Regularly download security updates and "patches" for operating systems and other software. Most major software companies today release updates and patches to close newly discovered vulnerabilities in their software. Check your software vendors' web sites regularly for new security patches or use the automated patching features that some companies offer.
5. Use hard-to-guess passwords. Mix upper case, lower case, numbers, or other characters not easy to find in a dictionary, and make sure they are at least eight characters long. Don't share your password, and don't use the same password in more than one place.
6. Back up your computer data on disks or CDs regularly. Back up small amounts of data on floppy disks and larger amounts on CDs. If you have access to a network, save copies of your data on another computer in the network.
7. Don't share access to your computers with strangers. Learn about file sharing risks. Your computer operating system may allow other computers on a network, including the Internet, to access the hard-drive of your computer in order to "share files." This ability to share files can be used to infect your computer or look at the files on your computer. Check your operating system and your other program help files to learn how to disable file sharing.
8. Disconnect your computer from the Internet when not in use. Disconnecting from the Internet when you're not online lessens the chance that someone will be able to access your computer. And if you haven't kept your anti-virus software up-to-date, or don't have a firewall in place, someone could infect your computer or use it to harm someone else on the Internet.
9. Check your security on a regular basis. You should evaluate your computer security at least twice a year—do it when you change the clocks for daylight savings! Make sure you have the security level appropriate for you.
10. Make sure your family members and/or your employees know what to do if your computer becomes infected. People should know how to update virus protection software, how to download security patches from software vendors, and how to create a proper password.

These tips were adapted from the "Top Ten Cyber Security Tips" on the National Cyber Security Alliance website, [www.staysafeonline.info](http://www.staysafeonline.info). The National Security Alliance is a public-private partnership focused on promoting cyber security and safe behavior online.

Report hacking incidents to the FBI at [www.ic3.gov](http://www.ic3.gov).



NATIONAL CRIME  
PREVENTION COUNCIL

National Crime Prevention Council  
1000 Connecticut Avenue, NW • 13th Floor • Washington, DC 20036 • [www.ncpc.org](http://www.ncpc.org)



# TIPS ON IDENTITY THEFT



## Identity Theft: It's Deceiving

What's identity theft? The U.S. Department of Justice defines it this way: "Identity theft and identity fraud are terms used to refer to all types of crime in which someone wrongfully obtains and uses another person's personal data in some way that involves fraud or deception, typically for economic gain."

It's up to all of us to keep this crime from spreading. It's a battle we can win.

### Strictly Confidential

- Don't carry your Social Security card with you and give it out only when it's absolutely necessary.
- Commit all passwords to memory.
- Don't give out your financial or personal information over the phone or Internet unless you have initiated the contact or know for certain with whom you are dealing.
- Don't exchange personal information for "prizes." Ask to have the offer put in writing and mailed to you so you can consider it more carefully.
- Destroy the hard drive of your computer if you are selling it, giving it to charity, or otherwise disposing of it.
- Burglar-proof your home, then burglar-proof what's inside your home, especially your financial records and important documents (put them inside a locked metal filing cabinet or safe).
- Shred anything that has your personal information on it before you put it in the trash.

### Banking

- Examine all of your bank and credit card statements each month for mistakes or unfamiliar charges that might be the sign of an identity thief at work.
- Make sure you know when your bills and bank statements normally arrive. If one is late, call to find out why.
- Use direct deposit, whenever possible, instead of a paper paycheck or pension check.
- Be alert if you get a call or email from someone purporting to be from your bank or credit card company who asks for personal data to update your "records." This is almost always a scam.

### Mail Matters

- Don't put outgoing mail, especially bill payments, in personal curbside mailboxes. Use U.S. Postal Service mailboxes or drop off your mail inside a post office.
- Don't write your account number on the outside of envelopes containing bill payments.
- When you're out of town, have the post office hold your mail for you or have someone you trust pick it up every day.

### E-Commerce

- Make sure nobody is standing right behind you when you're using an ATM machine. He or she may be trying to photograph your card number and password with a camera cell phone. Always shield your hand and the screen, even if no one is right behind you.

- Pay your bills online using a secure site if that service is available.
- Don't give out your credit card number on the Internet unless it is encrypted on a secure site.

### What To Do if Your Identity Is Stolen

As soon as you can, contact your local police department or sheriff's office. They should take your report and give you a copy. You should also report the crime to state law enforcement. You will need a police report to pursue your case with creditors. You may also want to contact your state attorneys general office for consumer fraud information. For a list of state attorneys general, go to [www.naag.org](http://www.naag.org).

As soon as you know your identity has been stolen, call one of three major credit reporting agencies to flag your account. The law requires the agency you call to notify the other two. The three agencies and their phone numbers are

Equifax	Experian	TransUnion
800-525-6285	888-397-3742	800-680-7289

In addition, these three agencies are each required to provide you with a free report once a year regardless of whether you've been a victim of fraud. Reviewing your report will let you check for suspicious activity. You can request your free reports from [www.creditreport.com](http://www.creditreport.com) or by calling 877-322-8228.

Remember, preventing identity theft is a battle we can win!



**National Crime Prevention Council**  
2345 Crystal Drive • Suite 500 • Arlington, VA 22202  
202-466-6272 • [www.ncpc.org](http://www.ncpc.org)



**The Wireless Foundation**  
1400 16th Street, NW • Suite 600 • Washington, DC 20036  
202-785-0081 • [www.wirelessfoundation.org](http://www.wirelessfoundation.org)

Scam artists in the U.S. and around the world defraud millions of people each year. They use the phone, email, postal mail, and the internet to trick you into sending money or giving out personal information.

Here are 10 things you can do — or not — to stop a scam.

## Report Scams

If you think you may have been scammed:

- File a complaint with the Federal Trade Commission at [ftc.gov](http://ftc.gov). If you are outside the U.S., file a complaint at



- Visit [ftc.gov/idtheft](http://ftc.gov/idtheft), where you'll find out how to minimize your risk of identity theft.
- Report scams to your state Attorney General. Visit [naag.org](http://naag.org).
- If you get unsolicited email offers or spam, send the messages to [spam@uce.gov](mailto:spam@uce.gov).
- If you get what looks like lottery material from a foreign country through the postal mail, take it to your local postmaster.



FEDERAL TRADE COMMISSION

August 2012

# 10 Ways to Avoid Fraud



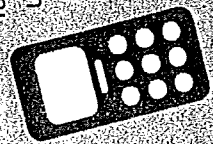
FEDERAL TRADE COMMISSION

**1 Know who you're dealing with.** Try to find a seller's physical address (not a P.O. Box) and phone number. With internet phone services and other web-based technologies, it's tough to tell where someone is calling from. Do an online search for the company name and website, and look for reviews. If people report negative experiences, you'll have to decide if the offer is worth the risk. After all, a deal is good only if you get a product that actually works as promised.

**2 Know that wiring money is like sending cash.** Con artists often insist that people wire money, especially overseas, because it's nearly impossible to reverse the transaction or trace the money. Don't wire money to strangers, to sellers who insist on wire transfers for payment, or to anyone who claims to be a relative or friend in an emergency and wants to keep the request a secret.

**3 Read your monthly statements.** Scammers steal account information and then run up charges or commit crimes in your name. Dishonest merchants bill you for monthly "membership fees" and other goods or services without your authorization. If you see charges you don't recognize or didn't okay, contact your bank, card issuer, or other creditor immediately.

**4 After a disaster, give only to established charities.** In the aftermath of a disaster, give to an established charity, rather than one that has sprung up overnight. Pop-up charities probably don't have the infrastructure to get help to the affected areas or people, and they could be collecting



the money to finance illegal activity. For more donating tips, check out [consumer.ftc.gov](http://consumer.ftc.gov).

**5 Talk to your doctor before you buy health products or treatments.** Ask about research that supports a product's claims — and possible risks or side effects. In addition, buy prescription drugs only from licensed U.S. pharmacies. Otherwise, you could end up with products that are fake, expired, or mislabeled — in short, products that could be dangerous to your health. Learn more about buying health products online at [consumer.ftc.gov](http://consumer.ftc.gov).

**6 Remember there's no sure thing in investing.** If someone contacts you with low-risk, high-return investment opportunities, stay away. When you hear pitches that insist you act now, that guarantee big profits, that promise little or no financial risk, or that demand that you send cash immediately, report them at [ftc.gov](http://ftc.gov).

**7 Don't send money to someone you don't know.** Not to an online seller you've never heard of — or an online love interest who asks for money. It's best to do business with sites you know and trust. If you buy items through an online auction, consider using a payment option that provides protection, like a credit card.

If you think you've found a good deal, but you aren't familiar with the company, check it out. Type the company or product name into your favorite search engine with terms like "review," "complaint," or "scam." See what comes up — on the first page of results as well as on the later pages. Never pay fees first for the promise of a big pay-off later — whether it's for a loan, a job, a grant or a so-called prize.

**8 Don't agree to deposit a check and wire money back.** By law, banks have to make funds from deposited checks available within days, but uncovering a fake check can take weeks. You're responsible for the checks you deposit: If a check turns out to be a fake, you're responsible for paying back the bank. No matter how convincing the story, someone who overpays with a check is almost certainly a scam artist.

**9 Don't reply to messages asking for personal or financial information.** It doesn't matter whether the message comes as an email, a phone call, a text message, or an ad. Don't click on links or call phone numbers included in the message, either. It's called phishing. The crooks behind these messages are trying to trick you into revealing sensitive information. If you got a message like this and you are concerned about your account status, call the number on your credit or debit card — or your statement — and check on it.



**10 Don't play a foreign lottery.** It's illegal to play a foreign lottery. And yet messages that tout your chances of winning a foreign lottery, or messages that claim you've already won, can be tempting. Inevitably, you have to pay "taxes," "fees," or "customs duties" to collect your prize. If you must send money to collect, you haven't won anything. And if you send any money, you will lose it. You won't get any money back, either, regardless of promises or guarantees.



### Don't Be Conned

According to the American Association of Retired Persons, older citizens are victims of fraudulent schemes far out of proportion to their population numbers. Keep informed about the latest con schemes in your community by reading the newspaper. Be skeptical about any proposal that sounds too good to be true or has to be kept secret. Don't rush into anything. Check it out with friends, lawyers, the police department, Better Business Bureau, and your state or county consumer affairs department.

Be especially wary of:

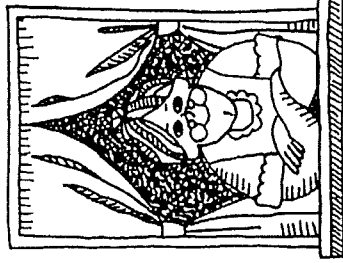
- "Get rich quick" schemes for which you have to put up "good faith" money.
- "Good deals" on expensive repair or home improvement jobs.
- Investments that promise unusually large returns.
- Someone claiming you owe money for an item ordered by a deceased spouse or relative.
- Work at home schemes, door-to-door sales, supplemental medicare insurance, miracle cures, glasses and hearing aids at bargain prices.

If you are the victim of fraud, call the police immediately. You may be embarrassed because you were tricked, but your information is vital in catching the con artist and preventing others from being victimized.

### Take Action — Today!

Staying active in your community will help you to feel safer, and help to make your neighborhood a better place to live.

- Join a Neighborhood, Apartment, or Window Watch, or Citizen Patrol.



- Become a foster grandparent or block parent for children who may need help in an emergency.
- If a friend has been a victim of crime, be supportive. Listen carefully and nonjudgmentally, cook a meal, help repair damage or replace belongings. Accompany the victim to the police station and to court.
- Volunteer for a local Court Watch to help make courts more responsive to citizen needs.
- Ask the crime prevention officer from your local law enforcement agency to talk to your senior citizens' group.

### Crime Prevention tips from:

The National Crime Prevention Council  
1000 Connecticut Avenue, NW  
13th Floor  
Washington, DC 20036

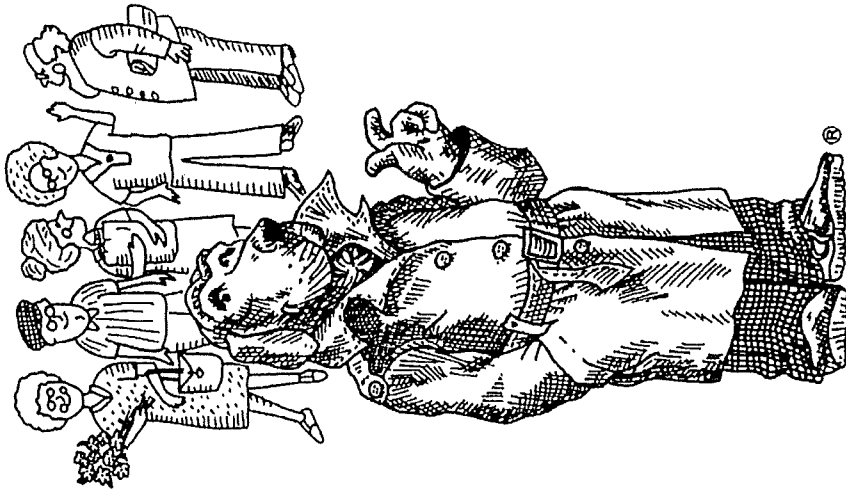
and

Help me, McGruff

TAKE A BITE OUT OF  
**CRIME**<sup>®</sup>



# Senior Citizens Against Crime



Take these tips from me, McGruff,  
and be my partner for a safe  
community.

Crime prevention is everyone's responsibility, not just a job for the police. And crime can be reduced by simple measures like remembering to lock a door, knowing about common con games, and watching out for your neighborhood.

Although surveys consistently show that persons over 65 are victims of crime far less frequently than young people, many senior citizens are so worried about crime that they shut themselves up in their homes and rarely go out. But isolating ourselves behind locked doors, not getting together with our neighbors, actually makes it easier for criminals to work in the neighborhood.

Seniors are more vulnerable to certain crimes — purse snatching, mugging, and fraud. But you can reduce opportunities for criminals to strike by being careful, alert, and a good neighbor.

#### **When You're Out**

- If you must carry a purse, hold it close to your body. Don't dangle it.
- Never carry a wallet in your back pocket. Put it in an inside jacket pocket or front pocket.
- Make sure someone knows where you're going and when you expect to return.
- Avoid dark, deserted routes, even if they're the shortest.
- Carry change for emergency telephone and transportation use.
- Whenever possible, travel with friends to stores, the bank, or the doctor. Check with your police or sheriff, or senior citizen center about escort services.
- When using the bus or other public transportation, sit near the driver if possible.
- Don't overburden yourself with packages and groceries that obstruct your view and make it hard to react.

- Have your car or house key in hand as you approach your vehicle or home.

- Carry a shriek alarm. In some areas, community groups offer free alarms to seniors.

- When you drive, keep doors locked and windows up. Park in well-lighted, busy areas. If you have car trouble, be wary of strangers who offer help. Stay in your car and ask them to call a service truck or the police.

- If a friend or a taxi takes you home, ask the driver to wait until you are safely inside.

- Communicate the message that you are calm, confident, and know where you are going. Trust your instincts. If you feel uncomfortable in a place or situation, leave.

#### **When You Are At Home**

- Use deadbolt locks on all exterior doors. Keep your doors locked at all times, even when you're inside.

- Protect windows and sliding glass doors with good locks or other security devices.

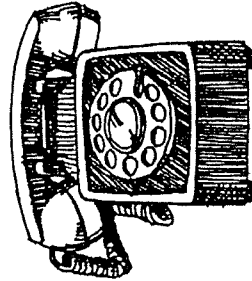
- Make your home appear occupied when you go out by using a timer to turn on lights and a radio.

- Never let strangers in your home without checking their identification. Call their company if you're not sure. Install a peephole in your door and use it.

- If you live alone, don't advertise it. Use only your first initial in phone books, directories, and apartment lobbies.

- Get to know your neighbors and keep their phone numbers handy for emergencies.

- Work out a "buddy" system with a friend to check on each other daily.



- Engrave your valuables with a unique identification number recommended by the police. Local youth groups may provide this service free to seniors. Keep bonds, stock certificates, seldom worn jewelry, and stamp and coin collections in a safe deposit box.

- Don't hide extra house keys under a doormat or other obvious spots.

#### **Protect Your Money**

- If you receive checks in the mail regularly, arrange for them to be sent directly to the bank instead.

- Avoid carrying large sums of money. If you must take a large sum, have a friend accompany you.

- Don't display large amounts of cash in stores or other public places.

- Don't sign a check or contract until you're sure it's for a legitimate reason and know the details. Check with a friend, lawyers, or police officer if in doubt.

- Never put your purse or wallet on a counter while you examine merchandise in a store.

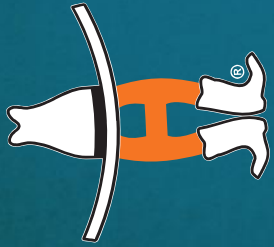
#### **What If You Are Assaulted?**

- If the attacker is only after your purse or other valuables, don't resist. Your life and safety are worth more than your possessions.

- Make a conscious effort to get an accurate description of the attacker and call the police or sheriff immediately.

- Contact your local victim assistance agency to help you deal with the trauma that all crime victims experience. They can help you learn more about counseling, victim compensation laws and how to follow your case's progress.

- Start a crime prevention program in your building or neighborhood. Turn your tragedy into a helping experience for others.



# HOUSTON LIVESTOCK SHOW AND RODEO™

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SUNDAY



12 THE CHAINSMOKERS



19 BANDA EL RECODO AND SIGGNO  
Go Tejano Day



26 ZAC BROWN BAND

MONDAY



13 SAM HUNT



20 FLORIDA GEORGIA LINE

TUESDAY



7 AARON WATSON  
First Responders Day  
presented by BP



14 MEGHAN TRAINOR



21 ZZ TOP

WEDNESDAY



8 OLD DOMINION  
Armed Forces Appreciation Day  
presented by BHP Billiton



15 THOMAS RHETT



22 CHRIS YOUNG

THURSDAY



9 CHRIS STAPLETON



16 LUKE BRYAN



23 BLINK-182

FRIDAY



10 ALICIA KEYS  
Black Heritage Day  
sponsored by Kroger



17 FIFTH HARMONY



24 DIERKS BENTLEY

SATURDAY



11 ALAN JACKSON



18 WILLIE NELSON



25 BRAD PAISLEY

# 2017

BUY TICKETS AT [RODEOHOUSTON.COM](http://RODEOHOUSTON.COM)

Weekday Performances 6:45 p.m. • Weekend Performances 3:45 p.m.

Value Wednesdays include \$10 upper level Rodeo tickets, plus values throughout NRG Park.



Sylvester Turner,  
Mayor

# the TRASH FACTS



Harry J. Hayes  
Director

The Citizen's Guide to City of Houston Solid Waste Management Department Services

## Residential Services: At Your Curbside



### Garbage Collection

Household garbage must be put inside the city-provided container which should be placed at the curb between 6 p.m. the day before and 7 a.m. on the scheduled collection day. The container must be accessible to the automated collection truck and not blocked by obstacles, including parked cars. Drivers will not move improperly placed containers. Containers must be removed

from the curblines and/or public view by 10:00 p.m. on the day of collection and stored in a secure location. The garbage container is for disposing of regular household garbage only. Certain items should not be disposed of in your garbage container either because they are too heavy for SWMD equipment or because they may harm employees, property, neighbors, pets, and the environment. Therefore, do not put 1) household chemicals, 2) construction, demolition, and remodeling debris, 3) dead animals, 4) computer equipment, 5) recyclables or 6) yard trimmings in the container.



### Yard Trimmings

Yard Trimmings, grass clippings, small branches and leaves must not be placed in the automated garbage cans. They must be in city-approved compostable bags not weighing more than 50 pounds, and placed at the curb 3 feet away from the automated container for separate yard trimmings

**TO BAG... yard trimmings recycling**  
**...OR NOT TO BAG!**  
**You have CHOICES!**  
Find out how easy your choices are!  
Compostable Bags! Grasscycling! Composting!  
Visit [www.houstonsolidwaste.org](http://www.houstonsolidwaste.org) for details!

Working to make Houston a Cleaner, Greener Place to Live  
Visit [www.houstonsolidwaste.org](http://www.houstonsolidwaste.org) for details!

collection. Small branches may be put in bundles as long as each bundle is less than 4 feet in length and 18 inches in diameter and weighing less than 50 pounds. Yard Trimmings mixed with paper, plastic, or any other type of waste will not be collected. Work performed by a contractor must be removed by the contractor.

## Adopt - A - Container Program

**Non-profit** organizations may request large bulk containers for weekend neighborhood cleanup campaigns. Requests must be sent to the SWMD in writing at least 14 days prior to the anticipated cleanup date. Bulk containers are provided on a "first come, first serve" basis and are delivered on Friday and collected on Monday. Only non-profit organizations and civic organizations coordinating a neighborhood cleanup campaign are eligible to sponsor bulk containers. For more information, call 3-1-1.

## Dead Animals

Dead animals can be picked up by calling 311, the City's Customer Service Hotline. A fee is required for large dead animal pickup. For large animal pickup during the weekend, please call 311 from 7:00 a.m. to 3:00 p.m. Do not place dead animals with household garbage or tree waste / junk waste collection.

For dead animals on the freeway and feeder, call TXDOT at 713-802-5000.

## Fines

Violation of any provision of the solid waste ordinance is punishable upon first conviction by a fine of no less than \$50 nor more than \$2,000. Each subsequent conviction is punishable by a fine of no less than \$250 nor more than \$2,000. Each day that any violation continues may be punishable as a separate offense. To report a violation or to file a complaint, call 311. SWMD Supervisors can write citations.

IN THIS ISSUE  
TREE WASTE/ JUNK WASTE  
GO GREEN WITH SWMD!  
RECYCLING  
DEAD ANIMAL  
INFO

...for more information,  
visit our website at [www.houstonsolidwaste.org](http://www.houstonsolidwaste.org) or call 3-1-1

~Printed on Recycled Paper~

# The TRASH FACTS

## Tree Waste / Junk Waste Recycling Program

The City will collect tree waste exclusively on odd months on the resident's current tree waste /junk waste collection day. "Tree waste" is defined as "clean wood waste", which consists of tree limbs, branches or stumps. Lumber, furniture and treated wood will not be accepted. On even months residents may set out their junk waste at the curb for city collection. "Junk waste" is used to describe items such as furniture, appliances and other bulky materials. These items should be placed adjacent to the front curb in a location easily accessible to the collection vehicle between the hours of 6:00 p.m. the Friday before, and 7:00 a.m. on the scheduled collection day. No more than eight cubic yards per residence will be collected on the scheduled tree waste/junk waste collection day. *Of this amount, only a maximum of four cubic yards of building material (not to include roofing shingles, brick, plaster or concrete) generated by the resident in connection with the maintenance of the residential property may be collected by department personnel.* A maximum of four (4) tires per month, per household may be placed curbside for collection. Sheet rock must be bagged. Appliances containing refrigerant must have a tag attached to them certifying that a qualified technician has removed the refrigerant. Materials should not be stacked under low overhead cabling,



**Tree Waste Recycling reduces loads headed to the landfill**

signs, or mailboxes; next to fences or posts; or on top of water meters, gas meters, fire hydrants, or other exposed utility components. Also, materials should not be placed in the street, on the sidewalk, or other right-of-way, or in any manner that would interfere with pedestrian or vehicular traffic. Tree waste and junk waste collection is limited to residential units and vacant residential lots only if the waste generated is in connection with the maintenance of the property. The SWMD is not allowed to collect any material that was generated by contractors who were retained by a resident to perform work on his or her residential



property. It is the responsibility of the contractor to remove, or cause to be removed, all debris that may arise from the course of his or her activities. These contractor related activities include, but are not limited to, trimming and removal of trees, remodeling, new construction and roofing. If authorized items placed for collection are mixed with unauthorized items, department personnel shall not be obligated to sort the materials and may refuse the entire load. Solid waste collection services are not available to multi-residential structures of more

than eight units.

### Tree Waste/Junk Waste Collection Schedule

January	Tree Waste
February	Junk Waste
March	Tree Waste
April	Junk Waste
May	Tree Waste
June	Junk Waste
July	Tree Waste
August	Junk Waste
September	Tree Waste
October	Junk Waste
November	Tree Waste
December	Junk Waste

## Neighborhood Depositories/Recycling Centers

Residents may dispose of tree waste / junk waste at one of the City's neighborhood depository facilities. Each user must provide proof of residency, including a Texas Driver's License or ID, a current utility bill or city property tax receipt. The depositories accept the same materials as the tree waste / junk waste collection (furniture, stoves, refrigerators, etc.) Depositories will accept up to 10 tires per month, per household. Residents must unload their tires and place them in a specified container. Materials brought in a commercial vehicle will not be accepted. SWMD

personnel will not unload your tires or tree waste / junk waste. Residents may use depositories four times per month. Locations are now open Wed. - Sun., except holidays from 10 a.m. to 7 p.m.\* Citizens are encouraged to arrive at least 30 minutes before closing to allow adequate time to unload. All depositories also accept recyclables. Materials accepted include aluminum and tin cans, tree waste, plastic bottles and jugs (#1-#5 and #7), newspapers and magazines, glass bottles and jars, and used motor oil.

\* Daylight Savings - Hours change from 9 a.m. to 6 p.m.

### Neighborhood Depository & Recycling Center Locations

North	9003 N Main	3-1-1
Northwest	14400 Sommermeyer	3-1-1
Northeast	5565 Kirkpatrick	3-1-1
South	5100 Sunbeam	3-1-1
Southwest	10785 SW Freeway	3-1-1
Southeast	2240 Central Street	3-1-1

### City Recycling Centers (Junk Waste not accepted)

Westpark Recycling Cntr. 5900 Westpark, 77057	Kingwood Recycling Cntr. 3210 West Lake Houston Pkwy
Ellington Airport/Clear Lake 246 Loop Rd., 77034	

...for more information, visit our website at [www.houstonsolidwaste.org](http://www.houstonsolidwaste.org) or call 3-1-1.



# The TRASH FACTS

## Going Green with SWMD

**Automated Recycling** - utilizes a 96-gallon green cart rolled to the curb for collection.

Recycling must be put inside the city-provided container which should be placed at the curb between 6 p.m. the day before and 7 a.m. on the scheduled collection day. The container must be accessible to the collection truck and not blocked by obstacles, including parked cars. Drivers will not move improperly placed containers. Containers must be removed from the curbline and/or public view by 10:00 p.m. on the day of collection and stored in a secure location.

### What items can you recycle?

Newspaper  
Magazines  
Catalogs  
Phone Books  
Used Motor Oil



Plastic Containers #1 - 5 and 7 (rinsed & drained)  
Aluminum and Tin Cans (rinsed & drained)  
Cardboard (flattened)

Effective immediately, glass is no longer accepted in the green curbside recycling bin. You may still recycle glass at all City of Houston drop-off locations. For locations, please visit our website [www.houstonsolidwaste.org/recycling](http://www.houstonsolidwaste.org/recycling).

## Environmental Service Centers

The Environmental Service Centers provide drive through drop-off locations for Houston residents to bring their household hazardous waste such as anti-freeze, batteries, fuel, oil, paint, paint thinner, pesticides, herbicides and household cleaners. Residential electronic scrap items will also be accepted (monitors, televisions, printers, keyboards, mice, scanners, fax machines, telephone handsets, VCRs, CPUs, cellular phones and other small consumer electronics). These items should not be placed on the curb with or in your container for collection with garbage or tree waste / junk waste pickup. Clean, white styrofoam blocks (plastic #6) are now accepted at the ESC- South location. Packing "peanuts" are not accepted.

**North** - 5614 Neches, Building C (open 2nd Thursday of the month from 9 a.m.-3 p.m.)

**South** - 11500 South Post Oak (open every Tuesday and Wednesday from 9 a.m.- 3 p.m. and the 2nd Saturday of the month from 9 a.m. - 1 p.m.)

## Free Reuse Chemical and Paint Take-Away

Every Friday from 9 a.m. – 12 p.m., household chemicals and paint that were brought to the ESC for disposal, but appear to be in good condition are made available for citizen reuse. Citizens may take away these items at no charge. A signed liability waiver will be required before removing materials from the site. There is a limit of six (6) chemical items and a cart load of paint per week. This service is only available at the ESC South location.

## WESTPARK RECYCLING CENTER

The Westpark Consumer Recycling Center, 5900 Westpark, allows Houstonians the opportunity to recycle their used goods. The center accepts aluminum and tin cans, batteries, oil filters, used tires, computers and other residential electronic scraps, #1-7 plastic containers, glass bottles and jars, telephone books, office paper, cardboard, magazines, and used motor oil. Newspapers placed in a brown bag will also be accepted.

Clean, white styrofoam blocks (plastic #6) are accepted at the Westpark Recycling Center and ESC South. Packing "peanuts" are not accepted. Styrofoam is not accepted in the curbside recycling program.

The center is open Monday through Saturday from 8:00 a.m. to 5:00 p.m.

### B.O.P.A.

(Batteries, Used Oil, Latex Paint, & Antifreeze)

The SWMD has a B.O.P.A. recycling operation at the Westpark Recycling Center. Residents may drop off batteries, used oil, latex paint, anti-freeze and tires from 8 a.m. to 5 p.m., Monday through Saturday, except holidays. The facility is a drive through operation so you do not have to unload your own vehicle.

*...for more information, visit our website at [www.houstonsolidwaste.org](http://www.houstonsolidwaste.org) or call 3-1-1.*

# The TRASH FACTS

## ReUse Warehouse

Construction material accounts for 38% of the waste stream in the Houston area. The Reuse Warehouse, a component of the City of Houston Solid Waste Management Department, benefits the community by providing space for excess building materials that would otherwise be dumped in local landfills. The facility accepts material from individuals, supply companies, and builders, and makes it freely available for reuse by any non-profit organization. The Reuse Ware-

house is funded in part by a grant from the Houston-Galveston Area Council.

**Location:**  
9003 N. Main St.  
Houston, TX 77022

**Contact Information:**  
3-1-1 or  
[reuse.warehouse@houstontx.gov](mailto:reuse.warehouse@houstontx.gov)

**HOURS OF OPERATION:**

*Tuesday - Friday:*  
8:30 a.m. to 4:30 p.m.

*Every 2nd and 4th Saturday of the month*  
8:30 a.m. to 12:30 p.m.

*Closed: Sunday - Monday*

## Extra Capacity Collection Fee

On June 19, 2002, Houston's City Council approved an ordinance amending Article IV of Chapter 39 of the Houston Code of Ordinances, approving and authorizing the creation of an Extra Capacity Collection Fee (ECC) for the SWMD. Under the umbrella of the ECC ordinance, the Add-A-Can and the Tags for Bags Program were created. Implementation of both programs began October 1, 2002.

### Add-A-Can

This program provides residents with the opportunity of having a second or third garbage can serviced for a fee. Residents will have their first 96-gallon can serviced free. The fee for servicing the second/ third can may be added to the citizen's monthly water bill upon request of the service. Citizens who already have an extra can and wish to continue to have it collected will need to request a sticker for it. Call 3-1-1 to enroll in Add-A-Can.

### Tags For Bags

Extra bags of garbage are collected only if they have a special tag attached. The "Tags for Bags" program allows residents the convenience of purchasing "tags" instead of additional cans if they require extra service occasionally. These tags may be purchased at Fiesta, HEB, Sellers Bros. and participating Kroger stores. Residents may also download an order form at [houstonsolidwaste.org](http://houstonsolidwaste.org) and send the completed form and payment through the mail. Yard waste bags do not require tags.



**REQUEST THE SOLID WASTE MASCOT**

To request the Solid Waste Management Department mascot or a Speaker from the SWMD please call 3-1-1, the City's Customer Service Hotline.

City of Houston  
Solid Waste Management Department  
PO Box 1562  
Houston, TX 77251

[www.houstonsolidwaste.org](http://www.houstonsolidwaste.org)

Houston residents can dial 3-1-1 for non-emergency calls. The 3-1-1 Service Center provides Houstonians with one easy to remember telephone number for quick reliable access.

The Trash Facts is a newsletter published by the Solid Waste Management Department. Information may be reproduced for public dissemination by civic groups and neighborhood organizations.

Harry J. Hayes, SWMD Director

Irma Reyes, Public Information Officer

# Recycle More

The City of Houston accepts recyclables at curbside, the Neighborhood Depository/Recycling Centers and drop-off facilities.

## Examples of acceptable plastics and materials:



**# 1 Plastics**  
Soft drink and water bottles



**# 2 Plastics**  
Milk jugs, juice bottles, and food containers



**# 3 Plastics**  
Detergent bottles, shampoo bottles



**# 4 Plastics**  
Condiment bottles



**# 5 Plastics**  
Yogurt containers, caps, straws and empty medicine bottles



**# 6 Plastics**  
Styrofoam blocks

(Not Accepted in Curbside Recycling Program. Accepted at the Westpark Recycling Center and ESC - South only)



**# 7 Plastic**  
Large water bottles



**Mail, Envelopes, and Paper**



**Newspapers, Magazines, Telephone Books and Catalogs**



**Aluminum & Tin Cans**



**Flattened Cardboard**



**Glass**  
(Not Accepted in Curbside Recycling Program. Accepted at Neighborhood Depository/Recycling Centers and drop-off facilities.)



**Used Motor Oil**  
Do not place in recycling bin. Place on curb or bring to Westpark or ECS's.



City of Houston  
Solid Waste Management  
Department

Follow us:

@houstrontrash [/houstonstrash](https://www.facebook.com/houstonstrash)

[www.houstonstrash.org](http://www.houstonstrash.org)  
or call 3-1-1 for additional information.

# 2017 Bi-Weekly Collection Schedule

City Holiday \*(Follow the adjusted "Holiday Schedule")

Schedule A  Schedule B

**January**

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

**February**

S	M	T	W	T	F	S
		1	2	3	4	
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

**March**

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

**April**

S	M	T	W	T	F	S
					1	
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

**May**

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**June**

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

**July**

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

**August**

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**September**

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

**October**

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**November**

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

**December**

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

• If your collection day is during the "A Week" then follow the schedule for the shaded yellow week. Ex: Thursday A service days in January are the 5th & 19th.

• If your collection day is during the "B Week", you will follow the unshaded week's schedule. Ex: Tuesday B service days in January are the 10th and 24th.

\*For the Holiday Schedule and additional information, visit our website at [www.houstonstrash.org](http://www.houstonstrash.org) or call the Houston Service Helpline 3-1-1.