

permits

The City requires permits for the following home construction: fence; accessory building; water heater replacement; irrigation system; swimming pool more than 24 inches deep; spa; patio cover; gas line repairs; sewer line replacement; driveway expansion; and a retaining wall more than four feet tall. Find permit information at CityOfAllen.org/CityPermits.

garage sales

Residents may conduct two garage sales per year, for a period of 72 hours each. No permit is required; however, sign regulations exist. Find our more at CityOfAllen.org/CodeEnforcement.

code compliance

Code violations include high weeds and grass, trash and debris, illegal dumping and illegal home occupations. Report violations by calling 214.509.4160.

water restrictions

Water restrictions are enforced by the Water Conservation department. View current restrictions at CityOfAllen.org/Water-Conservation. Report violations to 214.509.3111.

get active

View the STUFF Recreation guide online for activities and fitness classes. Available at AllenParks.org.

stay connected

Sign up for news, events and meeting notices at CityOfAllen.org/StayConnected.

watch us

Find Allen City Television (ACTV) on AllenTV.org or the following cable providers.

- Time Warner Cable Channel 16
- Verizon FiOS Channel 15
- AT&T U-Verse Channel 99
- Grande Communications Channel 15



allen city council

Mayor Stephen Terrell	214.509.4120
Kurt Kizer	214.509.4121
Ross Obermeyer	214.509.4122
Joey Herald	214.509.4123
Robin Sedlacek.....	214.509.4124
Mayor Pro Tem Gary Caplinger	214.509.4125
Baine Brooks.....	214.509.4126

city facilities and services

General Information	214.509.4100
City Manager.....	214.509.4110
City Secretary	214.509.4107
Community Development	214.509.4130
Building Inspections/Permits.....	214.509.4130
Planning/Code Enforcement.....	214.509.4160
Community Services.....	214.509.4500
After 5 p.m. Water Emergency	214.509.4530
Street/Drainage Maintenance	214.509.4500
Trash/Recycling/HHW.....	214.509.3100
Utility Collections.....	214.509.4560
Water Restrictions Hotline.....	214.509.3111
Water/Sewer Maintenance	214.509.4500
Engineering	214.509.4576
Finance/Purchasing.....	214.509.4626
Fire Department.....	214.509.4400
Emergencies.....	911
Human Resources	214.509.4676
Jobline.....	214.509.4699
Library	214.509.4900
Parks and Recreation.....	214.509.4700
Athletic Hotline	214.509.4810
Field Conditions Hotline	214.509.4809
Special Events Hotline	214.509.4811
Allen Community Ice Rink	972.912.1097
Allen Event Center Box Office	972.912.1048
Don Rodenbaugh Natatorium	214.509.4770
Joe Farmer Recreation Center.....	214.509.4750
Senior Recreation Center.....	214.509.4820
The Courses at Watters Creek.....	214.509.4653
The Edge @ Allen Station Park	214.509.4760
Municipal Court.....	214.509.4380
Police Department.....	214.509.4344
Police Non-Emergency Dispatch.....	214.509.4321
Animal Control	214.509.4378
Public & Media Relations	214.509.4153
ACTV	214.509.4151

trash/recycling/bulk item pickup

Community Waste Disposal.....	972.392.9300
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utility providers

CoServ Electric.....	800.274.4014
Grayson-Collin Electric Coop.....	800.967.5235
Oncor Electric	888.313.6862
Atmos Energy Gas.....	888.286.6700
CoServ Gas.....	800.274.4014

For a list of telephone and cable service providers visit CityOfAllen.org/Utilities

other resources

Allen Independent School District....	972.727.0511
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Drivers License

McKinney Office.....	214.733.5350
400 Powerhouse Street	
Plano Office.....	972.867.4221
2109 W. Parker Road, Suite 224	

Post Office/Allen	800.275.8777
304 Boyd Drive	

Vehicle Registration

McKinney Office.....	972.547.5014
2300 Bloomdale Road, Suite 2302	
Plano Office.....	972.881.3014
920 E. Park Boulevard, Suite 100	

allen community organizations

Allen Arts Alliance	972.727.7272
AllenArtsAlliance.org	
Allen Chamber of Commerce.....	972.727.5585
AllenChamber.com	
Allen Community Outreach	972.727.9131
ACOCares.org	
Allen Heritage Guild.....	972.727.2772
AllenHeritage.org	
Allen Philharmonic Orchestra.....	972.359.0656
AllenPhilharmonic.org	
Allen Parks Foundation.....	214.509.4703
AllenParksFoundation.org	
Friends of the Library.....	214.509.4913
AllenFriends.org	
Foundation for Allen Schools.....	972.727.0362
AllenISD.org/Foundation	



welcome home residents guide

government

allen city council

City Council is composed of a Mayor and six Councilmembers who are elected at-large by a majority vote and serve three-year staggered terms. The Council meets at 7 p.m. on the second and fourth Tuesdays of each month in the Council Chambers at City Hall, 305 Century Parkway.

boards and commissions

The City has ten boards and commissions on which residents may serve.

- Allen Community Development Corporation
- Allen Economic Development Corporation
- Animal Shelter Advisory Committee
- Board of Adjustment, Building & Standards Commission and Sign Control Board
- Central Business District Design Review Committee
- Convention and Visitors Bureau Advisory Board
- Keep Allen Beautiful
- Library Board
- Parks & Recreation Board
- Planning & Zoning Commission
- Public Art Committee

property tax

Property taxes are collected by the Collin County Tax Office in McKinney. For property tax questions, call 972.547.5020. To appeal a property appraisal, contact the Central Appraisal District at 469.742.9200.

voting

Voter registration forms are located in the lobby of City Hall, 305 Century Parkway, and the Allen Public Library, 300 N. Allen Drive.

public safety

animal control and animal shelter

Residents are required to register dogs and cats. Annual rabies vaccinations are required by a licensed veterinarian. Animals are available for adoption at the Allen Animal Shelter, 770 S. Allen Heights Drive. For shelter or animal control hours, visit CityOfAllen.org/AllenAnimalShelter or call 214.509.4378.

Fees

Adoption	\$95
Registration (spayed/neutered)	\$5
Registration (not spayed/neutered).....	\$30

emergency warning system

The City's state-of-the-art warning system is designed to function as an outdoor warning system. The sirens may not be heard indoors depending on various sound factors and siren proximity. In cases of severe weather, residents should use an NOAA National Weather Service radio.

municipal court

The municipal court, 301 Century Parkway, has jurisdiction over all fine-only offenses committed in the city limits, including Class C misdemeanors, traffic offenses and ordinance violations.

police and fire citizens academies

Both the Police and Fire Departments offer citizens academies for residents to learn about the City's public safety. Graduates may serve in a variety of volunteer capacities. Find details at AllenPolice.org or AllenFire.org.

public services

trash/recycling & bulk item pick-up

Service is provided by Community Waste Disposal (CWD) of Dallas and billing is handled by the City's Utility Billing Division. Services are set up by the City when utility service is initiated. All residents must have a trash cart, recycling cart and pay solid waste fees.

All items and containers must be placed out by 7 a.m. on pickup day. Trash must be bagged and fit inside the cart with the lid completely closed. Place carts within two feet of the street or alley edge with the handle facing the residence. All obstacles should be two feet from the cart. For missed or bulk item pickup, call CWD at 972.392.9300.

Each household is allowed five bulk items for pickup, including large appliances and furniture.

Bulk Item Pickup Schedule

Trash Pickup	Bulk Item Pickup
Monday	1st Saturday of month
Tuesday.....	2nd Saturday of month
Wed/Thurs.....	3rd Saturday of month
Friday.....	4th Saturday of month

Hazardous waste material pickup must be scheduled by calling 214.509.3100 or on CityOfAllen.org/HHW.

water, sewer and drainage

These services are provided by the City and billing is handled by Utility Billing. Residents must complete a utility request form and provide a \$50 deposit to start service. The City uses social security and driver's license numbers and credit reporting agencies to verify identity when opening accounts. Bank draft and online payment options are available. Utility Billing uses a tiered water conservation rate structure. Visit CityofAllen.org/UtilityBilling for complete information.

recreation and leisure

allen community ice rink

The full-size ice rink, located at 200 E. Stacy Road at Allen Event Center, has seating capacity for over 300 and includes locker rooms, equipment shop, meeting rooms, off-ice training areas and skate rental. The ice rink offers a variety of programs and is available for private ice rental.

Customer Service Hours

Monday-Friday	6 - 10 a.m. / 3 - 8 p.m.
Saturday	8 a.m. - 8 p.m.
Sunday	11 a.m. - 5 p.m.

Open skate times may vary, please call 972.912.1097 for more information.

allen public library and civic auditorium

The library and civic auditorium, 300 N. Allen Drive, offer a variety of programs for all ages and features areas for children and teens. A driver's license or Texas ID is required to obtain a library card and parents must sign for children under 18. For more information, call 214.509.4900 or visit AllenLibrary.org.

Library Hours

Monday-Thursday	10 a.m. - 9 p.m.
Friday and Saturday	10 a.m. - 6 p.m.
Sunday	1 - 5 p.m.

allen senior recreation center

The senior recreation center, 451 E. St. Mary Drive, includes a fitness room, craft room, game room and offers a variety of programs, trips and special events, activities and classes. Call the center at 214.509.4820 for activity and membership information.

Senior Center Hours

Mon/Wed/Fri.....	7 a.m. - 5 p.m.
Tuesday and Thursday	7 a.m. - 8 p.m.

don rodenbaugh natatorium

The natatorium is located at 110 E. Rivercrest Drive. The year-round facility includes a leisure pool with play features, a competition pool, a fitness center, a climbing wall, an aerobics room, and offers a variety of classes as well as room rental for hosting birthday parties.

General Facility Hours

Monday-Thursday	5 a.m. - 9 p.m.
Friday	5 a.m. - 8 p.m.
Saturday	8 a.m. - 6 p.m.
Sunday	1 - 6 p.m.

For open swim hours and membership information, call 214.509.4770.

ford pool

This summer-use facility, located at 632 Park Place, offers swim lessons, open swim, family swim nights and rental use. The pool is open from 1 - 6 p.m. daily during the summer.

joe farmer recreation center

The center, located at 1201 E. Bethany Drive, contains a fitness room, full-size gym, two racquetball courts, walking/jogging track and more. The center offers a variety of classes. Call 214.509.4750 for membership information.

Recreation Center Hours

Monday-Thursday	6 a.m. - 10 p.m.
Friday	6 a.m. - 9 p.m.
Saturday.....	10 a.m. - 6 p.m.
Sunday	1 - 6 p.m.

the edge @ allen station park

Located at 201 E. St. Mary Drive, this outdoor extreme sports park features a skate park, BMX course and two in-line hockey rinks. Outdoor facilities are free and open to the public.

Skate Area Hours

Daily	8 a.m. - 11 p.m.
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BMX Track Hours

Daily	8 a.m. - Dusk
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The Visitor Center is onsite for parents and youth visiting or utilizing The Edge. Call 214.509.4760 for membership information. Operating hours are based on the school year.

the courses at watters creek

The City of Allen's newly renovated municipal golf complex is situated along US 75 immediately south of Watters Creek at Montgomery Farm. Featuring The Traditions 18-Hole Championship Course, The Players 9-Hole Course and The Futures 6-Hole Short Course, there are 33 unique holes of golf for every level player.

For more information or to book a tee time, call 214.509.4653 or visit WattersCreekGolf.com.

allen event center

Located in The Village at Allen on the southeast corner of US 75 and Stacy Road, Allen Event Center totals 188,000 square feet with capacity for 8,100 seats (6,275 fixed), 26 suites and two full-size ice rinks.

The venue hosts concerts, trade shows, sporting events, festivals, and community ceremonies. It is home to the Allen Americans, Dallas Sidekicks, Texas Revolution, and the Lone Star Conference Basketball Championship.

For upcoming events and more information, call 972.678.4646 or visit AllenEventCenter.com.