

## Who to Call at City Hall

Living in Horseshoe Bay means being part of a vibrant community where your local government is here to serve you; but knowing exactly who to call for help can be overwhelming. Whether you need a building permit, want to report a pothole, or have questions about a water bill, this comprehensive guide will help you reach the right person.

This directory covers all the essential city services and departments, along with direct phone numbers and descriptions of what each office handles. Keep this handy for quick reference and remember – your city staff is always ready to help make Horseshoe Bay the best place to live, work, and play!

### Planning and Administration

**City Manager's Office: 830-598-9960 Web: [www.horseshoe-bay-tx.gov/citymanager](http://www.horseshoe-bay-tx.gov/citymanager)**

The City Manager's office is your first stop for major concerns, special requests, or when you're not sure where else to turn. This office handles public information requests, legal questions, complaints or compliments about city services, and coordinates with various advisory committees including Historic Preservation, Transportation, and Land Use Development. They also manage special event permits and community relations.

### Communications Department: 830-598-9940 x264

Communications is the hub for keeping our community informed and connected. Reach out for questions about the city website, social media updates, upcoming events, Citizens Academy, media relations, press releases, and the CivicReady notification system.

### Legislative Services/City Secretary: 830-598-9943

This office manages council meetings and agendas, public information requests, oversees local elections and processes applications for city boards and committees. They're also your resource for understanding ordinances, resolutions, and the Home Rule Charter.

### Financial and Administrative Services

#### Finance Department: 830-598-9972

Have questions about the city budget, tax rates, or bidding processes? The finance team handles property and sales taxes, audits, bonds, and financial planning for the city, and can help you understand how your tax dollars are invested in community improvements.

#### Human Resources: 830-598-9971

Interested in working for the city or need employment verification? HR manages job opportunities, employee benefits, and can tell you about upcoming city holidays.

### Development and Property Services

#### Development Services: 830-598-9959

This is your one-stop shop for anything related to building, developing, or maintaining property in Horseshoe Bay. From building permits and inspections to code enforcement

and short-term rental regulations, this team ensures our community maintains its high standards. They also handle questions about subdivisions, trees and oak wilt, zoning, and International Dark Sky requirements that preserve our beautiful night skies.

**GIS Administration: 830-598-8741 x236**

Need official maps or help understanding property boundaries? The GIS team manages all mapping services and asset management for the city.

**Utilities and Infrastructure**

**Utility Billing: 830-598-8741**

Utility Billing is your first call for all billing-related questions and service changes. Whether you're moving to a new home, need help with the WaterSmart portal, have questions about trash pickup, or want to set up online bill pay, this friendly team will get you sorted.

**Public Works: 830-598-9972**

These are the people who keep our city beautiful and functional. Report potholes, drainage issues, or concerns about streets and infrastructure here. They also maintain our parks and hiking trails and handle park reservations.

**Utilities Operations: 830-598-9989**

Contact Utilities for technical questions about water quality and leaks, sewer problems, or backflow prevention. They also coordinate with the Recycling Center and brush disposal services (512-755-3257).

**Water Conservation: 830-598-9973**

Passionate about protecting our precious water resources? This team offers irrigation audits, guidance on watering restrictions, rainwater harvesting advice, and native landscaping tips to help you create beautiful, sustainable yards.

**Court Services**

**Municipal Court: 830-598-9975**

The court handles citations, court appearances, legal matters related to city ordinances, and traffic violations. The court staff can help with online payment questions, deferred disposition requests, and provide information about defensive driving courses.

**Public Safety**

**Emergency Services: 911**

For all life-threatening emergencies, fires, medical emergencies, motor vehicle accidents, and hazardous material incidents, call 911.

**Fire Department (Non-Emergency): 830-598-6953**

The Fire Department is your resource for fire prevention, emergency preparedness, and community safety programs (Telecare, Knox Box). They handle burn permits, fireworks

regulations, emergency management planning, and offer services like the Ladders Program for smoke alarm battery changes and wildfire risk reduction.

**Police Department (Non-Emergency): 830-598-2633**

Contact PD for non-emergency matters including incident reports, animal control, criminal investigations, road condition updates, and community programs like house watch. They also manage the No Solicitors List and handle peddler permits.

**Stay Connected with Your City**

Remember to stay connected to get the latest news and updates from Horseshoe Bay:

- **Facebook:** facebook.com/horseshoebaygov
- **Instagram:** instagram.com/horseshoebaygov
- **Emergency Alerts:** Sign up for CivicReady notifications at [www.horseshoe-bay-tx.gov/alerts](http://www.horseshoe-bay-tx.gov/alerts) to receive important city alerts directly to your phone or email

**Questions or Need Help?**

If you're ever unsure about which department to contact, don't hesitate to call the City Manager's office at 830-598-9960. Your city government works for you, and we're here to make your experience as a Horseshoe Bay resident as positive as possible.