



## Maintenance Services Division

### Question:

How long does it take for the City to fill a pothole once it has been reported?

### Answer:

About three days.

### Question:

Does the City notify residents before they start work in front of their house?

### Answer:

Yes, residents can expect to receive notification at least 48 hours before most work begins.

### Question:

If work is being done outside my driveway, how will I get in and out?

### Answer:

We will inform you of the impending work and ask that you park your car elsewhere. For some larger projects, temporary ramps may be placed at the driveway apron for access.

### Question:

How long before we can drive on a newly patched area in the street?

### Answer:

Depending on the weather and size of the patch it takes about 10 minutes before a vehicle can drive over the asphalt.

### Question:

A rectangular street patch is sinking. Who fixes these?

### Answer:

Call the Maintenance Services Division at (818) 548-3950 and we will send a supervisor to look at the patch and determine who is responsible for it. We will then contact the appropriate party for repairs.

### Question:

A lot of mud from the hillside has fallen into the street. Can you clear it?

### Answer:

Yes, call the Maintenance Services Division at (818) 548-3950 for this service.

**Question:**

The sidewalk is lifted and causing a tripping hazard. How is this taken care of?

**Answer:**

The Maintenance Services Division will repair it. Call (818) 548-3950 to report lifted or broken sidewalk.

**Question:**

I called to have my sidewalk repaired and now there's a black asphalt patch there. Why didn't the City remove the broken sidewalk and replace it with fresh concrete?

**Answer:**

Asphalt patches allow the City to make sidewalk safe for pedestrians quickly and inexpensively. All broken and displaced sidewalk are scheduled for future removal and replacement by the City as part of the ADA Curb Ramp Installation and Sidewalk Repair Program.

**Question:**

Roots from a City tree appear to have broken a curb, sidewalk or driveway apron. Will the City fix it?

**Answer:**

The Maintenance Services Division will assess the reported damages and schedule the appropriate repairs. Call (818) 548-3950 to report any broken public concrete.

**Question:**

My driveway is cracked and damaged. Will the City fix it?

**Answer:**

No, the driveway is private property and the responsibility of the homeowner.

**Question:**

The concrete utility cover or meter box on the parkway is broken. Will the City fix it?

**Answer:**

Utility covers usually belong to Glendale Water and Power. Call (818) 548-2011 to have them assessed.

**Question:**

The sidewalk adjacent to the freeway soundwall has tall weeds growing from it or the foliage in on the land adjacent to the soundwall is overgrown. Who's responsible?

**Answer:**

This property likely belongs to the California Department of Transportation (Caltrans). However, please call the Maintenance Services Division at (818) 548-3950 to assess it. We will send a supervisor to determine the jurisdiction and notify the appropriate party on your behalf.

**Question:**

How long does it take for freshly finished concrete to dry?

**Answer:**

Depending on the weather the normal dry time for concrete is 24 hours.

**Question:**

My sprinklers were damaged by City work. Will they be fixed?

**Answer:**

Yes. If the work was done by City crews or the tree trimming contractor West Coast Arborists, call (818) 548-3950. If the repairs were done by a contractor working for the City, then call the City Engineering Division, at (818) 548-3945.

**Question:**

How can I tell if the tree in front of my house belongs to the City or me?

**Answer:**

If the tree is located on the parkway (this is the grassy part between the sidewalk and the gutter) then the tree belongs to the City. If there is no sidewalk, then you may call the Maintenance Services Division at (818) 548-3950 to determine if the tree belongs to the City or to you.

**Question:**

Will the City trim the street tree in front of my house?

**Answer:**

City trees are trimmed on a 6 year trim cycle. More excessive tree trimming can damage and weaken mature trees. There are some types of correctional trimming; however, that can be done on an as needed basis. If you would like the tree in front of your home assessed for trimming, please contact the Maintenance Services Division at (818) 548-3950.

**Question:**

Will the City prune the palm tree in front of my house?

**Answer:**

The City adheres to a 3 year trim cycle for palm trees. Contact the Maintenance Services Division at (818) 548-3950 and find out when the palm tree is scheduled to be pruned.

**Question:**

The City just trimmed the parkway trees but it still looks like more could be done. Can the City do more?

**Answer:**

The City follows professional tree trimming standards as designated by the International Society of Arboriculture. More severe tree trimming, such as topping, compromises the health of the trees.

**Question:**

I would like the tree removed from my parkway, is this possible?

**Answer:**

Probably not. The City has historically placed a high value on its urban forest and as such City trees are not removed unless they are dead, dying or causing public safety issue.

**Question:**

The City tree makes a huge mess, it drops seeds, pods and/or fruit, it gets my car dirty and is a nuisance to maintain, can I have it removed?

**Answer:**

No. It is the policy of the City of Glendale not to remove City trees unless they are dead, dying or pose a threat public safety.

**Question:**

Will the City plant a tree in the parkway in front of my house?

**Answer:**

You can contact the Maintenance Services Division at (818) 548-3950 to request a new tree. The area will be assessed to determine if it is a suitable location for planting. It then normally takes around a year from the date that the request was made for the tree to be planted.

**Question:**

My gardener has offered to trim a City tree for me. Is he/she allowed?

**Answer:**

He or she is allowed only with a City Permit. You can request a permit online at [www.glendaltrees.org](http://www.glendaltrees.org) or you by calling the Maintenance Services Division at (818) 548-3950. The application will be reviewed and a determination will be swiftly made if approval is granted or denied.

**Question:**

I have an indigenous tree (Oak, Bay or Sycamore) on my property that's protected by law. How do I go about having it trimmed?

**Answer:**

You can go online at [www.glendaltrees.org](http://www.glendaltrees.org) to download the necessary permit and follow instructions for applying or call the Maintenance Services Division at (818) 548-3950.

**Question:**

A parkway tree has grown into the electrical wires. Will the City trim it?

**Answer:**

Yes. The Department that handles branches in electrical wires is Glendale Water and Power. They can be reached at (818) 548-2011.

**Question:**

The trees on the hillside are overgrown and in need of trimming. Who do we call for this?

**Answer:**

Contact the Community Services and Parks Department at (818) 548-2054. They will also be able to determine if the land is City-owned or private property.

**Question:**

A windstorm knocked down a lot of tree branches and palm fronds. Will the City come and pick them up?

**Answer:**

Yes, the City will pick up fallen branches and palm fronds from City-owned trees. Please call Maintenance Services at (818) 548-3950 for this service. For privately owned trees, we ask that you use your green waste containers.

**Question:**

The City cut down our parkway tree and left a stump. Are they coming back to remove it?

**Answer:**

Yes. Stump removals are done separately about 60 days following the tree removal.

**Question:**

A City tree is infested with bees. Will the City do anything about it?

**Answer:**

Yes. Please call the Maintenance Services Division to have bees in City-owned trees abated. If there are bees on a house or other private property we recommend that you call a bee specialist.

**Question:**

A traffic sign was knocked down or vandalized. Who do we contact to report it?

**Answer:**

You can contact the Maintenance Services Division at (818) 548-3950.

**Question:**

Will the City repaint faded curb markings?

**Answer:**

Yes. Call the Maintenance Services Division at (818) 548-3950 for faded curb markings.

**Question:**

Explain the "new" parking meters to me?

**Answer:**

The new pay station meters are multiple space meters which will allow you to pay for any parking space as long as you know your space number. With the new meters you can follow the prompts on the screen to pay for parking.

**Question:**

How do I check to see how much time I have left on my parking space or to add money to the meter?

**Answer:**

The only way you can check the amount of time left on the parking meter would be the receipt that was printed when you pressed ok when prompted on the multi space meter.

**Question:**

The meter never printed out a receipt. What am I supposed to do?

**Answer:**

The Multi-space meters now ask if you would like to have a printed receipt or not and does not print one out on its own. If you do not get a receipt, then you need to keep track of your time. If you opt not to get a receipt, then you will not be able to add time to your parking space later.

**Question:**

There's a sewer odor emitting from somewhere. Should I be concerned?

**Answer:**

Yes, sewer odors can be an indication of a serious problem. At times it can be a challenge to determine the source of various sewer odors. Check inside your bathtub, shower, and sink. Also, check under your house in the crawl space to see if there is water is dripping or pooled. Check and make sure your cleanouts are secure and not overflowing. A cleanout is the access point generally outside your home where a plumber can snake out your sewer system. You can remove the cap on your cleanout and with a flashlight look and see if you have standing water. If you see standing water then your system needs attention from a professional plumber. If you are unable to determine the source of the odor, call the Maintenance Services Division at (818) 548-3950.

**Question:**

I've have a sewage backup in my home. What should I do?

**Answer:**

First off, it's important to determine if the sewage is backing up or just not draining. If sewage continues to come out of your bathtub drain, shower, sinks or toilet despite having all water turned off, then the source of the backup may be in the City's main line. Call the Maintenance Services Division immediately at (818) 548-3950. If the backup occurs between 11:00PM – 6:30AM, then you can call the City's after hours hotline at (818) 550-4400 or call the Police Department. If the sewage stops backing up when all water is turned off, then you should call a professional plumber as the source of the backup is likely in your private waste line. You own the waste pipe all the way up to the City's main line under the middle of the street including the connection at the main. Your private waste line is called the lateral.

**Question:**

A plumber found roots from a City tree in my lateral line. Will the City remove the tree and who is responsible?

**Answer:**

Generally this problem is the result of a separation or deterioration of an old line that needs to be repaired and can be solved without removing the tree. Call the Maintenance Services Department at (818) 548-3950. A member of the Forestry Section will inspect the tree and lateral and determine the appropriate course of action. It's important that City staff be called to inspect the lateral while it is exposed in these situations.

**Question:**

The manhole in the street rattles every time a car drives over it. Is there anything that can be done to stop this?

**Answer:**

Yes. A gasket can be installed to prevent manhole rattling. Call Maintenance Services at (818) 548-3950 to report it.

**Question:**

Where can I drain my pool water?

**Answer:**

If the water is clean and de-chlorinated, then it can be discharged into the street. Pool water will naturally de-chlorinate in the sunshine in 3-4 days if you discontinue adding chlorine. Chlorinated or dirty pool water can be discharged into the sewer cleanout which leads to the City's sewer system. In some instances, water can be discharged onto a pervious surface on private property such as a lawn. Call the Environmental Management Section at 548-3900 for more information.

**Question:**

It's raining and street is flooded. What should I do?

**Answer:**

Call the Maintenance Services Division immediately at (818) 548-3900. It is possible the source of the flooding is a blocked storm drain catch basin that can be quickly cleared by City staff.

**Engineering Division**

**Question:**

If construction is scheduled on a trash collection day, do we still put out our trash containers?

**Answer:**

Despite construction on your street, trash will still be collected on your designated day. It is the responsibility of the contractor to arrange with the Public Works Integrated Waste Management Division regularly scheduled trash collection.

**Question:**

What hours is construction permissible?

**Answer:**

The allowable daily construction time period is from 7:00 a.m. to 7:00 p.m. If you are aware that construction crews begin before 7:00 a.m., please notify the Public Works Community Outreach Assistant at (818)548-3986.

**Question:**

Why doesn't construction take place on evenings and weekends?

**Answer:**

The City of Glendale Municipal Code, Chapter 8.36 Noise Control, Title 9 8.36.080 Construction on buildings, structures and projects, explicitly states, "It is unlawful for any person within a residential zone, or within a radius of five hundred feet therefrom, to operate equipment or perform any outside construction or repair work on buildings, structures or projects within the city between the hours of seven p.m. on one day and seven a.m. of the next day or from seven p.m. on Saturday to seven a.m. on Monday or from seven p.m. preceding a holiday, as designated in Chapter 3.08 of this code, to seven a.m. following such holiday unless beforehand a permit therefore has been duly obtained from the building official. No permit shall be required to perform emergency work as defined in this chapter." Periodically, the Public Works Director may approve construction work during nights, weekends or holidays due to specific construction impacts (traffic volumes, sewer flows, etc.) to minimize the overall impact to the residents. This special provision is used infrequently, and generally not in residential neighborhoods.

**Question:**

What is slurry seal?

**Answer:**

Slurry seal is a mixture of emulsified asphalt oil, rock, water and additives such as aluminum sulfate, Portland cement, lime, latex or carbon black used as a treatment on everything from residential driveways to public roads, highways, airport runways, parking lots and a multitude of other paved surfaces, to provide highly durable, low cost paving and surface maintenance.

**Question:**

What are the Public Works Department and the property owner responsibilities for the sewer?

**Answer:**

The Glendale Public Works Department is responsible for the sewer mains, which are located in the streets and easements. The property owner is responsible for the house lateral, including the pipe that connects from the public sewer to the main house.

**Question:**

There is a constant accumulation of water in the curb and gutter in front of my residence. Who can I contact to address this issue?

**Answer;**

The water accumulation may be a curb and gutter deficiency due to settlement over time. If this is the case, call Public Works Engineering Division at (818)548-3945. If water accumulation appears to be from piled leaves or debris, call the Public Works Maintenance Services Division at (818)548-3950.

**Question:**

How do I report a street light out or a traffic signal light malfunction?

**Answer:**

Contact GWP at (818)548-2011 for street light malfunction and Public Works Traffic and Transportation Division at (818)548-3960 for traffic signal light malfunction.

**Question:**

How does the City determine when a street is repaved?

**Answer:**

The Public Works Engineering Department periodically performs an assessment of every street in the City. The data collected from this assessment, along with traffic counts and other pertinent information is used to prioritize streets for improvement and allocate limited public funds for these projects. Contact the Public Works Engineering Division at (818) 548-3945 for more information.

**Question:**

I live on an unpaved street. Will the City pave it?

**Answer:**

Generally, the City will only maintain existing street pavement. The City will not construct new street pavement where there isn't any.

**Question:**

Why doesn't the City make concrete streets?

**Answer:**

Asphalt is easier to repair and costs much less than concrete. It also makes for a more comfortable ride. In addition, a significant quantity of greenhouse gases are emitted when concrete is produced.

**Question:**

My driveway apron is too narrow. Will the City widen it?

**Answer:**

No. The City will not widen driveway aprons. Homeowners may widen their own driveway aprons however. Contact the Engineering Division at (818) 548-3945 to acquire the necessary permits and for more information.

**Question:**

My neighborhood has no sidewalks. Will the City put them in?

**Answer:**

No. Homeowners may install sidewalks in front of their property themselves. Contact the Engineering Division at (818) 548-3945 to acquire the necessary permits and for more information.

**Question:**

Somebody knocked on my door and offered to repaint the address numbers on my curb. Is this legal?

**Answer:**

A permit is required to conduct the business of painting address numbers on curbs. You may either ask to see their permit or call the Engineering Office at (818) 548-3945 to determine if the solicitor has a permit to legally perform this work. A property owner or occupant may paint the address number on the curb in front of their property without a permit. Stencils to perform this work are available at most hardware stores. The City does not provide this service.

### **Integrated Waste Management**

**Question:**

The street sweeper has not swept my street according to the schedule posted on my street.

**Answer:**

To report street sweeping related concerns, call the Integrated Waste Management Division at (818)548-3916 or refer to **glendalepublicworks, Refuse/Trash recycling** section. There you can view city map with listed street sweeping schedule.

**Question:**

The street sweeper did a poor job sweeping the street. How can I report this?

**Answer:**

To report street sweeping related concerns, call the Integrated Waste Management Division at (818)548-3916.

**Question:**

When is trash pick up day in my neighborhood?

**Answer:**

To find out when trash will be picked up in your neighborhood, call the Integrated Waste Management Division at (818)548-3916 or refer to **glendalepublicworks, Refuse/Trash recycling** section, click **Automated Refuse & Recycling**, click into **Map & Schedule**. There you can view city map with listed trash collection schedule.

### **Traffic and Transportation Division**

**Question:**

Can I have red curb painted in front of my house?

**Answer:**

Maybe. So long as the red curb does not remove an on-street parking space, the City can paint red curb to improve driveway access and sight distance. Residents may contact the Traffic and Transportation Division at (818) 548-3960 and request new curb markings.

**Question:**

Can we get speed bumps put in on our street?

**Answer:**

The City has a Traffic Calming Program that provides residents with an avenue for requesting traffic calming devices such as speed humps. In order to qualify for speed humps, a street must meet certain thresholds for vehicular speed and quantity. In addition, the resident must submit a petition signed by no less than 75% of all impacted residents supporting the proposed traffic calming. Residents may contact the Traffic and Transportation Division at (818) 548-3960 to get started.