



NEWS RELEASE

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The Woodlands Township to launch new 311 reporting app for residents

THE WOODLANDS, TEXAS (December 14, 2023) – The Woodlands Township is launching a new 311 app for residents, providing enhanced service request capabilities and expedited request processing. The 311 app provides residents with the ability to report concerns in the community, such as downed or unhealthy trees, streetscape maintenance issues, concerns about lakes and ponds, directional signage maintenance requests and more.

Due to the transition process, residents are asked to utilize the web-based request portal until the app becomes available in the Google Play and Apple App stores. **The new 311 website portal will be activated on December 18, 2023, at 8 a.m.** Residents can access the portal via a web browser by visiting www.thewoodlandstowship-tx.gov/311.

Please note, residents who are currently registered within the 311 Service Request system will no longer have access to previous requests or the ability to submit new ones through the existing app, effective December 18, 2023. Both new and currently registered residents must create a new account using the new system.

The new 311 Service Request system is directly linked to The Township's work order system, expediting request processing. In addition, the current system and app are no longer supported by the vendor.

For any inquiries, please contact the Township's Resident Care Center at 281-210-3800. The Woodlands Township appreciates your patience during this transition.

The Woodlands Township is a special purpose district, providing fire protection, environmental services, parks and recreation, economic development, enhanced law enforcement services and more to over 120,000 residents and 2,000 businesses. Located 27 miles north of Houston, Texas, The Woodlands Township is committed to supporting the highest quality of life for its residents, businesses and visitors. Please visit www.thewoodlandstowship-tx.gov to learn more.