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For Immediate Release

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City of Beverly Hills to Launch New Website and askBH Customer Relations Program

Beverly Hills, Calif. (April 17, 2024) – Beginning Wednesday, May 1, 2024, the City will unveil its new website, which underwent an extensive refresh under the guidance of its Website Steering Committee which consisted of community members and Council liaisons, Councilmember John Mirisch and former Councilmember Lili Bosse.

The new website, designed by the City's selected vendor, CivicPlus, features improved functionality, easy navigation as well as at-a-glance information about City news and upcoming events.

In conjunction with the website launch, the City will also unveil its new customer relations program called 'askBH' which will serve as the primary contact service for non-emergency assistance on City services, programs and events.

This new program will make it easier for community members to get in touch with a City representative either by phone, email, mobile app, website or via text.

"It's imperative that we provide effective and hospitable customer service to our community and point them in the right direction when they need a question answered," said Beverly Hills Mayor Lester Friedman. "Our new askBH team will be readily available to serve anyone needing assistance."

Between the hours of 7:30 a.m. to 5:30 p.m. Monday through Thursday and 8 a.m. to 5 p.m. on Fridays, the askBH customer service team will be able to help the public navigate with recreation reservations, solid waste and commercial trash services, reporting code violations, street repairs, obtain fire permits and more. More information will be made available soon.

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