



Frequently Asked Questions Table of Contents

I. General

[When does Lakewood City Council Meet?](#)

[How long is a Council Member's term? Are they full time? How much do they get paid?](#)

[What is phone number to the Lakewood Board of Recreation?](#)

[How do I rent the Women's Club Pavilion or the Kiwanis Pavilion at Lakewood Park?](#)

[Who do I call about a street light that is out?](#)

[How do I report a power outage?](#)

[Who is NOPEC?](#)

[Is every Lakewood resident a member of NOPEC?](#)

[When will my street be resurfaced?](#)

[Who do I contact if I have a complaint about high grass?](#)

[Who is my Neighborhood Police Officer?](#)

[I would like to schedule an appointment for immunizations, obtain copies of my immunization records, etc. How can I do this?](#)

[Is there a snow parking ban?](#)

II. Municipal Income Tax

[Who must file a City of Lakewood tax return?](#)

[How can I pay my tax balance?](#)

[What are the Tax Division's regular hours of operation?](#)

[What is the Tax Division's contact information?](#)

[Are retirees or disabled individuals required to file a Lakewood tax return?](#)

[Do residents who rent need to file a Lakewood tax return?](#)

[What is the City of Lakewood Tax Rate?](#)

[Do I receive credit for taxes paid to other cities?](#)

[What is the due date for the City of Lakewood's tax return?](#)

[Can the tax office help me prepare the City of Lakewood tax return?](#)

[Are lottery/gambling winnings taxable?](#)

[Does your office handle property taxes?](#)

[Can you answer questions concerning Federal or State Taxes?](#)

[Can you answer my questions about my new real estate valuation and real estate taxes?](#)

III. Department of Human Resources

[Do you have any current job openings?](#)

[Can I leave an application for future vacancies?](#)

[Do you have full-time positions and part-time positions?](#)

IV. Human Services (Division of Aging, Youth & Early Childhood)

Department of Human Services – (216) 529-6685

[Is this a county?](#)

[What does the Department of Human Services do?](#)

[I live in Lakewood and am being evicted, who can assist me?](#)

[I need help paying my utilities, who can assist me?](#)

[Where can I go for food and food stamps?](#)

[I have items I would like to donate, who can accept these donations?](#)

[I don't have a doctor and I need assistance with paying my prescriptions. Who can I call?](#)

[I am a veteran needing assistance, can city help me?](#)

[I am unemployed, where can I find a job?](#)

[I am a homeowner and need assistance with home repairs and/or yard work?](#)

[I think I may have bedbugs, what do I do?](#)

[I am having financial difficulty, can anyone help me?](#)

[Is this the social security office?](#)

Division of Early Childhood – Jessica Parker (216) 529-5018

[What does the Division of Early Childhood offer?](#)

[I am looking for childcare, where do I go?](#)

[I have questions about staff/child ratios in childcare centers?](#)

[I am new to Lakewood and looking for things to do with my young family?](#)

Division of Youth – Colleen McNamara (216)529-6873

[Is this the county?](#)

[Who do I call if I think a child is being abused?](#)

[What does the Division of Youth do?](#)

[My child is struggling at school, can you help me?](#)

[I am a parent with children and I need assistance, who can help me?](#)

[My child is in trouble with the police, who can I talk to?](#)

[My child has been truant at school, who can I talk to?](#)

[I have a middle school child and looking for positive volunteer opportunities, do you know of any?](#)

Division of Aging – DeDe MacNamee Gold (216) 521-1515

[Is this the county?](#)

[What does the Division of Aging do?](#)

[Who do I call if I think a senior is being abused, neglected or exploited?](#)

[My mother can no longer function independently and is unable to care for herself. Who can I call?](#)

What is available for an older person who can no longer drive and has no formal support system for transportation?

I have to relocate and I don't know where to begin. What housing information is available?

Insurance and the Medicare changes are so confusing. Who can assist me with insurance and navigating the health care insurance system?

I have recently retired and would like something to do to keep busy. Who can I talk to?

V. Division of Animal Control

What are the hours for the Animal Shelter and where is it located?

How much does it cost to adopt an animal?

I have an animal I can no longer keep, may I bring it to you?

Where can I take my animal I can no longer keep?

What can I do if I have an after-hours emergency?

Is the Lakewood Animal Shelter a no-kill shelter?

I am having a stray cat problem in my neighborhood, can I borrow a trap from you?

I would like to raise backyard chickens. Is this allowed in Lakewood?

Are pit bulls allowed in Lakewood?

Are retractable leashes allowed in Lakewood?

Am I required to have liability insurance for my dog?

Do I need to prove or carry my insurance policy with me?

My dog is a service animal. Do I have to have liability insurance?

VI. Block Club Program

Who do I contact for more information on Lakewood's Neighborhood Block Club Program?

What if I cannot have a meeting in my home – what are my options?

My neighbors are hesitant about reporting crimes, suspicious acts or other things (housing code violations, garbage, etc.), what can I tell them?

What other city representatives could I get involved in my street's block club efforts and meeting?

[Are Animal Control Officers available to come speak with a Block Club?](#)

[How can I find out about crime occurring in my neighborhood?](#)

[Other than Block Club, does Lakewood offer any other training for residents in crime prevention that I can become involved in?](#)

[I have seen Block Club street signs in other communities. Are those types of signs available to residents of Lakewood?](#)

[Does the city keep a record of streets with operating Block Club groups?](#)

[Can I incur any legal liability by heading up or participating in a Block Group?](#)

[There are some small businesses in my neighborhood. Can they be part of our Block Club group?](#)

VII. Division of Refuse & Recycling

[Where is the City's Refuse & Recycling location and how do I contact them?](#)

[What if I miss my collection?](#)

[What doesn't the City collect from the curb?](#)

[What should I do when it snows?](#)

[How should I dispose of hypodermic needles, syringes, and other "sharps"?](#)

[Can I mark my City-provided refuse cart with my address?](#)

[What shouldn't I put in the refuse carts?](#)

[What if my cart is damaged or stolen?](#)

[How should I dispose of my unwanted medicine?](#)

[How should I dispose of paint?](#)

[I live on the parking side of the street. Where should I put my refuse cart?](#)

[How do I find out how to dispose of or recycle all of the other items I want to get rid of?](#)

VIII. Water/Sewer Bills

[Why are my bills so high?](#)

[When is my bill being estimated?](#)

[How can I pay my water bill?](#)

[Why are there two charges each for water & sewer on my bill?](#)

[Why didn't I receive my bill this month?](#)

[Where can I get help with paying my water bill?](#)

[Who is responsible for paying the water / sewer bill in a lease situation?](#)

[How do I qualify for Homestead Exemption?](#)

[What is the summer sprinkling program and how do I qualify?](#)

[What should I do about my water service and bill if I sell my property or purchase new property?](#)

IX. Water and Wastewater Collection

[Where does our drinking water come from?](#)

[Is there information about the City of Lakewood water quality?](#)

[How does the city make sure the drinking water is safe?](#)

[If I am concerned about my water can I have it tested?](#)

[What does a sewer odor in my basement mean?](#)

[What if my water appears cloudy?](#)

[What if I have a concern about water quality?](#)

X. Division of Public Works

[When will my street be resurfaced?](#)

[Who do I tell about a street light that is out?](#)

[How do I report a power outage?](#)

[Who do I call to see if my water bill is paid?](#)

[Is there a snow parking ban?](#)

[Who do I call regarding noisy or missing manhole covers?](#)

XI. Parks/Public Property

[How do I rent the Women's Club Pavilion or the Kiwanis Pavilion at Lakewood Park?](#)

[How do I find out if my baseball game is rained out?](#)

[What are the pool hours at Lakewood High School \(LHS\)?](#)

[How do I get a pool pass for municipal pools at Lakewood and Madison parks?](#)

[Can I bring a grill or tent to the park?](#)

[Are there posted rules for use of the city parks?](#)

XII. Vital Statistics (Birth & Death Certificates)

[What are your regular business hours?](#)

[Who should I make my check/money order payable to?](#)

[How far back in time do you retain birth records?](#)

[How far back in time do you retain death records?](#)

XIII. Police Department

[How can I get a copy of a police report?](#)

[How long does it take for a police report to be ready?](#)

[What do I need to do if my vehicle is towed?](#)

[Where is my car impounded?](#)

[What are the jail visiting hours?](#)

[If someone is in your jail, what can I bring them?](#)

[When do I have to pay the parking meters?](#)

[Do I have to pay the parking meters on a holiday?](#)

[What are the restrictions on 24 hour parking?](#)

[How do I get a permit to park in a municipal parking lot?](#)

[What will happen to my car that is in violation of 24 hour parking?](#)

[Can my group get a tour of the Police Station?](#)

[What can I do about a car parked on my street that hasn't been moved in a while?](#)

[If I call the Lakewood Police do I have to leave my name and phone number?](#)

[What can I do about speeders on my street?](#)

[Do I need to register my bike and how much does it cost?](#)

[When is the Detective Bureau open?](#)

[How can I learn which detective is assigned to my case?](#)

[Is a Detective assigned to every report?](#)

[If I am a victim of a crime do I need an attorney?](#)

[How can I obtain a protection order?](#)

[How do I make a complaint about or commend an officer or employee?](#)

[How do I hire an Off Duty Police Officer?](#)

[Who is my Neighborhood Police Officer?](#)

[What is the curfew for juveniles?](#)

[I need to be fingerprinted for a license. How can I obtain this?](#)

XIV. Fire Department

[My insurance company wants a copy of the Fire Investigation Report for a recent fire at my home. Who do I contact?](#)

[Where should I put smoke detectors in my home?](#)

[How far is a hydrant from my home?](#)

[Does the Lakewood Fire Department give out smoke detectors?](#)

[I was transported to the hospital by the Lakewood Fire Department and have a question about my bill. Who do I contact?](#)

[Who can inspect my child's car seat for proper installation and use?](#)

[I need to renew \(or get\) my CPR/AED certification. Who do I contact for information on classes offered?](#)

[Where can I drop off my aluminum cans for recycling?](#)

[I need an inspection for day care license, adoption or to become a foster care provider. Who do I call?](#)

[What is Insurance Services Office \(ISO\) rating for Lakewood?](#)

[Do you have any information on how to be prepared in the case of an emergency?](#)

XV. Housing & Building

[What is the zoning of a particular property?](#)

[Can I operate a business out of my home?](#)

[My neighbor's tree is hanging over/damaging my property. What can I \(you\) do about it?](#)

[Can you recommend a contractor?](#)

[How do I register to do work in the City?](#)

[What smoke detectors or carbon monoxide \(CO\) detectors are acceptable to the City?](#)

[Do I need a permit/inspection to have the City sidewalk in front of my house repaired/replaced?](#)

[Why do I need a dye test before connecting to the City sewer\(s\)?](#)

[Where can I report problems with mold, asbestos, lead etc.?](#)

[With last night's storm, I got water in my basement. Where can I report it/get help?](#)

[How can I find Lakewood housing that accepts Cuyahoga Metropolitan Housing Authority \(CMHA\) tenants?](#)

[How can I dispute my high real estate taxes?](#)

[How can I find out who owns the absentee landlord property next to me?](#)

[How can I obtain a vendor's license?](#)

[What is the number you should call before you dig to avoid hitting underground utility lines?](#)

[My neighbor has not cut his grass \(or shoveled his walks\). Who can help me?](#)

[My water pressure is low. How do I report this?](#)

[My mother is elderly. Can someone with the City help with snow removal/grass cutting?](#)

[My landlord is not responding to my complaints. What can I do?](#)

[How can I put my rent in escrow until my landlord fulfills his obligations?](#)

[Do you have to be registered to go door-to-door in Lakewood selling goods or services?](#)

[What do I do if a solicitor that comes to my door is aggressive in their sales to the point it is inappropriate and intimidating or is asking for my personal information or copies of my utility bills?](#)

[Is there a way I can prevent solicitors from knocking on my door?](#)

XVI. Finance Department

[How do I become a Vendor for the City of Lakewood?](#)

[If I register with the Building Department as a Contractor, am I considered a Vendor for the City?](#)

[Where do I find what projects the City currently has out for Bid?](#)

[How do I obtain bid results for a project?](#)

[Does the City auction vehicles or bicycles?](#)

[Does the city sell old street signs?](#)

Frequently Asked Questions

I. General

Q: When does Lakewood City Council meet?

A: At seven-thirty (7:30) p.m. on the first and third Monday of every month, or, if such Monday falls on a Holiday, on the Tuesday following. Only Special Council Meetings or committee meetings are held in the month of August. All regular City Council meetings are held in the Council Chambers at City Hall. In addition, there are seven (7) standing committees of Council that meet at the discretion of the appointed chair.

Q: How long is a Council Member's term? Are they full time? How much do they get paid?

A: Each council member serves a four-year term. They work part-time. In 2014, Council voted to increase their salary from \$7,000 to \$13,000. This was the first increase in 32 years. This increase is phased in: Four (4) Ward Council members began receiving the new salary in 2016. Three (3) At-Large council members began receiving the new salary in 2018. Council members also have the option to receive full health care benefits through the city.

Q: What is the phone number to the Lakewood Board of Recreation?

A: The Lakewood Board of Recreation can be reached at (216) 529-4081. Their website address is www.lakewoodrecreation.com. The Lakewood city pools are operated by the Lakewood Board of Recreation. All aquatic programming and facility questions should be directed to the Lakewood Board of Recreation.

Q: How do I rent the Woman's Club Pavilion or the Kiwanis Pavilion at Lakewood Park?

A: As of January 2018, the city went to an on-line pavilion rental system. To rent a pavilion go to the City's website at: <http://www.onelakewood.com/pavilion-rentals/>. This website hosts a calendar so you can check the availability of the pavilions, photos of the pavilions

and regulations about the rental including cancellation and deposit return procedures. All rental fees must be paid up front by credit card.

Q: Who do I tell about a street light that is out?

A: First Energy's website (http://www.firstenergycorp.com/service_requests.htm) is where all of the pertinent information may be entered. You will need a pole number (usually a five (5) or six (6) digit number on a tag on the pole), an address, or a very specific location. Sometimes it helps to mark the pole by tying a ribbon or string around the pole. Remember, they fix the lights in the daytime so the crews can't always see which light is out. Typically reported outages are fixed within a few days.

Q: How do I report a power outage?

A: Call First Energy at (1-888) 544-4877 to report a power outage. You should continue to call every four (4) hours to make sure they know who is still without power.

Q: Who is NOPEC?

A: NOPEC is an aggregator that is able to negotiate better deals on energy and natural gas. Lakewood is a NOPEC community pursuant to the vote of the residents. More information may be found on the city's website at: <http://www.onelakewood.com/frequently-asked-questions-about-nopecs-electric-program/> NOPEC's contact information is: <http://www.nopecinfo.org/energy-solutions/electric-solutions/> and phone is: 855-639-8159.

Q: Is every Lakewood resident a member of NOPEC?

A: Every Lakewood resident was at one time a member of NOPEC, however, every resident has an opportunity at any time to "opt out" of NOPEC and use a provider of their choice. Right now, NOPEC has partnered with NextEra to provide low price electricity to Lakewood customers. First Energy still distributes the energy to your home and is who you would still report power outages.

Q: When will my street be resurfaced?

A: A major factor as to when your street will be resurfaced is the available funding, it is a collaborative decision with Public Works, Finance and City Council. Pavement Condition Rating is a rating system that was developed using Ohio Department of Transportation's standards for measuring roadway deterioration, and has been adopted by the City of Lakewood as the basis for ranking our streets. We then consider the condition of the roadway base, sub-base, and underground utilities (water mains, and sewers) to schedule any major repair. A map of the 2018 Street Resurfacing Projects may be found on the city website:

<http://www.onelakewood.maps.arcgis.com/aaps/webappviewer/index.html?id=fb7c4ebe17014d91b0a412454e33c268>

Q: Who do I contact if I have a complaint about high grass?

A: Call the Department of Building and Housing at 529-6270 or go to 'Report a Problem on the city website at the following link: <http://www.onelakewood.com/report-a-problem-concern/>

Q: Who is my Neighborhood Police Officer?

A: Ward 4, Mike Fritsch, 12400 Madison Ave., (Fedor Manor), (216) 346-9287
michael.fritsch@lakewoodoh.net

Ward 3, Matt Wintrick, 14812 Detroit Ave., Suite 200 (entrance off of Detroit Ave., office above Deagan's Restaurant), (216) 701-3308 matthew.wintrick@lakewoodoh.net

Ward 2, Angela Ortiz, 14812 Detroit Ave., Suite 200 (entrance off of Detroit Ave., office above Deagan's Restaurant), (216) 701-3063 angela.ortiz@lakewoodoh.net

Ward 1, Ted Morley, 14812 Detroit Ave., Suite 200 (entrance off of Detroit Ave., office above Deagan's Restaurant), (216) 701-7572 ted.morley@lakewoodoh.net

Q: I would like to schedule an appointment for immunizations, obtain copies of my immunization records, etc. How can I do this?

A: Contact the Cuyahoga County Board of Health (CCBH) at (216) 201-2000. Nurses are in Lakewood on the second (2nd), third (3rd) and fourth (4th) Tuesday of each month for clinics. To schedule an appointment, contact CCBH's immunization line at 216-201-2041.

Q: Is there a snow parking ban?

A: Parking ban streets are shown and listed on the map on the City's web site: http://www.onelakewood.com/pdf/2011_EmergencySnowBanStreetsMap.pdf and a map showing locations of parking lots that are available during a snow are at: http://www.onelakewood.com/pdf/Municipal_Parking_Lots.pdf

Snow bans are in effect on these streets when there is four (4") inches or more of snow on the street without the necessity of any notice by the City.

If a city-wide snow parking ban is issued, the City will issue a notice to the media about the parking ban, it will be posted on the main page of the City's website and it will be posted on the city's Facebook and Twitter.

II. Municipal Income Tax

Q: Who must file a City of Lakewood tax return?

A: All resident individuals 18 years of age and over, non-residents who own rental property or conduct business in Lakewood, and resident and non-resident businesses that operate or have an office within the city limits **must file a City of Lakewood tax return**, even if no income is earned or no tax is due.

Q: How can I pay my tax balance?

A: Acceptable forms of payment include cash, check, money order, debit card, and credit card. You may pay in person during regular business hours, by mail, or over the phone.

Q: What are the Tax Division's regular hours of operation?

A: The Division of Tax is open from 8:00 AM to 5:00 PM, Monday through Friday.

Q: What is the Tax Division's contact information?

A: The Division of Tax is located at 12805 Detroit Ave., Suite One, Lakewood, OH 44107. The Division's phone number is (216) 529-6620. The Division's fax number is (216) 529-6099. The Division's email address is taxdept@lakewoodoh.net.

Q: Are retirees or disabled individuals required to file a Lakewood tax return?

A: Yes. Retirees and disabled individuals with no taxable income will need to file an exemption and supply the Division of Tax with a copy of their annual benefits statement.

Q: Do residents who rent need to file a Lakewood tax return?

A: Yes. The tax collected by the City of Lakewood is based on income and residency status, not on property ownership.

Q: What is the City of Lakewood's tax rate?

A: Lakewood's tax rate is one point five (1.5%) percent.

Q: Do I receive credit for taxes paid to other cities?

A: Residents receive a credit of zero point five (.5%) percent for taxes paid to other cities.

Q: What is the due date for the City of Lakewood's tax return?

A: The due date matches the Federal tax filing due date for individuals and businesses.

Q: Can the tax office help me prepare the City of Lakewood tax return?

A: Yes. Auditors from the Division of Tax are available to prepare your INDIVIDUAL tax return for you free of charge. No appointment is necessary.

Q: Are lottery/gambling winnings taxable?

A: Yes, on winnings over \$600.00.

Q: Does your office handle property taxes?

A: No. The Cuyahoga County property tax office is located in the Administration Building in downtown Cleveland. Their address is 2079 East Ninth (9th) Street Cleveland, OH 44115. Their phone number is (216) 443-7010.

Q: Can you answer questions concerning Federal or State taxes?

A: No. Any inquiries regarding Federal or State taxes should be directed to either the IRS or the State of Ohio, respectively.

Q: Can you answer my questions about my new real estate valuation and real estate taxes?

A: No. The City of Lakewood is not involved in the real estate valuation and real estate tax assessments. The Cuyahoga County Fiscal Officer is responsible to see that every parcel of land and the buildings in Cuyahoga County are appraised and assessed for tax purposes. State law requires the county to conduct a reappraisal every six (6) years; and update every three (3) years; and a valuation of improvements based upon building permits received from each city annually. For further information contact the Cuyahoga County Fiscal Officer at (216) 443-7100.

III. Department of Human Resources

Q: Do you have any current job openings?

A: All current job openings for external applicants are posted on our website. Additionally, we have copies of postings for internal and external positions on the bulletin board in the Human Resources Department. You may find the Application and a list of current job openings on our website at: <http://www.onelakewood.com/apply-register/apply-for-job/>

Many of our job openings are for internal applicants only. If we determine that there is no internal applicant who is suited for the opening, the general public will have an opportunity to apply.

Q: Can I leave an application for future vacancies?

A: Certainly, we will add you to the candidate database and keep your application on file for one (1) year. In that time if the position you have identified on your application should become available, your application will be reviewed for inclusion in the applicant pool.

If you see an external posting for a position for which you would like to apply which was not included on your application, you may resubmit an application for the current opening. Also, if your situation changes significantly within the year your application is on file (completion of training or schooling, obtaining a special certificate or commercial drivers' license), it is best to reapply.

Q: Do you have full-time positions and part-time positions?

A: The majority of our positions are full-time, but we often do have part-time or temporary, seasonal positions available also.

IV. Human Services (Division of Aging, Youth & Early Childhood)

Department of Human Services - (216) 529-6685

Q: Is this the county?

A: No. This is the City of Lakewood. All county related assistance including child support, food stamps, health insurance, job training, and emergency assistance, can be found by calling Cuyahoga County Department of Jobs and Family Services - <http://cjfs.cuyahogacounty.us/en-US/home.aspx> (216) 987-7000.

Q: What does the Department of Human Services do?

A: The Department of Human Services is committed to improving the quality of life and promoting the well-being of all Lakewood residents. Human Services delivers effective and innovative programs through Early Childhood, Youth and Senior Services in order to identify the multifaceted and complex needs individuals and families may encounter and link them to community resources.

Q: I live in Lakewood and am being evicted, who can assist me?

A: Please call Lakewood Community Services Center -<https://www.lcsclakewood.org/> (216) 226-6466

Q: I need help paying my utilities, who can assist me?

A: Please call Lakewood Community Services Center -<https://www.lcsclakewood.org/> (216) 226-6466

Q: Where can I go for food and food stamps?

A: Please call Lakewood Community Services Center -<https://www.lcsclakewood.org/> (216) 226-6466. They have a food pantry, food assistance, and calendar for community meals. For food stamps and other benefits, contact: Cuyahoga County Department of Jobs and Family Services - <http://cjfs.cuyahogacounty.us/en-US/home.aspx> (216) 987-7000

Q: I have items I would like to donate, who can accept these donations?

A: The Department of Human Services relies on monetary donations to support programs and services provided to the Lakewood community and welcome monetary donations at any time through the Lakewood Foundation. To donate other items, please contact United Way's 211 First Call for Help <http://www.211oh.org/> Call 211.

Q: I don't have a doctor and I need assistance with paying my prescriptions, who can I call?

A: Please contact Lakewood's free health clinic, North Coast Health-<http://northcoasthealth.org/> (216) 228-7878. For additional information on prescription assistance call: United Way's 211 First Call for Help <http://www.211oh.org/> Call 211.

Q: I am a veteran needing assistance, can city help me?

A: For veteran's services and benefits, contact the Cuyahoga County Veteran's Services Commission= <http://vsc.cuyahogacounty.us/> (216) 698-2600

Q: I am unemployed, where can I find a job?

A: Please call Lakewood Community Services Center -<https://www.lcsclakewood.org/> (216) 226-6466 or contact Cuyahoga County Department of Jobs and Family Services - <http://cjfs.cuyahogacounty.us/en-US/home.aspx> (216) 987-7000

Q: I am a homeowner and need assistance with home repairs and/or yard work?

A: Call Lakewood Alive- <http://www.lakewoodalive.org/> (216) 521-0655

Q: I think I may have bedbugs, what do I do?

A: Call Lakewood Alive- <http://www.lakewoodalive.org/> (216) 521-0655

Q: I am having financial difficulty, can anyone help me?

A: Call The East Side Organizing Project (ESOP) <http://www.esop-cleveland.org/> 1-877-731-3767. For additional assistance related to benefits and job training please contact: Lakewood Community Services Center -<https://www.lcsclakewood.org/> (216) 226-6466

Q: Is this the social security office?

A: No. Please call the Lakewood Social Security Office- <https://www.ssa.gov/> (1-800) 772-1213

For Additional Resources:

- Questions related to utility assistance, job assistance, mental health, evictions, food, shelter, basic needs: Lakewood Community Services Center - <https://www.lcsclakewood.org/> (216) 226-6466.
- Questions related to benefits including food stamps, child support, social security, health insurance, etc: Call Cuyahoga County Department of Jobs and Family Services - <http://cjfs.cuyahogacounty.us/en-US/home.aspx> (216) 987-7000.
- Questions related to housing maintenance, labor/contractor services, yard care, guidance on housing compliance: Call Lakewood Alive- <http://www.lakewoodalive.org/> (216) 521-0655.

Division of Early Childhood - Jessica Parker (216) 529-5018

<http://www.onelakewood.com/findget/early-childhood-services/>

Q: What does the Division of Early Childhood offer?

A: The Division of Early Childhood offers a wide variety of support, education and community building programs and services for those residents raising or caring for our young children birth through age five.

Q: I am looking for childcare, where do I go?

A: Please contact: Division of Early Childhood (216) 529-5018 or you can access the listing at <http://www.onelakewood.com/findget/early-childhood-services/> or contact: Starting Point - www.startingpoint

Q: I have questions about staff/child ratios in childcare centers?

A: Please contact: Division of Early Childhood (216) 529-5018 or you can access the listing at <http://www.onelakewood.com/findget/early-childhood-services/> or contact: Child Care Licensing (Ohio Department of Job and Family Services) (877) 302-2347.

Q: I am new to Lakewood and looking for things to do with my young family?

A: Please contact: Division of Early Childhood (216) 529-5018 or you can access the listing at <http://www.onelakewood.com/findget/early-childhood-services/> or contact: Lakewood Early Childhood PTA- <http://www.lecpta.com/>

Frequently Asked For Phone Numbers

- Cuyahoga County Childcare Assistance for Working Families (216) 987-6929.
- Starting Point Resource and Referral (216) 575-0061.
- Lakewood Community Service Center (216) 226-6466.
- Lakewood City Schools (216) 529-4000.
- Lakewood Recreation Department (216) 529-4081.
- Child Care Licensing (Ohio Department of Job and Family Services) (1-877) 302-2347.
- **Any concerns related to child abuse/neglect, please report to (216) 696-KIDS (5437)**

Division of Youth - Colleen McNamara (216) 529-6873

Q: Is this the county?

A: No. This is the City of Lakewood. All county related assistance including child support, food stamps, health insurance, job training, and emergency assistance, can be found by calling Cuyahoga County Department of Jobs and Family Services at (216) 987-7000 or email at: <http://cjfs.cuyahogacounty.us/en-US/home.aspx> or Cuyahoga County Child and Family Services at (216) 431-4500 or email at: <http://cfs.cuyahogacounty.us/> (216) 431-4500.

Q: Who do I call if I think a child is being abused?

A: Please report all concerns of child abuse and neglect to Cuyahoga County Child and Family Services at (216) 696-KIDS (5437) or email at: <http://cfs.cuyahogacounty.us/>

Q: What does the Division of Youth do?

A: The Division of Youth looks for creative ways to engage parents in developing relationships and community connections. We assist parents with problem solving, skill building and crisis resolution. Contact (216)529-6873 or email at: <http://www.onelakewood.com/findget/program-youth/>

Q: My child is struggling at school, can you help me?

A: Yes, please call the Division of Youth at (216) 529-6873 or email at: <http://www.onelakewood.com/findget/program-youth/>

Q: I am a parent with children and I need assistance, who can help me?

A: Please call the Division of Youth at (216) 529-6873 or email at: <http://www.onelakewood.com/findget/program-youth/>

Q: My child is in trouble with the police, who can I talk to?

A: Juvenile Diversion Program is a voluntary program designed to offer first time juvenile offenders and their parents the opportunity to restore trust, give back to the community and to find ways to continue to be positively involved in their community. It is designed to empower families through education, direction and guidance for the betterment of the child, the City and its residents. **Questions? Contact Juvenile Diversion Program at (216) 529-6870**

Q: My child has been truant at school, who can I talk to?

A: Juvenile Diversion Program is a voluntary program designed to offer first time juvenile offenders and their parents the opportunity to restore trust, give back to the community and to find ways to continue to be positively involved in their community. It is designed to empower families through education, direction and guidance for the betterment of the

child, the City and its residents. **Questions? Contact Juvenile Diversion Program at (216) 529-6870**

Q: I have a middle school child and looking for positive volunteer opportunities, do you know of any?

A: H2O (Help to Others) Youth Volunteer Program connects Lakewood youth with volunteer opportunities to develop a strong desire to serve the community. Nurtured by a culture of kindness, they learn valuable skills while helping others. They grow into more engaged citizens empowered to make an impact in the world. **Questions? Contact H2O (Help to Others) Youth Volunteer Program (216) 529-6045**

Division of Aging - DeDe MacNamee Gold (216) 521-1515

Q: Is this the county?

A: No. This is the City of Lakewood. All county related assistance including child support, food stamps, health insurance, job training, and emergency assistance, can be found by calling Cuyahoga County Department of Jobs and Family Services at (216) 987-7000 or email at: <http://cifs.cuyahogacounty.us/en-US/home.aspx> or Cuyahoga County Department of Senior and Adult Services at (216) 420-6700 or email at: <http://dsas.cuyahogacounty.us/>

Q: What does the Division of Aging do?

A: The primary goal of the City of Lakewood's Division of Aging is to enable older residents to stay safely in their homes and community while sustaining a quality of life that is both meaningful and productive. Contact number is (216) 521-1515 or email at: <http://www.onelakewood.com/findget/programs-for-seniors/>

Q: Who do I call if I think a senior is being abused, neglected or exploited?

A: Please call for Cuyahoga County Department of Senior and Adult Services Adult Protective Services at (216) 420-6700 or email at: <http://dsas.cuyahogacounty.us/>

Q: My mother can no longer function independently and is unable to care for herself. Who can I call?

A: Please call the Division of Aging Supportive Services (216) 521-1090 or contact: Cuyahoga County Department of Senior and Adult Services at (216) 420-6700 or email at: <http://dsas.cuyahogacounty.us/>

Q: What is available for an older person who can no longer drive and has no formal support system for transportation?

A: Please call the Division of Aging (216) 521-1515 or email at: <http://www.onelakewood.com/findget/programs-for-seniors/> The Division of Aging offers transportation for Lakewood seniors, 60 and over to medical appointments, senior centers, grocery shopping, special events and public benefits.

Q: **I have to relocate and I don't know where to begin. What housing information is available?**

A: Please call the Division of Aging Supportive Services (216) 521-1090 or email at: <http://www.onelakewood.com/findget/programs-for-seniors/> Division of Aging Supportive Services provide resources and information on affordable housing, subsidized housing, housing with assistance for seniors and other housing alternatives.

Q: **Insurance and the Medicare changes are so confusing. Who can assist me with insurance and navigating the health care insurance system?**

A: Please call the Division of Aging Supportive Services (216) 521-1090 or email at: <http://www.onelakewood.com/findget/programs-for-seniors/> Division of Aging Supportive Services can provide links to resources for Medicare, Medicaid and HMOs. To schedule appointments for Ohio Benefits or Ohio Senior Health Insurance Information Program (OSHIIP), which is located at the Senior Center, please call: (216) 521-1515.

Q: **I have recently retired and would like something to do to keep busy. Who can I talk to?**

A: Please call the Division of Aging (216) 521-1515 or email at : <http://www.onelakewood.com/findget/programs-for-seniors/> The Division of Aging operates a Senior Center and meal site with various activities, programs, events and trips as well as volunteer opportunities. Additionally, the city's website has a volunteer page listing many non-profit organizations which offer volunteer opportunities please go to: <http://onelakewood.com/volunteer/>

V. Division of Animal Control

Q: **What are the hours for Animal Shelter and where is it located?**

A: The Shelter is open on Tuesday and Thursday from 12:00 PM to 6:00 PM, and Wednesday, Friday and Saturday from 12:00 PM to 4:00PM. The shelter is located at 1299 Metropark Drive, Lakewood.

Q: **How much does it cost to adopt an animal?**

A: \$35.00

Q: **I have an animal I can no longer keep, can I bring it to you?**

A: The Lakewood Animal Shelter only takes in stray animals found in the City of Lakewood. We are a small shelter and just do not have the space for a large volume of animals.

Q: **Where can I take my animal I can no longer keep?**

A: There is a website at www.petfinder.com, where you can find a listing of local animal shelters, and other links for rescue groups.

Q: **What can I do if I have an after-hours emergency?**

A: Some situations may not constitute an emergency. Contact the Lakewood Police Department at (216) 521-6773, and they can advise or call in an Animal Control Officer if necessary.

Q: **Is the Lakewood Animal Shelter a no-kill shelter?**

A: A no-kill shelter is defined as a shelter that guarantees if an animal is not adopted it will not be euthanized. At the Lakewood Animal Shelter all dogs not claimed or adopted are transferred to the Cuyahoga County Kennel. All cats not claimed or adopted are euthanized.

Q: **I am having a stray cat problem in my neighborhood, can I borrow a trap from you?**

A: The Lakewood Animal Shelter and animal control do not lend traps for cats. However, if you rent or buy a trap, we will pick up from you. Call the shelter at (216) 529-5020 for available hours.

Q: **I would like to raise backyard chickens. Is this allowed in Lakewood?**

A: Yes, Lakewood has a backyard hen program. Section 505.18(e) of the Lakewood Codified Ordinances addresses the backyard hen program. There are 50 permits allowed in Lakewood. For an application and more information go [onelakewood.com](http://www.onelakewood.com/backyard-hens/) at the following link: <http://www.onelakewood.com/backyard-hens/>
For additional questions contact the Mayor's Office at (216) 529-6600.

Q: **Are Pit Bulls allowed in Lakewood?**

A: As of May 13, 2018, Lakewood no longer has breed specific legislation – all dogs are welcome in Lakewood. But with that change came a new, rigorous classifications for and restrictions on dogs based on their behavior and bite history.

The new animal ordinance apply to “all dogs” and may be found in revised Chapters 505 and 506 at the Lakewood Codified Ordinances which may be found on the city website at: <http://www.onelakewood.com/animals-in-lakewood/>

Q: Are retractable leashes allowed in Lakewood?

A: No, as part of the new ordinances which are focused on an owner’s control of their dog, all dogs leashes must now be no more than six (6’) feet in length and may not be retractable.

Q: Am I required to have liability insurance for my dog?

A: As of September 30, 2018 all dogs owners or individuals harboring a dog must maintain at least \$10,000.00 of liability insurance for injury or damage caused by their dog.

Q: Do I need to prove or carry my insurance policy with me?

A: No. If you are stopped for a violation of Chapter 505 or 506 because of the behavior of your dog or the failure to comply with basic responsible pet ownership requirements outlined in the ordinance, you will be requested to show proof of insurance or provide it within a reasonable time frame.

Q: My dog is a service animal. Do I have to have liability insurance?

A: Yes, all dogs residing in Lakewood must be insured.

VI. Block Club Program

Q: Who do I contact for more information on Lakewood’s Neighborhood Block Club Program?

A: You may contact the Mayor’s Office at (216) 529-6600 to obtain block club information or to start a block club. You may also find Block Club information on the city website at: <http://www.onelakewood.com/accordinons/block-clubs-2/>

Q: What if I cannot have a meeting in my home – what are my options?

A: If you cannot hold your neighborhood Block Club meeting in your home, you have several options. You can contact the Crime Prevention Office to check on the availability of the training room at the Lakewood police station; you can call the Lakewood Recreation/Adult Education Department to check on the availability of a room in one of the city schools for your meeting; you can inquire at your church as to use of a meeting room there; or you could contact the Lakewood Public Library to check on the availability of one of their meeting rooms. These are just a few ideas, if you need additional assistance, contact the Block Club information office at (216) 529-6600.

Q: My neighbors are hesitant about reporting crimes, suspicious acts or other things (housing code violations, garbage, etc.), what can I tell them?

A: Block Clubs succeed, first and foremost, when neighbors are alert, ready and willing to report incidents to the police. Everyone in your neighborhood should have on hand both the emergency numbers for police and fire as well as the non-emergency numbers for those departments. Although they will be asked for their name and address when making a report, their name and other personal information will be kept confidential. If a copy of a written report is requested, all personal information about the person reporting is “redacted” or blacked out, so that it is not made public.

Residents are strongly encouraged to report incidents, even if they are unsure about the level of seriousness. Even if no significant police action results from a particular call, if the problem is ongoing, every call creates a stronger paper trail and can ultimately aid the police and other city departments in addressing the problem.

Q: What other city representatives could I get involved in my street’s block club efforts and meeting?

A: You can contact your council person and your ward police officer to invite him/her to your meeting. If your problem relates to rundown housing or unkempt property, you may also want to invite a representative of the building department or the housing court to answer questions regarding code violations and enforcement.

Q: Are Animal Control Officers available to come speak with a Block Club?

A: Absolutely. Animal Control Officers can come to talk about dogs and responsible pet ownership/best practices, backyard hen-keeping or issues such as a feral cats or wildlife such as deer, coyotes or fox. The Mayor’s office can help make these arrangements please call (216) 529-6600.

Q: How can I find out about crime occurring in my neighborhood?

A: A weekly report is issued by the Police Department on Tuesdays. It is public record. Any resident can call and request a copy of the report for their street or neighborhood and pick it up from the Police Department when it's ready.

Q: Other than Block Club, does Lakewood offer any other training for residents in crime prevention that I can become involved in?

A: There are no other training courses available at this time for residents in crime prevention or community policing. However, residents involved in Block Club may want to become involved in the Community Emergency Response Team Program (CERT), which trains residents on how to prepare for and respond to city-wide disasters and be able to help themselves, their families and their neighbors in the event of a large emergency situation, such as that caused by tornadoes, severe winter weather, accidents, fires, etc. Please contact Westshore CERT Coordinator at 440-716-4135 or email coordinator@westshorecert.com for more information about CERT.

Q: I have seen Block Club street signs in other communities. Are those types of signs available to residents of Lakewood?

A: Lakewood will provide signs for streets with Block Club groups that meet certain criteria. Please call the Mayor's office at (216) 529-6600 and ask the Block Club liaison for more information.

Q: Does the city keep a record of streets with operating Block Club groups?

A: Yes. Check out the map on the city's website to see the latest list of streets that have registered Block Clubs.
<http://www.arcgis.com/home/webmap/viewer.html?webmap=de659475576942c7a5b9e456979c088f>

Q: Can I incur any legal liability by heading up or participating in a Block Group?

A: No. Block Club participants should only be calling the police to report crimes or suspicious activities, but not taking any other action beyond observing and reporting. As long as you act within the rules of block club and do not try to physically intervene in an incident or apprehend someone, you will not incur any legal liability.

Q: There are some small businesses in my neighborhood. Can they be part of our Block Club group?

A: Absolutely yes! Business owners are encouraged to get involved in Block Club and Lakewood is a city that is well suited to "mixed" groups that include residents as well as businesses. A group can also include a church or other places of worship in the

neighborhood. A successful Block Club should include as many members of a neighborhood as possible.

VII. Division of Refuse & Recycling

Q: Where is the City's Refuse & Recycling location and how do I contact them?

A: Division Refuse & Recycling Division, 12920 Berea Rd., Cleveland, OH 44111, (216) 252-4322. **Open:** Monday – Friday - 7:00 AM – 3:30 PM and Saturday – 8:00 AM – Noon PM

Q: What if I miss my collection?

A: Save it for the next collection day or bring it to the Drop-Off Facility on Berea Road. If the City receives a complaint and has to collect improperly placed refuse or debris from a tree lawn, the property owner may be charged a minimum \$100.00 collection fee.

Q: What doesn't the City collect from the curb?

A: For disposal information call (216) 252-4322.

- Materials or debris left by contractors. Contractors are responsible for their own disposal.
- Improperly contained or bundled materials.
- Recyclables or yard waste set out in garbage cans or recycle bins.
- Household Hazardous Waste, Tires, Motor Oil, Liquids, Paint, Solvents, Fluorescent tubes or CFL bulbs, Computers and computer equipment.

Q: What should I do when it snows?

A: Keep trash carts and recycling unburied from snow banks, clear of ice, and accessible to collectors. Place carts in a cleared driveway apron or shovel a level shelf into the snow bank, no higher than six (6") inches from the ground for stability and safe lifting. Or set the cart out the following week once the weather improves.

Q: How should I dispose of hypodermic needles, syringes, and other "sharps"?

A: Contain hypodermic needles and syringes in a purchased "Sharps" container or a rigid, leak-proof, puncture-resistant container with a tight fitting lid, i.e. detergent or bleach bottle, two (2) liter pop or juice bottle, or coffee can (with lid taped closed.) Mark container

“SHARPS” and place inside the refuse cart or bring to the Division Drop-off Facility for disposal. Do not place loose sharps in the garbage.

Q: Can I mark my City-provided refuse cart with my address?

A: Discrete and removable decals may be placed on the cart to identify the address or unit number. Spray painting numbers on the carts is not allowed.

Q: What shouldn't I put in the refuse cart?

A: Recyclables, yard waste, dirt, stone, concrete, or building materials. Also, things we do not collect from the curb such as household hazardous waste, oil based paint, chemicals, pesticides, motor oil, liquids, tires, dead animals, and hot ashes.

Q: What if my cart is damaged or stolen?

A: The carts are registered by serial number to a specific address and come with a ten (10) year manufacturer's warranty against defects. The homeowner/resident is responsible for each cart. Contact the Refuse Department immediately at (216) 252-4322 for replacement details.

Q: How should I dispose of my unwanted medicine?

A: Cuyahoga County has a Rx Drug Drop Box Program. Details about this program can be found at: www.rxdrugdropbox.org The City of Lakewood has a drop-box located in the Lakewood Police Department lobby at 12650 Detroit Avenue.

- **Unwanted medicine** is any prescribed or over-the-counter medication that is expired or no longer needed for medical treatment.
- **Never flush unwanted medicine.** Previously, people were instructed to flush unwanted medicine down the drain. This is no longer advised because we now know that flushing medicine can harm the environment. Wastewater treatment plants and septic systems cannot remove pharmaceutical compounds from the waste water so these chemicals pass through treatment plants or septic systems into Lake Erie, the source of our drinking water. These pharmaceutical compounds also pose a risk to aquatic organisms.
- **Dispose with your household trash.** Unwanted medicine should be disposed with your household trash after taking the following precautions. These precautions will ensure the safety of children and animals and prevent misuse of the medicine:
 - Keep the medicine in its original container. You may want to remove the label or conceal patient information or drug information with a marker.

- Before placing in the trash, make the medicine unusable by mixing in some coffee grounds or dissolving the pills with water and sealing the original container with tape. Liquid medicine should be placed in a sealed plastic bag.
- Place the container in durable packaging that masks the contents, such as a brown cardboard box.
- Place the medicine on your trash as close to your garbage pick-up day as possible.
- **Wait for a free collection event.** Some local organizations hold free collection events for unwanted medicines. To locate an event near you, log onto www.rxdrugdropbox.org or www.drugawarenessandprevention.com or www.disposemymeds.org

Q: How should I dispose of paint?

A: Information is available on the City Website at www.onelakewood.com.

- Drop-off **Oil Based Paint** off at the Division of Refuse and Recycling Drop-off Facility at 12920 Berea Road. Oil based paint is Household Hazardous Waste.
- **Dry out latex paint.** Latex paint is NOT hazardous waste and is comprised mostly of water, so must be dried out and disposed as trash.
- **To solidify latex paint:** Allow the paint to dry by removing the lid and allowing liquids to evaporate over several days. This works well for small amounts (an inch or two in the bottom of the can). Mix liquid paints with an equal amount of an absorbent material in the paint can or in a cardboard box lined with plastic. Leave open to the air to dry. Use cat litter, Fullers Earth, vermiculite or similar drying agent. Allow the paint to dry one layer at a time until all paint has hardened. When thoroughly dry, place the open paint can or box on the curb the night before your regular collection day or bring to the Drop-Off Facility. Leave the lids off so the waste collector can see the paint is hardened.
- **DO NOT dump paint on the ground or down storm drains** where it will travel directly to surface and/or ground waters.
- **DO NOT pour it down the drain.** While small amounts of latex paint can safely be washed down the drain, this practice should be kept to a minimum. Limit this to brush cleaning and clean-up.
- **DO NOT dispose of liquids in the trash.** It may be released from the can when trash is compacted and may seep out of a waste collection vehicle onto your street.

Q: I live on the parking side of the street. Where should I put my refuse cart?

A: Place refuse carts (serial number and lid opening facing the street) next to the street in the driveway apron, or at the corner of the driveway apron and tree lawn, where vehicles cannot legally park.

- Cars cannot legally park closer than three (3') foot from the edge of the driveway apron.

Q: **How do I find out how to dispose of or recycle all of the other items I want to get rid of?**

A: The City of Lakewood follows the Cuyahoga County Solid Waste District's recycling and disposal program. You may search the many items you might want to dispose of and find instructions for proper disposal by going to the following link:

<http://cuyahogarecycles.org/>

If you have further questions you may contact the Division of Refuse at:
(216) 252-4322.

VIII. Water/Sewer Bills

Q: **Why are my bills so high?**

A: There could be many reasons; Information is available on the City Website at www.onelakewood.com.

a. Leaks, toilets, faucets, humidifiers, pipes & joints and water cooled equipment.

- Toilets are the most common problem and should be checked regularly to make sure they are operating properly. A moderate leak can go through about 12,000 gallons in a month. Many people think that a toilet always makes noise when it leaks; this is not true. The best way to check a toilet for leaks is visually (a flashlight and food coloring are very helpful.) If the handle sticks and you have to shake it to make it stop running, there is a leak.
- Check overflow tube to make sure it is not running over all the time.
- Put a few drops of food coloring in the tank (part against the wall) and let it set for 15 to 45 minutes. If colored water seeps into the toilet bowl, the flapper is not sealing properly. This makes the toilet refill itself.
- Faucet leaks are usually obvious, but in addition to checking bathroom and kitchen sinks, be sure to check bathtubs, shower, and stationary tubs and hose connections.

- Humidifiers operate in much the same way as do toilets, but usually there is a tube which runs to a drain; check there for running water.
 - Pipe & Joint leaks are obvious when they are in an open area, but can go unnoticed for a long time when they occur in a hidden area, like a crawl space, under a porch or underground.
 - Water-cooled equipment, usually used in commercial operations, can be huge consumers of water even when operating properly, and then can develop leaks which amplify the usage. Consideration should be given to replacing this equipment with air-cooled devices.
- b. **Seasonal use: lawn sprinkling, car washing, swimming pools.**
- Lawn Sprinkling and other irrigation can add up tremendously, anywhere from five to twenty gallons per minute. Was it hot and dry during the reading period?
 - Car Washing doesn't need to use up a lot of water; run the hose only when you're rinsing.
 - Swimming Pools: Pool size and how often the water is renewed are key factors.
- c. **Number of Occupants – Rule of Thumb** – water use per person in one month:
- Each person in a household uses between three and four units of water (a unit is 100 cubic feet, which is 748 gallons). There is no hard and fast rule in this regard: people vary greatly in their habits, but this rule of thumb gives you an idea of average. Water use usually increases significantly in warmer weather because of seasonal use, but also because of increased showering and clothes washing. Other considerations: company staying over during the reading period, or when children are home from school.
 - Days of service are usually 30 days, but there are times where it could be fewer or more days of service in the reading period.

Q: When is my bill being estimated?

A: If there is a problem reading your meter, a door hanger is left at your property for you to call our office to set up an appointment to correct the problem. When there is no response, our metering department starts to estimate your water bills.

Q: How can I pay my water bill?

A: There are several ways to pay your water bill:

- **In person** at our office located at 12805 Detroit Avenue; You can pay by cash, check or credit card in our office, or deposit a check (no cash) into our drop box which is located under the second window from our door.
- **By phone** with a Visa card, Master card or Discover card (Credit or Debit) by calling (216) 529-6820, Option 2.
- **Bank Draft** payments can be set up with our office. Call (216) 529-6820, Option 2 for more information.
- **By mail**; you may mail payments to our office or the PO Box listed on our bills. Your bank may also offer a bill paying program.
- **Pay online** at onelakewood.com - <https://xprspay.ipayxepay.net/xprspay/lakewoodoh/index.jsp>

Q: Why are there two charges each for water & sewer on my bill?

A: When there is a Water/ Sewer rate increase, the system breaks it down and prorates the charges. It will show the old rate and new rate charges for water and sewer. You will only see this on the first month of the rates changes.

Q: Why didn't I receive my bill this month?

A: There are three water zones in Lakewood. The bills for each zone are mailed the same day by our printer.

- First, contact our office so we can verify that we have the correct mailing address for your bills.
- Second, if the problem persists, contact your local post office to see if there is a problem on their end.

Q: Where can I get help with paying my water bill?

A: There are assistance programs to help you:

- **Outreach** (216) 226-9339
- **Youth / Lakewood Dept. of Human Services** (216) 529-6870
- **Lakewood Community Service Center** (216) 226-6466
- **First Call for Help** (216) 436-2000
- **Cuyahoga Co. Health & Human Service Dept. of Children & Family Services** (216) 431-4500

- **Veterans Service Commission-Cuyahoga County** (216) 698-2621
- **Consumer Protection Association** (216) 881-3434
- **Website for Help Site:** www.211cleveland.org

Q: Who is responsible for paying the water / sewer bill in a lease situation?

A: If you are a renter, usually the landlord provides water /hot water to the tenants. But you'll need to check your lease or rental agreement to see if you are responsible.

If you have questions about your lease agreement, contact the Legal Aid Society of Cleveland at (216) 861-5955 or go to their website at:

<https://lasclv.org/get-help/housing/>

Q: How do I qualify for Homestead Exemption?

A: You may qualify for reduced water and sewer rates under the Homestead Exemption.

- If you are the home owner, at least 65 years of age, live in the home and have income not more than \$35,000.00 annually.
- If you are the home owner, and totally disabled, live in the home and have income not more than \$35,000.00 annually.

Applications can be downloaded from the City Website at www.onelakewood.com.

You may also contact our office for an application by calling (216) 529-6820, Option two (2). You must renew annually. An application is also available at:

http://www.tax.ohio.gov/portals/0/forms/real_property/dte_105a.pdf

Q: What is the summer sprinkling program and how do I qualify?

A: The City of Lakewood Division of Water/WWC has adopted a Summer Residential Sprinkling Program for homeowners from July through September of each year. Residential owner-occupied homes of one, two, three and four – family units in good standing, living on the property for the past year, qualify for the program. If you participate in the program, the Division of Water/WWC will calculate your average sewer cost based on your usage from January –April. During the months of July, August and September, sewer usage above the average, will be attributed to your lawn watering and will result in an adjustment to your bill. The program will not replace the City's current sewer exempt or sprinkler meter programs. If you signed up for our Summer Sprinkling Program in the past few years, there is no need to sign up again. You will automatically be in the program.

Applications can be downloaded from the City Website at www.onelakewood.com.

You may also contact our office for an application by calling (216) 529-6820, Option two (2). All applications must be received by April 30th.

Q: What should I do about my water service and bill if I sell my property or purchase new property?

A: Contact the Customer Service Department at (216) 529-6820, Option 2 so we can assist you. We will need your title transfer date, the name of the Title or Escrow Company and the name of the new owner.

IX. Water and Wastewater Collection

Q: Where does our drinking water come from?

A: Lakewood contracts with the city of Cleveland for clean drinking water.

Q: Is there information about the city of Lakewood water quality?

A: Yes. The most recent City of Lakewood Water Quality Report may be found on the city's website at:

<http://www.onelakewood.com/wp-content/uploads/2016/02/2017WaterQualityReport.pdf>

Annual water reports are typically issued to the city within six (6) months of the year end. Next water quality report expected to be issued by June one (1).

Q: How does the city make sure the drinking water is safe?

A:

- Cleveland has a state-of-the-art water treatment process which includes multiple barriers to protect public health.
- Water Quality in Lakewood is checked on a regular basis as required by the EPA.
- Lakewood checks for: disinfection, disinfection byproducts, pH levels and orthophosphates. The last of which keeps contaminants from leaching from the existing pipe lines into the water.
- Cleveland uses filtration, alum, powdered activated carbon (PAC), Potassium Permanganate and chlorine to remove and treat for natural and man-made contaminants.

- Corrosion control processes to ensure no lead gets into the water as it flows through distribution pipes under the street

Q: If I am concerned about my water can I have it tested?

A: If a homeowner is concerned about the water in their home, they can contact Lakewood's Division of Water (216) 529-6820 to obtain a list of Ohio EPA approved laboratories certified at testing water for lead.

Q: What does a sewer odor in my basement mean?

A: Usually this means a dry floor drain. If the trap seal is even partially evaporated, sewer odors can enter the building. Especially in the winter, add a small bucket of water to each floor drain about once a week. Other possible causes are abandoned or not used plumbing fixtures and deteriorated vent pipes on the plumbing system. These pipes may be exposed or hidden in the building structure. You may need to consult a professional plumber. If you smell natural gas or feel that there is a danger, call the Lakewood Fire Department.

Q: What if my water appears cloudy?

A: Cloudy water is caused by tiny air bubbles in the water similar to gas bubbles in carbonated drinks. After a while the bubbles rise to the top and disappear. This happens more often in the winter time.

Q: What if I have a concern about water quality?

A: The official numbers for water quality information are: City of Cleveland Public Relations at (216) 664 2444 and the EPA Safe Drinking Water Hotline at (1-800) 426-4791.

X. Division of Public Works

Q: When will my street be resurfaced?

A: A major factor as to when your street will be resurfaced is the available funding, always a difficult and complicated process for the City of Lakewood's Administration and Council deciding how much to allocate to street reconstruction.

A priority list is created using a 'Pavement Condition Rating'. This rating system was developed using Ohio Department of Transportation's standards for measuring roadway deterioration, and has been adopted by the City of Lakewood as the basis for ranking our

streets. We then consider the condition of the roadway base, sub-base, and underground utilities (water mains, and sewers) to schedule any major repair.

A map of the streets being resurfaced in 2018 may be found on the city website at the following link:

<https://onelakewood.maps.arcgis.com/apps/webappviewer/index.html?id=fb7c4ebe17014d91b0a412454e33c268>

Q: Who do I tell about a street light that is out?

A: All of the pertinent information can be entered on First Energy's website. You will need a pole number (usually a five (5) or six (6) digit number on a tag on the pole), an address, or a very specific location. Sometimes it helps to mark the pole by tying a ribbon or string around the pole. Remember, they fix the lights in the daytime so the crews can't always see which light is out. Typical outages are fixed within a few days.

Information is available on the First Energy website.

https://www.firstenergycorp.com/service_requests/report-lighting-problem.html

Q: How do I report a power outage?

A: Call First Energy at (1-888) 544-4877 to report a power outage. You should continue to call every four (4) hours to make sure they know who is still without power.

Q: Who do I call to see if my water bill is paid?

A: Call Utility Billing at (216) 529-6820

Q: Is there a snow parking ban?

A: Parking ban streets are shown and listed on the map on the City's website: http://www.onelakewood.com/pdf/2011_EmergencySnowBanStreetsMap.pdf and a map showing locations of parking lots that are available during a snow are shown at: http://www.onelakewood.com/pdf/Municipal_Parking_Lots.pdf

Snow bans are in effect on these streets when there is four (4") inches or more of snow on the streets without the necessity of any notice by the City.

If a city-wide snow parking ban is issued, the City will issue a notice to the media about the parking ban, it will be posted on the main page of the City's website and it will be posted on the city's Facebook and Twitter.

Q: Who do I call regarding noisy or missing manhole covers?

A: Call the Division of Water/Waste Water Collection at (216) 529-6866.

XI. Parks/Public Property

Q: How do I rent the Woman's Club Pavilion or the Kiwanis Pavilion at Lakewood Park?

A: As of January 2018, the city went to an on-line pavilion rental system. To rent a pavilion go to the city's website at: <http://www.onelakewood.com/pavilion-rentals/>
This website hosts a calendar so you can check the availability of the pavilions, photos of the pavilions and regulations about the rental including cancellation and deposit return procedures. All rental fees must be paid up front by credit card.

Q: How do I find out if my baseball game is rained out?

A: Call the Lakewood Recreation Department's rainout number at (216) 529-4117

Q: What are the pool hours at Lakewood High School (LHS)?

A: Call the LHS pool at (216) 529-4014 or check their website at: <http://www.lakewoodrecreation.com/lhs-pool-information>.

Q: How do I get a pool pass for municipal pools at Lakewood and Madison parks?

A: Call the Lakewood Recreation Department at (216) 529-4081 or check their website at: <http://www.lakewoodrecreation.com/municipal-pools>.

Q: Can I bring a grill or tent to the park?

A: **Grills:** charcoal grills and gas grills (with a maximum number one (#1) propane tank) are allowed in the parks. However, NO GRILLS are allowed inside a pavilion, under a roof or canopy or on a deck or pavement in the park.

Tents: maximum size ten in the park is a ten foot by ten foot (10'x10') pop-up or canopy with no sides. No enclosed tents are allowed. TENTS MY NOT BE STAKED to the ground. Only external weights ca be used to secure them in place.

Q: Are there posted rules for use of the city parks?

A: Lakewood Codified Ordinance Chapter 905 sets forth park rules. Further explanation and listing of park rules and regulations may be found on the city website at: www.onelakewood.com

XII. Vital Statistics (Birth & Death Certificates)

Q: What are your regular business hours?

A: 8:00 AM to 4:30 PM Monday through Friday (with the exception of the holidays).

Q: Who should I make my check/money order payable to?

A: Make check/money order payable to the City of Lakewood.

Q: How far back in time do you retain birth records?

A: We retain some delayed certificates of birth (time range 1882-1908). A large number of these were delayed home birth filings. The recorded certificates of birth start in earnest in 1909 to current.

Q: How far back in time do you retain death records?

A: We retain recorded certificates of death from 1909 to current.

XIII. Police Department

Q: How can I get a copy of a police report?

A: You can request a police report in a number of ways:

- You may email the Police Records Room at police.records@lakewoodoh.net.
- You can mail your request to the Police Department at 12650 Detroit Avenue.
- You can fax your request to (216) 521-7727.
- You can call the Police Record Room at (216) 529-6785.
- You can come to the Police Department front counter from 7:30 AM to 4:30 PM, Monday – Friday.

Additional information is available on the City's website at www.onelakewood.com.

Q: How long does it take for a police report to be ready?

A: Generally, it takes three (3) days from the date the information about the incident was received by the reporting officer.

Q: What do I need to do if my vehicle is towed?

A: Before the vehicle will be released by the towing company, the person requesting release of a towed vehicle **MUST** come to the front counter of the Lakewood Police Department with the vehicle title and/or registration in order to obtain a release form to present to the towing company.

Q: Where is my car impounded?

A: Kufner Towing, 3775 Ridge Road in Cleveland, phone number is (216) 529-3320.

Q: What are the jail visiting hours?

A: Tuesday and Saturday from 1:00 PM to 5:00 PM, Thursday from 6:30 PM to 9:00 PM. Clergy and Attorney may visit at any time.

Q: If someone is in your jail, what can I bring them?

A: Books, magazines, and underwear. Prisoners do not need money and any other items are provided.

Q: When do I have to pay the parking meters?

A: Monday-Friday from 8:00 AM to 6:00 PM

Q: Do I have to pay the parking meters on a holiday?

A: Metered parking is free on the following holidays: New Year's Day, Memorial Day, Fourth (4th) of July, Labor Day, Thanksgiving and Christmas.

Q: What are the restrictions on 24 hour parking?

A: Under Lakewood Codified Ordinance 351.18, cars cannot remain parked in a disabled condition or without using the vehicle in a normal manner, in excess of 24 hours.

Q: How do I get a permit to park in a municipal parking lot?

A: Call the Administrative Assistant in the Police Department at (216) 529-6750

Q: What will happen to my car that is in violation of 24 hours parking?

A: An officer will start a check on the car upon the complaint. In 24 hours, the officer will return to the car and if it has not been moved the officer will issue a citation and a notice about being towed. The officer will attempt to notify the listed owner. 24 hours after the citation has been issued, the vehicle will be towed and removed from the street.

Q: Can my group get a tour of the Police Station?

A: Tours are available by appointment with one of the Neighborhood Police Officers. Please contact your neighborhood officer to set up an appointment:

Ward 4, Mike Fritsch, 12400 Madison Ave., (Fedor Manor), (216) 346-9287
michael.fritsch@lakewoodoh.net

Ward 3, Matt Wintrick, 14812 Detroit Ave., Suite 200 (entrance off of Detroit Ave., office above Deagan's Restaurant), (216) 701-3308 matthew.wintrick@lakewoodoh.net

Ward 2, Angela Ortiz, 14812 Detroit Ave., Suite 200 (entrance off of Detroit Ave., office above Deagan's Restaurant), (216) 701-3063 angela.ortiz@lakewoodoh.net

Ward 1, Ted Morley, 14812 Detroit Ave., Suite 200 (entrance off of Detroit Ave., office above Deagan's Restaurant), (216) 701-7572 ted.morley@lakewoodoh.net

Q: What can I do about a car parked on my street that hasn't been moved in a while?

A: Call the non-emergency number, (216) 521-6773 and tell the dispatcher the location, description, and license plate number. A patrol car will be dispatched, the officer will start a check on the car and in 24 hours issue the vehicle a citation. The officer will try to notify the owner and 24 hours after the citation, the vehicle can be towed.

Q: If I call the Lakewood Police do I have to leave my name and phone number?

A: No, any caller can remain anonymous but having the information may be beneficial to the officers for further follow up. Any information that is left does become a public record.

Q: What can I do about speeders on my street?

A: Contact your neighborhood officer or the non-emergency number at (216) 521-6773. The police will determine if it is appropriate to assign a police car to run radar on the street for a number of days.

Q: Do I need to register my bike and how much does it cost?

A: The Lakewood Codified Ordinances require every bicycle to have Lakewood license affixed to it. The licenses are free and can be obtained from your Neighborhood Police Officer or the front counter of the police station.

Q: When is the Detective Bureau open?

A: The Detective Bureau is open Mondays from 7:00 AM to 6:00 PM, Tuesday - Friday from 7:00 AM to 11:00 PM and Saturday from 7:00 AM to 3:00 PM.

Q: How can I learn which detective is assigned to my case?

A: You can contact the Detective Bureau Sergeant at (216) 529-6763 or (216) 529-6761. If you do not know the report number assigned to your case, we should be able to determine the detective by your name, location or date.

Q: Is a Detective assigned to every report?

A: No, detectives are assigned for follow up based on solvability factors. When those factors are not present, active follow up is not pursued. Should some leads become available after the fact, the case can be reassigned to a detective.

Q: If I am a victim of a crime do I need an attorney?

A: No, the Lakewood or County Prosecutor represents the victim of the crime in the criminal prosecution of the case.

Q: How can I obtain a protection order?

A: There are two types of protection orders: A Temporary Protection Order (TPO) and a Civil Protection Order (CPO).

A **TPO** is obtained through the Lakewood Municipal Court after filing of a criminal complaint, usually alleging Domestic Violence. The TPO can also come from Common Pleas Court when the underlying offense is a felony. Domestic Violence victims can request a TPO.

A **CPO** is obtained through Cuyahoga County Domestic Relations Court and does not require filing of criminal charges. Generally, the CPO arises from civil domestic situations when abuse is alleged.

Violations of either a TPO or CPO can be enforced by arrest.

Q: How do I make a complaint about or commend an officer or employee?

A: Calls can be made to the Chief's office at (216) 529-6750, or the Officer in Charge at (216) 529-6790. Complaints can also be made in person at the front counter of the department. The Officer in Charge will record the information about the complaint on a departmental form and it will be forwarded to the Internal Affairs Officer. An investigation will be commenced regarding the complaint and the person making the complaint will be contacted at the conclusion with the results.

Q: How do I hire an Off Duty Police Officer?

A: Call the Officer in Charge at (216) 529-6790. He will take your information and post the information about the job. If an officer is interested they will contact you directly and discuss the duties, times, and pay for the job. The Lakewood Police Department will not approve Off Duty employment for full time liquor establishments in Lakewood.

Q: Who is my Neighborhood Police Officer?

A: Ward 4, Mike Fritsch, 12400 Madison Ave., (Fedor Manor), (216) 346-9287
michael.fritsch@lakewoodoh.net

Ward 3, Matt Wintrick, 14812 Detroit Ave., Suite 200 (entrance off of Detroit Ave., office above Deagan's Restaurant), (216) 701-3308 matthew.wintrick@lakewoodoh.net

Ward 2, Angela Ortiz, 14812 Detroit Ave., Suite 200 (entrance off of Detroit Ave., office above Deagan's Restaurant), (216) 701-3063 angela.ortiz@lakewoodoh.net

Ward 1, Ted Morley, 14812 Detroit Ave., Suite 200 (entrance off of Detroit Ave., office above Deagan's Restaurant), (216) 701-7572 ted.morley@lakewoodoh.net

Q: What is the curfew for juveniles?

A: DAYTIME CURFEW

No minor shall be in any public place within the City except for attendance at school during regular school hours on any school day unless:

- The minor has written proof from school authorities that he or she is excused from school attendance at that particular time or
- The minor is accompanied by his or her parent or legal guardian or a responsible adult selected by the parent or legal guardian to supervise the child or

- The minor is participating in a bona fide approved study/work program during the hours of such study/work assignment or
- The minor is on an emergency errand or conducting some other legitimate business

A: NIGHTIME CURFEW

- No child under the age of 15 will be permitted on the city streets, sidewalks, or public property between the hours of 9:30 PM and 6:00 AM.
- No child of the age of 15 will be permitted on the city streets, sidewalks, or public property between the hours of 10:00 PM and 6:00 AM.
- No child 16 and 17 years old will be permitted on the city streets, sidewalks, or public property between the hours of 11:00 PM and 6:00 AM.

A: Fingerprinting is not a service offered by the Lakewood Police Department. There are private businesses in the community that do provide fingerprinting. The following link is provided by the Ohio Attorney General for fingerprinting locations:
<http://www.ohioattorneygeneral.gov/Services/Business/WebCheck/Webcheck-Community-Listing>

XIV. Fire Department

Q: My insurance company wants a copy of the Fire Investigation Report for a recent fire at my home. Who do I contact?

A: Call the Lakewood Fire Prevention Bureau at (216) 529-6660.

Q: Where should I put smoke detectors in my home?

A: The fire department recommends smoke detectors on every level of the home and in all rooms used for sleeping.

Q: How far is a hydrant from my home?

A: All properties in Lakewood are within 300 feet of a fire hydrant.

Q: Does the Lakewood Fire Department give out smoke detectors?

A: The City of Lakewood does not currently provide smoke detectors. The landlord is responsible for providing smoke detectors in all rental units and carbon monoxide detectors in all buildings with 5 or fewer units or apartments that have their own furnace.

- Q: I was transported to the hospital by the Lakewood Fire Department and have a question about my bill. Who do I contact?**
- A:** Call the billing agency, Lifeforce Management, toll free at (1-800) 770-4767. If the bill has gone to collections please call the City Finance Department at (216) 529-6097.
- Q: Who can inspect my child's car seat for proper installation and use?**
- A:** Contact the Rainbow Babies and Children's Hospital Injury Prevention Center and Safety Store hotline at (216) 844-2277 for a current list of inspection stations near you. (The Lakewood Police and Fire Departments DO NOT have inspection stations or certified technicians to perform this service.)
- Q: I need to renew (or get) my CPR/AED certification. Who do I contact for information on classes offered?**
- A:** Call the Red Cross at (1-800) 733-2762 or go to: <https://www.redcross.org/take-a-class/customer-service> to register for a class.
- Q: Where can I drop off my aluminum cans for recycling?**
- A:** Each Lakewood Fire Station has an outdoor bin to collect for the Aluminum Cans for Burned Children Foundation, 365 days a year.
- Q: I need an inspection for day care license, adoption or to become a foster care provider. Who do I call?**
- A:** Call the Lakewood Fire Prevention Bureau at (216) 529-6660.
- Q: What is the Insurance Services Office (ISO) rating for Lakewood?**
- A:** The ISO rating for the Lakewood Fire Department is Class Two (2).
- Q: Do you have any information on how to be prepared in the case of an emergency?**
- A:** Yes, the Lakewood Fire Department has created an **Emergency Preparedness Guide** which should answer all of your questions and keep you ready for an emergency. The guide may be found on the city website at the following link:
<http://www.onelakewood.com/wp-content/uploads/2017/02/EMERGENCY-PREPAREDNESS-GUIDE-1.pdf>

XV. Housing & Building

Q: What is the zoning of a particular property?

A: A city zoning map can be referenced at this link: www.onelakewood.com/zoningmap
- OR- contact the City Planning & Development Department (216) 529-6631 or by email at: planning@lakewoodoh.net.

Q: Can I operate a business out of my home?

A: Some limited home occupations are permitted with a Conditional Use Permit approved by the Lakewood Planning Commission. Lakewood Codified Ordinance Chapter 1145 of the following link: <http://www.conwaygreene.com/Lakewood/lpext.dll?f=templates&fn=main-h.htm&2.0>
for specific information and restrictions. Please contact the Planning & Development Department at (216) 529-6631 or by e-mail at: planning@lakewoodoh.net if you have any questions.

Q: My neighbor's tree is hanging over/damaging my property. What can I (you) do about it?

A: Full information about Trees in Lakewood may be found at: http://www.onelakewood.com/pdf/2012_TreesInLakewood.pdf Generally, tree limbs hanging over onto your property may be trimmed up to the property line. Disputes about trees that are located directly on the property line are a civil matter between property owners. For more severe circumstances or questions please contact the Streets & Forestry Division by e-mail at: streets@lakewoodoh.net

Q: Can you recommend a contractor?

A: The city is prohibited from steering people to any specific contractors. However contractors are supposed to register annually with the city and have proof of insurance. The list of contractors who have registered with the city may be found at the following link: <http://www.onelakewood.com/apply-register/registered-contractors/>. It is still recommended that references be obtained from all contractors prior to agreeing to have any work performed.

Q: How do I register to do work in the City?

A: Registration is required every calendar year. See the following link for Contractor Registration Packet including an application and instructions: <http://www.onelakewood.com/apply-register/registered-contractors/>

Q: What smoke detectors or carbon monoxide (CO) detectors are acceptable to the City?

A: Carbon monoxide (CO) detectors which are not wired directly to the building's power supply must be operated in a plug-in outlet which is fitted with a plug-restraining device, provided the outlet is not controlled by any switch other than the main power supply. Carbon Monoxide (CO) detectors with a digital read out are preferred. Single use, battery-powered carbon monoxide (CO) detectors are not acceptable.

Lakewood Code requires tamper resistant smoke detectors in all rental units. As for placement of detectors it is recommended to have one in the living room away from the kitchen, one in the hall between the bedrooms and one in each sleeping room. As for the type of detector many people believe in the photo electric, however it is recommend that you purchase the type of detector with a ten (10) year battery. Experience in Lakewood has been that most injuries and deaths occurred when the battery was removed from the detector and not replaced.

Q: Do I need a permit/inspection for the City sidewalk in front of my house repaired/replaced?

A: Any work that is located in the public right of way (city sidewalks, street aprons, tree lawns, in the street, etc) requires permits and inspections from the Building Department. Please call (216) 529-6272 with any questions.

Q: Why do I need a dye test before connecting to the City sewer(s)?

A: Because of the age and limited capacity of the city's sanitary sewer system, the City of Lakewood by code requires the elimination of storm water from entering the sanitary sewer system. A dye test verifies that storm water is not being directed into that system. The city website has more information and FAQs about Dye Tests at the following link: <http://www.onelakewood.com/wp-content/uploads/2017/02/Dye-Test-FAQ-Final-3-30-16.pdf> This procedure is intended to incrementally detect and eliminate this primary cause of overflows of the sanitary system which pollute our waterways. It also is intended as a proactive approach to prevent a United States Environmental Protection Agency (USEPA) finding against the City of Lakewood which would likely require the construction of massive water storage tunnels similar to the Mill Creek and Euclid Creek Interceptors that the North East Ohio Regional Sewer District (NEORS) has been forced to build at a cost of several billion dollars paid for through higher sewer rates.

Q: Where can I report problems with mold, asbestos, lead etc.?

A: Mold: Areas where mold has grown should be thoroughly dried and cleaned. The moisture source must be eliminated in order to eliminate the occurrence or reoccurrence of the mold problem.

Asbestos: A permit is required for the containment, removal and disposal of asbestos. The City of Cleveland Department of Health Division of Air Quality is the enforcement agency on behalf the Ohio EPA. See the attached link:
<http://www.clevelandhealth.org/AirQuality/>

Lead: All contractors are now required to have lead abatement training. For questions call Cuyahoga County Board of Health at (216) 201-2001 x 1262

Q: With last night's storm, I got water in my basement. Where can I report it/get help?

A: You may report this problem to the City Water Department (216) 529-5941. A representative will evaluate the issue to determine the best course of action. To prevent such occurrences, it is recommended that as part of routine maintenance of your property that your storm and sanitary sewers be cleaned from the street to the building periodically. See the attached link for a list of registered contractors that do sewer work: <http://www.onelakewood.com/apply-register/registered-contractors/>. In addition, dye tests can also uncover issues in your sewers and water lines. The city website has more information and FAQs about Dye Tests at the following link: <http://www.onelakewood.com/wp-content/uploads/2017/02/Dye-Test-FAQ-Final-3-30-16.pdf>

Q: How can I find Lakewood housing that accepts Cuyahoga Metropolitan Housing Authority (CMHA) tenants?

A: See the following link for HousingCleveland.org:
http://www.socialserve.com/tenant/OH/Search.html?city_id=30965&ch=CLE&type=rental

Q: How can I dispute my high real estate taxes?

A: Property values can be disputed through the Cuyahoga County Board of Revision at the attached link: <http://bor.cuyahogacounty.us/>. Disputes or errors in tax bills should be directed to the Cuyahoga County Fiscal Office at the attached link: <http://treasurer.cuyahogacounty.us/en-US/real-estate-taxes.aspx>

Q: How can I find out who owns the absentee landlord property next to me?

A: See the attached link for the Cuyahoga County Auditor's Office:
<http://fiscalofficer.cuyahogacounty.us/AuditorApps/real-property/REPI/default.asp>
You will only need the address of the property to search for the owner's information.

Q: How can I obtain a vendor's license?

A: Contact the Cuyahoga County Fiscal Office at the following link:
<http://fiscalofficer.cuyahogacounty.us/en-US/vendors-license.aspx>

- Q: What is the number you should call before you dig to avoid hitting underground utility lines?**
- A:** The “Before You Dig #” is “811”. You may also dial (1-800) 362-2764 or see the following link at: <http://www.oups.org/HomeSideMenu/ContactUs.aspx>
- Q: My neighbor has not cut his grass (or shoveled his walks). Who can help me?**
- A:** You may go to “Report a Problem” on the city website onelakewood.com at the following link: <http://www.onelakewood.com/report-a-problem-concern/>. You may also contact the Division of Housing and Building by e-mail at: housing.building@lakewoodoh.net or call (216) 529-6270.
- Q: My water pressure is low. How do I report this?**
- A:** Please contact the Division of Water and Wastewater Collection by phone at (216) 529-6820 or by e-mail at: Water@lakewoodoh.net
- Q: My mother is elderly. Can someone with the City help with snow removal/grass cutting?**
- A:** The Lakewood Department of Human Services does have a Snow Removal Program for seniors. Please contact the Division of Aging at (216) 521-1515 for more information. You can also refer to the following link for registered contractors that perform such services: <http://www.onelakewood.com/apply-register/registered-contractors/>
- Q: My landlord is not responding to my complaints? What can I do?**
- A:** Disputes over lease obligations are civil matters strictly between tenants and landlords. Contact the Legal Aid Society of Cleveland’s Tenant Information Line at (216) 861-5955 or go to: <https://lasclew.org/get-help/housing/> for additional information.
- Q: How can I put my rent in escrow until my landlord fulfills his obligations?**
- A:** Chapter 5321 of the Ohio Revised Code specifies the procedure to place money into escrow. See the following link: <http://codes.ohio.gov/orc/5321> The Cleveland Tenants Organization may be able to assist you, also. See the attached link: <http://www.clevelandtenants.org/>. The Lakewood Municipal Court may also provide assistance. Call (216) 529-6700 or an application for Rent Escrow may be found at the following link: <http://www.lakewoodcourtoh.com/courtforms.html>
- Q: Do you have to be registered to go door-to-door in Lakewood selling goods or services?**

A: Yes an individual needs to register with the Building Department in accordance with Lakewood Codified Ordinance Chapter 741 – Peddlers, Vendors and Solicitors. The permit is issued to the individual NOT the organization. Each individual from an organization that will be knocking on doors must register as there is a criminal background check done before a permit is issued. **NOTE:** Non-profits (e.g. Girl Scouts, school programs) and Canvassers (e.g. politicians) are exempt from the need to obtain a permit.

Q: **What do I do if a solicitor that comes to my door is aggressive in their sales to the point it is inappropriate and intimidating or is asking for my personal information or copies of my utility bills?**

A: First of all, if you are concerned for your safety, you should never hesitate telling the individual to leave and that you are calling the police. Second, you should always ask for identification from the individual first. Write their name down and the organization they are representing. Do not give them any personal information or copies of any of your invoices or bills. Ask them to provide you with information on their organization so that you can check it out and follow up with them if you are interested. Third, if the caller is from a utility company (i.e. gas or electric) and you have a complaint about the interaction please call the Public Utilities Commission of Ohio (PUCO), the oversight organization for organizations providing utility services in Ohio to report your complaint:
PUCO – Customer Complaints – (1-800) 686-7826.

Q: **Is there a way I can prevent solicitors from knocking on my door?**

A: Yes, the City of Lakewood has a “Do Not Knock Registry”. You may sign up for the “Do Not Knock Registry” on the city website at: <http://www.onelakewood.com/do-not-knock/> **You must renew your registration each year.** If you receive solicitors and you have signed up for the Do Not Knock Registry you may report it to the Law Department at: law@lakewoodoh.net and be sure to include your Name, Address, Name of the Individual that came to the door and the name of the organization they represented. **If however the solicitor was representing a utility company, report it to the PUCO at: (1-800) 686-7826.**

XVI. Finance Department

Q: **How do I become a Vendor for the City of Lakewood?**

A: To become a Vendor fill out the City Vendor Registration form found at: <http://www.onelakewood.com/apply-register/vendors/> Once the form is completed you may drop it off to the Finance Department at City Hall or scan and email it to purchasing@lakewoodoh.net

Q: If I register with the Building Department as a Contractor, am I considered a Vendor for the City?

A: No. It is a separate process to become a Vendor or a Contractor.

Q: Where do I find what projects the City currently has out for Bid?

A: Construction Projects: for a list of the current construction RFP's go to: <http://www.onelakewood.com/community-vision/mobility/>

All other Bid, RFP or RFQ Opportunities: go to: <http://www.onelakewood.com/apply-register/vendors/>

Q: How do I obtain bid results for a project?

A: Contact Purchasing Manager via email at purchasing@lakewoodoh.net

Q: Does the City auction vehicles or bicycles?

A: The city does not hold annual in-house auctions for vehicles, bicycles or equipment. The city utilizes www.GovDeals.com for obsolete equipment, vehicles, and bicycle.

Q: Does the city sell old street signs?

A: The city does periodically sell its old street signs. Residents are notified through social media when signs are available and how to purchase them.