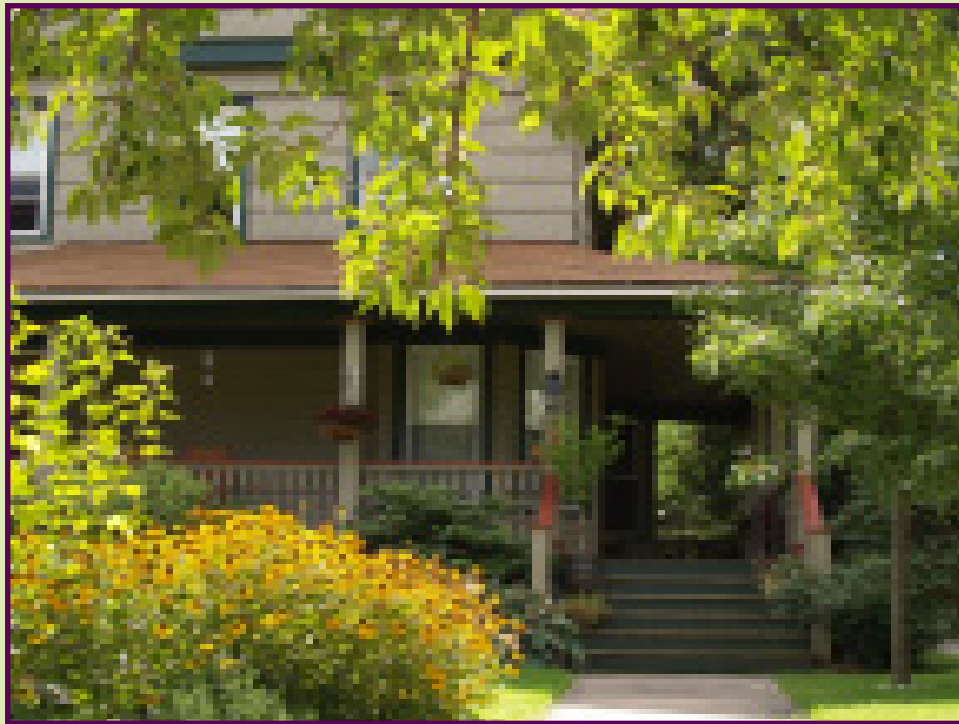


GOOD NEIGHBOR GUIDE FOR NEW RESIDENTS



**HELPFUL INFORMATION FOR THOSE
NEW TO CLEVELAND HEIGHTS:**

**Refuse & Recycling, Curfew, Pets,
Noise, Parking, Income Tax & More!**



CLEVELAND HEIGHTS

WELCOME TO CLEVELAND HEIGHTS!

We're glad you chose Cleveland Heights and we're sure you'll feel at home in our community. To answer questions many new residents have, we offer the following information. If you have any additional questions, do not hesitate to ask your landlord (if you are a tenant) or call Community Relations at **216-291-2323**.

TRASH COLLECTION

To find out your trash collection day, ask your landlord or call **216-691-7300**.

1. Garbage must be placed in **PLASTIC BAGS** weighing no more than 40 pounds each.
2. Keep the plastic bags filled with garbage in **TRASH CANS** or containers with **SECURE LIDS** until the evening before your pick-up day. It is best to keep the trash containers in the garage to keep animals from getting in them. **If you are a tenant, ask your landlord whose responsibility it is to provide trash cans – yours or the landlord's.**
3. **DO NOT PUT THE BAGS OUT BEFORE 7:00 PM THE EVENING BEFORE YOUR COLLECTION.** Place the plastic bags filled with trash on your tree lawn near the curb after 7:00 pm the evening before your scheduled collection day, **or before 7:00 am the day of your collection.**
4. **Do NOT put the trash CANS on the tree lawn, as then the trash will NOT be collected.**
5. Plastic trash bags are available for purchase at the Cashier's window on the entry level of City Hall or at area stores.

HOLIDAY SCHEDULES

Collection scheduled on or after the following holidays will be delayed by one day during the week: New Year's Day, Dr. Martin Luther King, Jr. Day, Presidents' Day, Memorial Day, Independence Day (July 4), Labor Day, Veterans' Day, Thanksgiving Day and Christmas Day. **Friday's collection will remain the same. There is no Saturday collection.**

CURFEW

Parents and guardians have the responsibility for enforcing curfew regulations. Those found guilty of curfew violations will be referred to Juvenile Court.

1. Children **under 12** may not be out on public streets, sidewalks, public parks or public grounds from the onset of darkness until 6:00 am.
2. Youngsters **between 12 and 15** must not be out between 10:30 pm and 6:00 am.
3. **16-17 year-olds** may not be out between midnight and 6:00 am.

Exceptions to these rules are: if children and teens are accompanied by parents, guardians or members of the family who are age 18 or older; when they are on errands; or when they are engaged in gainful and lawful employment during curfew hours.

FOR SAFETY'S SAKE

1. Do not allow your children to play in the street. Children should be encouraged to play in their own yards.
2. Where a sidewalk is provided, **do not walk in the street!** If there is no sidewalk, walk close to the curb on the left side of the road.
3. When walking or jogging at night, wear reflective clothing.
4. Only cross the street at a crosswalk!

GOOD NEIGHBOR REMINDERS CONCERNING NOISE

Ask your friends to ring your doorbell when they visit.

TELL THEM NOT TO HONK THEIR HORNS.

Do not mow your lawn or operate machinery
before 7:00 am or after 9:00 pm.

NOISE

Turn it down, lower your voices, be considerate!!

1. Please be considerate when you play your music or television. **Make sure that only you can hear it, not the whole neighborhood!**
2. **Cleveland Heights ordinance states that residents are not permitted to make unreasonably loud noise** to the extent that it disturbs the neighbors. Loud noise (from voices, radios, stereos, parties, live music, etc.) is measured by police. If they can hear it 50 feet away from the property between the hours of 9:00 pm and 7:00 am, or at a distance of 100 feet between 7:00 am and 9:00 pm, **they can issue a citation!**
3. If you plan on a party and foresee potential problems, it would be courteous to tell your neighbors. Ask them to call you instead of calling the police if noise becomes a problem. And if they do call you, be courteous and **lower the volume!**

Tenants

1. If the problem continues, or the police are called to your home a second time, **your landlord will be notified.**
2. If you do receive a noise citation, plan on a visit from your landlord and be prepared to explain why it will not happen again. **You may want to apologize to your neighbors.**
3. If it does happen again and you receive a second citation, **you may have to look for a new place to live, as your landlord might evict you.** Most landlords screen out tenants with a history of eviction, so it could be a difficult search. (If you receive a second citation, your landlord could be assessed the police and administrative costs involved; however, if your landlord evicts you, the costs may be waived.)

**For more information on the noise ordinance and other ordinances,
visit www.clevelandheights.com.**

LITTER

If you see litter in your neighborhood, please be a good neighbor and **pick it up** promptly. Be sure to remind your children not to discard candy wrappers and other litter around the neighborhood.

SPECIAL PICK-UPS

1. As a service to our residents, the City picks up bulk items, appliances and furniture **at no charge on your regular collection day**. **Put the items out on your tree lawn no earlier than 7:00 pm the evening before your regular collection day, but before 7:00 am on your regular collection day.** Note: wood must be cut into four-foot lengths, tied in bundles no bigger than two feet in diameter.
2. For more information on special pick-ups, visit the City's web site, www.clevelandheights.com, or call Public Works, **216-691-7300**.

YARD WASTE

1. We encourage you to leave grass clippings right on the lawn as you mow.
2. Any yard waste (including grass, leaves, twigs, pods, seeds, weeds or trimmings from flowers or bushes) must be placed in **Kraft PAPER bags or brown PAPER bags**. (Kraft bags are available at City Hall, the Community Center, and at area stores.)
3. **Leaves and grass clippings WILL NOT BE COLLECTED if they are placed in PLASTIC BAGS, CARDBOARD BOXES OR ANIMAL FEED BAGS.**
4. Do not put leaves, grass, rubbish or brush on center strips, in park areas, or in the street. Brush, tree and hedge trimmings must be cut and tied into bundles no larger than four feet in length and two feet in diameter.
4. **CHRISTMAS TREES** should be placed on tree lawns and must have all nails, ornaments, lights and metal stands removed. **Do NOT place trees in plastic bags.**

If you are a tenant and are not sure who is responsible for cutting the grass and trimming the bushes, ask your landlord!

LEAF COLLECTION

If you are responsible for raking the leaves, please read and observe the following: **(If you are not sure who is responsible for raking the leaves, ask your landlord.)**

1. Leaves may be raked or blown to the tree lawn (**Note: do NOT rake leaves into the street!**) in the fall, where they will be picked up during a four-week period. In the spring, **leaves must be placed in Kraft or brown paper bags. LEAVES PLACED IN PLASTIC BAGS WILL NOT BE COLLECTED.**
2. Leaves should be piled separately from other yard waste. Brush mixed with leaves clogs and damages the leaf collection equipment.
3. **It is illegal to burn leaves in Cleveland Heights.**

RECYCLING

Glass, Metal and Plastic

Combine glass, metal cans and plastic (numbered #1-5 and #7) containers in the same see-through plastic bag. Put the bags on your tree lawn on your regular collection day. Please note that **styrofoam is NOT recyclable.**

Newspapers

Newspapers should be placed in brown paper bags or tied with twine and placed on the tree lawn on your regular collection day.

Magazines, Paper, Boxboard, Corrugated

This includes mail, flyers, envelopes, cereal and dry goods boxes and tubes. Combine in one paper bag. **Do not include refrigerator or freezer boxes or boxes contaminated with food.**

**For more information on RECYCLING, visit
www.clevelandheights.com**

ANIMALS

1. No more than two dogs or cats, or a combination of one each, except puppies or kittens not more than three months old, may be kept in any house or apartment. (Some landlords **do NOT allow pets.** Check with your landlord before getting a pet.)
2. Dogs should be leashed **at all times** when they are outside.
3. Do not permit your dog to bark or howl so that it disturbs the peace.
4. Remove all feces deposited by your pet on public or private property. Dispose of it in your own trash. **Do not put it down the drain!!!**
5. Dogs are not allowed in public parks.
6. All dogs must wear valid license tags issued by the County and available from the Cashier at City Hall.
7. In addition, all vicious dogs must be registered at City Hall (Cashier's Window). There is a \$20.00 registration fee to be renewed each year. **If your dog is considered vicious (based on breed/temperament) you must carry \$100,000.00 in liability insurance.**
8. When a vicious dog is confined outside, it must be securely enclosed in a locked pen or dog run with secure sides and top.

For more information concerning vicious dogs and pet regulations, call 291-5070 or visit the City's web site, www.clevelandheights.com.

CITY INCOME TAX

Who Must File Tax Returns

- Full- and part-year **residents age 18 and older***
- Businesses operating within the city
- Property owners who receive gross monthly rent greater than \$250
- Non-resident employees working within the city whose employer did not withhold taxes for Cleveland Heights

*Exemption: Individuals with only non-taxable income (e.g. Social Security, pensions, interest, or dividends) must file an annual Declaration of Exemption rather than a tax return.

Tax Return Due Date

Tax returns from individuals are due in April immediately following the end of the year that is being taxed.

March 15: I-7 Short Form – If using this form, the City will compute your tax and send you a bill for payment by April 15.

April 15: I-8 Long form – On this form, you calculate the tax and submit payment due with the return.

Payment Due Dates

Quarterly payments for individuals are due in the calendar year in which they are earned based on estimated annual income. The quarterly due dates are:

1st Quarter – April 15

2nd Quarter – July 15

3rd Quarter – October 15

4th Quarter – January 15

Estimates will be based on the previous year's income tax return unless an estimated tax worksheet is submitted. If you receive a bill from the city for estimated payments, you may pay online at **www.clevelandheights.com**. Differences between estimated payments and actual amount owed will be reconciled upon filing of tax return.

There is also an **online tax preparation tool** at **www.clevelandheights.com** designed to assist you in preparing your city Income Tax return.

**Questions? for more information, call 291-3900
or visit the City's web site: www.clevelandheights.com**

TRESPASSING

You **DO NOT HAVE THE RIGHT** to cut across someone's yard, sit on a neighbor's porch or steps without their permission, or congregate on someone's lawn. Parents, please remind your children and young adults to **stay off other people's property** and to respect residents, especially the elderly, on the street!

PARKING

1. Parking is **not allowed** on Cleveland Heights streets **between 3:00 am and 6:00 am**. If you have an overnight visitor, or have just paved or sealed your driveway, and must park in the street, call the Police Department non-emergency number (216-321-1234) and ask for the Officer in Charge.
2. Do not park in a landscaped front, side or rear yard. If you have a **pick-up truck, van or panel truck**, you must park it **in a garage with the garage doors closed**. If you park in one of the City's municipal lots, you need to purchase a permit, available at City Hall.

BICYCLES & SKATEBOARDS

1. The City requires licenses and registration for all bicycles operated within the city. You can buy a license at the Cashier's window on the entry level of City Hall.
2. Supply the color, make and model/serial number of the bicycle.
3. The registration is free, if, at the time of registration, you can prove that you have a bicycle helmet and sign a pledge agreeing to wear the helmet at all times when riding a registered bicycle.
4. Follow traffic safety rules. **Do NOT ride in the middle of the street.**
5. Do **not** ride bicycles and skateboards on sidewalks in business districts, or in areas that have posted signs prohibiting riding on walkways.
6. Skateboarders and rollerbladers can use the Skate Park, located in Cain Park.

IMPORTANT PHONE NUMBERS

Emergency - Police or Fire9 - 1 - 1
Cleveland Heights City Hall291-4444
Community Relations.....291-2323
Police (non-emergency)321-1234
Public Works (Trash collection, recycling)691-7300
Community Center/Recreation691-7373

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**Be sure to visit the Cleveland Heights website
for more information!
www.clevelandheights.com**

CLEVELAND HEIGHTS COUNCIL

Edward J. Kelley, Mayor

Phyllis L. Evans, Vice Mayor

Bonita W. Caplan

Kenneth Montlack

Cheryl L. Stephens

Mark A. Tumeo

Dennis R. Wilcox

Robert C. Downey, City Manager



CLEVELAND HEIGHTS

**40 Severance Circle
Cleveland Heights, Ohio 44118**

www.clevelandheights.com