



CLEVELAND HEIGHTS

40 Severance Circle
Cleveland Heights, Ohio 44118

www.clevelandheights.com



CLEVELAND HEIGHTS COUNCIL

Carol Roe, Mayor
Melissa Yasinow, Vice Mayor
Craig Cobb
Mary Dunbar
Kahlil Seren
Jason S. Stein
Michael Ungar

Tanisha R. Briley, City Manager



CLEVELAND HEIGHTS



GOOD NEIGHBOR GUIDE

For Residents

Information on Refuse & Recycling, Curfew, Pets, Noise,
Parking, Income Tax and More

IMPORTANT PHONE NUMBERS

Emergency - Police or Fire9 - 1 - 1
 Cleveland Heights City Hall291-4444
 Community Relations291-2323
 Police (non-emergency)321-1234
 Public Works (Trash collection, recycling)691-7300
 Community Center/Recreation691-7373

FOR RENTERS: Your Landlord's Name:

FOR RENTERS: Your Landlord's Phone Number:

TABLE OF CONTENTS

Trash Collection1
 Curfew2
 Noise Ordinance3
 Safety4
 Litter4
 Special Pick-ups4
 Yard Waste4
 Leaf Collection5
 Recycling5
 Animals/Pets6
 Trespassing7
 City Income Tax7
 Parking8
 Bicycles/Skateboards8

NOTES:

Be sure to visit the Cleveland Heights web site
 for more information!

www.clevelandheights.com

Be sure to visit the Cleveland Heights web site
 for more information!

www.clevelandheights.com

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 (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.

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 renting or call Community Relations at 291-2323.

TRASH COLLECTION

Your trash pick-up day is _____.

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. **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.**

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.

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.
4. Effective July 2011, no person under 18 years of age shall be upon the public streets, highways, sidewalks, public parks or public grounds within the Coventry Village Business District or the Cedar Lee Business District between the hours of 6:00 pm and 6:00 am. Exceptions are: (a) when the minor is with a parent or a member of the minor's family who is 18 years of age or older; (b) when on an errand or legitimate business, including, but not limited to, attendance at the library, under the immediate direction and authorization of a parent; (c) when engaged in a gainful, lawful employment during the established curfew hours. The minor shall carry a written authorization signed by a parent or employer stating the location and hours of employment; (d) when going to or returning home by a direct route (without any unnecessary detour or stop) from and within one hour of the commencement or termination of a school activity or an activity of a religious or voluntary association or place of public entertainment, such as a movie, play or sporting event; (e) when attending, and while going directly to or from a controlled-admission recreation venue within the "Special Curfew Area" with the knowledge and consent of the parent.

For complete information concerning the curfew ordinance, visit 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 elderly residents on the street!

CITY INCOME TAX

Cleveland Heights municipal income tax is collected by the Regional Income Tax Agency (R.I.T.A.), a non-profit governmental agency. You are encouraged to utilize R.I.T.A. electronic filing and payment system, as it is fast and simple to use and it is secure and safe. Visit www.ritaohio.com.

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.

If you have any questions regarding your City of Cleveland Heights income tax, please contact R.I.T.A.'s customer service representatives at (Brecksville Office) **1-800-860-7482**. You may also contact the City of Cleveland Heights at **216-291-3978**.

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. Don't let your dog 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 except Cain Park.
6. All dogs must wear valid license tags issued by the County.

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 (voices, radios, parties, live music, etc.) is measured by police. If they can hear it 50' away from the property between the hours of 9 pm and 7 am, or at a distance of 100 feet between 7 am and 9 pm, **they can issue a citation!**
3. If the problem continues, or they are called to your home a second time, **your landlord will be notified.**
4. 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. If they do call you, be courteous and **lower the volume!**
5. 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.**
6. 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.)

GOOD NEIGHBOR REMINDERS

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 7am or after 9 pm.

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

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!

MEET THE POLICE

Citizens have the opportunity to meet with a ranking Cleveland Heights Police Officer in an open forum which the Police Department has called "Meet Your Police". It is held on the first Thursday evening of the month from 6:00 to 8:00 pm at the Police Academy, 2595 Noble Road and on subsequent Mondays on the lower level of City Hall, 40 Severance Circle.

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. The City picks up bulk items, appliances and furniture **at no charge on your regular collection day. Put the items on your tree lawn no earlier than 7 pm the evening before your regular collection day, but before 7 am on your collection day.** Wood must be cut into 4-foot lengths, tied in bundles no bigger than 2 feet in diameter.
2. For more information on special pick-ups, visit www.clevelandheights.com, or call Public Works, 691-7300.

YARD WASTE

If you are responsible for the care of your lawn and yard, the following information is important. **If you are a renter and are not sure who is responsible for cutting the grass and trimming the bushes, ask your landlord!**

1. We encourage you to leave grass clippings right on the lawn.
2. Any yard waste (including grass, leaves, twigs, pods, seeds, weeds or trimmings from flowers or bushes) must be placed in **Kraft BOXES OR ANIMAL FEED BAGS.**
3. **Leaves and grass clippings WILL NOT BE COLLECTED if they are placed in PLASTIC BAGS, CARDBOARD**
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.
5. **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.

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, Plastic and Paper

Glass, metal cans, plastic (numbered #1-7) containers and paper * can be all be put into 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.**

*Paper includes mail, flyers, envelopes, cereal and dry goods boxes and tubes. **Do not include refrigerator or freezer boxes or boxes contaminated with food.**

For more on RECYCLING, visit www.clevelandheights.com