



6925 Providence Street, PO Box 2476
 Whitehouse, OH 43571
 419-877-5383

www.whitehouseoh.gov

Office Hours: Monday thru Friday, 8:30 a.m. – 4:30 p.m.

New Resident Handbook

Important Phone Numbers: Dial “911” FOR ALL EMERGENCIES

<p>Village Administrative Offices 419-877-5383 Police Department, non-emergency 419-877-9191 Fire Department, non-emergency 419-877-0363 Anthony Wayne Schools 419-877-5377 Whitehouse Post Office 419-877-5733 Chamber of Commerce 419-877-2747</p>	<p>Mayor Don Atkinson Council Members: William May Louann Artiaga Rebecca Conklin Kleiboemer Frank Billings Robert Keogh Mindy Curry</p>
<p style="text-align: center;">Utility Providers</p> <p>Ameritech 800-660-1000 Toledo Edison Co. 800-447-3333 Ohio Gas Co. 800-331-7396 Time Warner Cable 800-617-4311</p>	<p style="text-align: center;">Mayor and Council phone numbers and email addresses are available at www.whitehouseoh.gov</p>

Village Staff

Administrator Jordan Daugherty	jdaugherty@whitehouseoh.gov
Police Chief Mark McDonough	mmcdonough@whitehouseoh.gov
Fire Chief Daryl McNutt	dmcnutt@whitehouseoh.gov
Director of Public Service Steve Pilcher	spilcher@whitehouseoh.gov
Tax Commissioner Tiffany Bachman	tbachman@whitehouseoh.gov
Community Development Barbara Knisely	bknisely@whitehouseoh.gov
Utility Billing Jill Gundy	officeassistant@whitehouseoh.gov

GENERAL INFORMATION

This booklet is meant to be an overview. Visit our website at www.whitehouseoh.gov for complete information. Watch the “Calendar” for a listing of important meeting dates and other events. You can also sign up to receive personal email notifications from the Village.

Government

- Council meetings are held the first and third Tuesday of the month at 7:00 pm in the Village Hall. The public is encouraged to attend.
- Village legislation and meeting notices are posted at the following locations: Village Hall, Fire Department, U.S. Post Office, First Federal Savings of Delta, Cherry Tree Bakery and on the Village web-site. If you sign up for email notification, this information will be sent directly to you.
- The Planning Commission, Board of Zoning Appeals, Tree Commission, Design Review Board and Whitehouse Arts Advisory Board meet as needed on a monthly basis. Visit the website “Calendar” for those meeting dates.

Police Department

- Police Department offices are located at Village Hall, 6925 Providence Street. Office hours are 8:30 am to 4:30 pm, Monday through Friday. 419-877-9191 is a direct line to the Police Department for non-emergency matters. Always dial 911 for any emergency.
- Bicycles, skateboards and roller/in-line skates are prohibited upon sidewalks in the downtown business district. Specific prohibited areas are marked.
- Unregistered vehicles are prohibited on any public roadway. Legally registered vehicles are to be parked only in designated driveways and not on the grass.
- It is unlawful to allow dogs, cats or other animals to run at-large. They must be confined to your property. Allowing a dog to bark or run at-large can result in fines or charges being filed.
- Discharging a firearm or hunting is prohibited within the Village limits.
- To allow for snow removal, parking is prohibited after two inches or more of snowfall on Providence and Waterville Streets, for a period of eight hours following the snowfall. Any vehicle that is parked on these designated streets will be towed at the owner’s expense.
- Within 24 hours of a snowfall, sidewalks must be cleared of all snow and ice. Do not shovel snow or ice onto streets and the public right of way.
- Snow Emergency (Ordinance 351.14): When snow fall is forecast over 4” and a snow emergency has been issued, parking is prohibited on all Village streets. This information will be sent via email and will be posted on the website and local radio and television stations.
- Motorized vehicles (snowmobiles, ATV’s, dirt bikes, etc.) are prohibited on the Wabash Cannonball Bike Trail and in all Village Parks, including the Blue Creek Recreation Area.

Fire Department

- The Fire & EMS Department are located at 10550 Waterville Street. Fire Department Administrative office hours are 8:30 am to 4:30 pm, Monday through Friday. 419-877-0363 is a direct line to the Fire Department for non-emergency matters. Always dial 911 for any emergency.
- 24-hour a day advanced life support services are provided through the Lucas County EMS System. A landing pad for the Life Flight Helicopter is located behind the Fire Station.
- Open burning, including burn barrels, is prohibited.

Building & Zoning Department

- Permits are required prior to construction for all new construction, additions, accessory buildings, gazebos, decks, wiring, plumbing, fireplaces, HVAC, swimming pools, fences, water heaters, etc. Call 419-877-5383 if you have questions prior to beginning any work.
- Depositing or accumulating junk, unregistered vehicles, garbage or refuse of any kind is prohibited on all properties.
- All lots and lands are required to be mowed pursuant to a schedule so that at no time shall the noxious weeds, rank vegetation or common grasses exceed the height of six inches (6”).

Income Tax Department

- Whitehouse has a 1.5% income tax on gross wages for all residents who have W-2 earnings or other compensation regardless of age.
- All residents must file a return on or before April 15th of each calendar year.
- Credit for tax paid to another municipality is limited to half the Village tax rate, or ¾%.
- Please return the enclosed Registration Form within ten days.
- Tax payments can be made in person, or by credit/debit card online at www.officialpayments.com or at 1-800-272-9829 (Jurisdiction code 8420). A 2% fee is charged when using a credit/debit card.

Parks & Recreation

- Alcoholic beverages are prohibited in all Village parks.
- The Village leases the Nona France Recreation Area through an agreement with the Toledo Area Metroparks.
- The Anthony Wayne Youth Foundation manages the sports complex on Providence Street.
- A sledding hill is available for public use during the winter months.
- Fishing is allowed from water's edge only in both the large and small quarry.
- Swimming and boating are prohibited.
- The enclosed shelter house in Village Park is available for rent by calling 419-877-5383.
- Three open shelters are available on a first-come-first-served basis, without a formal rental agreement.

Recycling Program

The Village has joined with Lucas County Solid Waste Management District to provide recycling dumpsters at the Maintenance Garage, 11295 Waterville Street. This facility is open 24/7 for residents to dispose of recyclable items, including:

Cardboard should be clean and free of any packing material (Styrofoam, plastic, etc.), and flattened before placing into the dumpster.

Newspaper, magazines, sales fliers, office paper, junk mailings and school papers can be placed in the dumpsters loose or in brown paper grocery bags. Please do not place plastic bags in the dumpsters.

Containers including any steel or aluminum cans, any color glass bottle or jar, and plastic containers with the #1 or #2 recycle symbol stamped on the bottom. Containers must be rinsed before depositing. Do not include plastic bags.

- Cell phones and rechargeable batteries can be recycled at Village Hall.
- Items that cannot be accepted for recycling are:
 - Aluminum storm doors and downspouts
 - Plate glass, such as windows or mirrors
 - Plastics without the number 1 or 2 stamped on the bottom
 - Food cans containing food residue

Green Waste

- All green waste material can be disposed of at Ohio Compost, 10839 Sager Rd (Rt. 20A), Swanton, Ohio, and will not be collected curbside.
- Village residents can dispose of lawn clippings, brush, garden waste and tree wood at this facility at no charge.
- Each residence must show a photo id showing proof of residency when delivering green waste to this facility.
- Residents will be required to abide by the rules and regulations of this facility.

Refuse Collection

Village employees collect refuse on Mondays starting at 8:00 a.m. If a Village-observed holiday falls on Monday, refuse will be collected the next regularly scheduled work day. Holidays are listed on the “Calendar” at www.whitehouseoh.gov. Email notifications are sent if you have signed up to receive them.

- A \$9.00 refuse fee will be charged monthly and is included in your water/sewer billing.
- Refuse must be curbside by 8:00 am on the day of collection. No refuse may be set out prior to 6:00 pm the evening preceding the scheduled collection.
- **All refuse must be bagged.** Large items (furniture, appliances, etc.), can be placed curbside.
- Bags weighing in excess of forty (40) pounds will not be collected.
- Broken glass or sharp objects must be wrapped in newspaper before being placed in bags.
- Use good, sturdy bags that will not break open. Bags that rip or spill contents will be left behind for the resident to clean up.
- Items containing Freon (refrigerators, freezers, air conditioners, dehumidifiers), mattresses and tires require the purchase of a sticker for curbside pick-up. Check the web site or call 419-877-5383 for the current fee schedule.
- A Village truck is available (April-October) for residents who have a large quantity of brush to dispose of. Arrangements can be made on a first-come-first-served basis by calling 419-877-5383. The truck will be left for you to load overnight (Tuesday thru Thursday).
- Refuse will be collected at commercial establishments with a limit of four (4) bags. Bags cannot contain refuse directly produced, generated or related to the commercial activity conducted on the premises.
- Grass clippings or green waste cannot be placed for curbside collection. Any refuse container containing grass clipping or green waste will be left for proper disposal (refer to Green Waste section).
- Christmas trees will be collected at the end of the season by placing curbside with other refuse
- Motor oil and batteries can be placed curbside. A separate truck will collect these items.
- A “Refuse Carry-Out Program” for disabled/infirm residents is available. Employees will pick up refuse at your door. Applications are available at www.whitehouseoh.gov “Online Forms” or at Village Hall. Proof of eligibility may be required.
- The following items will **NOT** be collected: Concrete blocks, broken cement, or concrete, sod, dirt, rocks, automobile parts (except tires for a fee), building material (roofing shingles, drywall, etc.), green waste, materials prohibited at landfills by Ohio House Bill 592. See website for a complete listing. Call 419-877-5383 for information on where to dispose of these items.

Fall Leaf Collection

- Curb-side leaf collection is provided mid-October through mid-December (weather permitting). Dates will be posted on the website, in the Fall Quarterly Newsletter, and sent via email.
- Residents should place leaves behind the curb or just off the edge of the pavement on uncurbed streets. **DO NOT PLACE LEAVES ON THE PAVEMENT!**
- On-street parking causes problems during the collection process. Avoid parking on the street when your district is scheduled for collection.

Water and Sewer Department

- Monthly bills for water and sewer are sent to all households. Bills are mailed the first week of each month and are due on the 15th by 4:30 pm (if the 15th falls on a weekend, the actual due date is printed on your bill).
- If for any reason you do not receive your monthly bill, please contact us at 419-877-5383 so that your payment is not late and subject to a 10% penalty.
- A \$9.00 refuse fee is included on your monthly water bills
- Payments can be made by credit card. These payments can be made at the Village offices, online at www.officialpayments.com or by phone at 1-800-272-9829. Use Jurisdiction code 8420. There is a charge of \$3.95 on payments up to \$200.00. If your payment is more than \$200.00, you will have to record it as two separate transactions.
- A once a year sewer credit can be given for filling your swimming pool. The Pool Credit Form is available at www.whitehouseoh.gov “Online Forms” and must be filled out to qualify for the credit.
- Current water and sewer rates are available on our website.