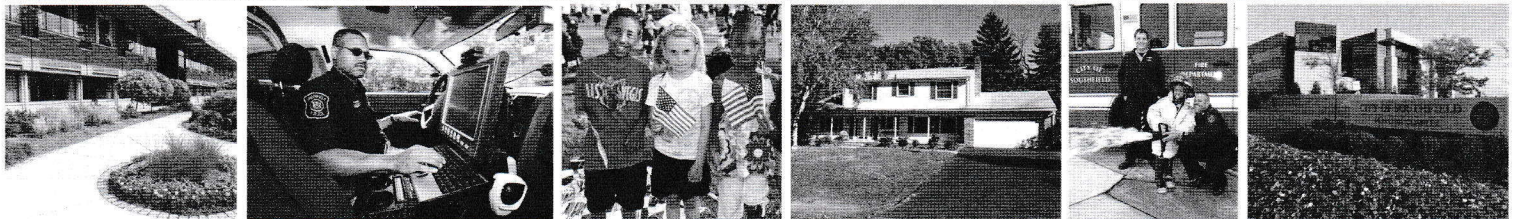


CITY OF SOUTHFIELD

RESIDENT HANDBOOK



Welcome to Southfield!
The Center of It All™



(248) 796-5000

www.cityofsouthfield.com

26000 Evergreen Road • P.O. Box 2055 • Southfield, MI 48037-2055

City of Southfield Resident Handbook

Welcome to Southfield - The Center of It All™

Whether you are a long-time resident or new to the City - this handbook provides an overview of (almost) everything you need to know about living in Southfield. Every resident has a vested interest in maintaining property values by keeping Southfield clean and attractive. Please follow these guidelines and do your part to keep Southfield beautiful by maintaining your home and neighborhood. If you see a potential code or appearance issue, call the City's special hotline Eyes on Southfield at (248) 796-EYES (3937) 24-hours a day, seven-days a week to report it. Together, we can keep Southfield beautiful!

For more information about the City's programs or services, call (248) 796-5000
or visit the City's Web site at www.cityofsouthfield.com.

Code Enforcement - (248) 796-4140

Code Enforcement covers a wide range of codes and ordinances that the City of Southfield has adopted to maintain the quality of life and physical appearance of the City. The department enforces any exterior violations of residential and commercial structures, and Code Enforcement inspectors are sworn constables who enforce portions of the Southfield City Code.

The department enforces various City ordinances that relate to the maintenance of property exteriors. Code Enforcement also works with, and makes referrals to, the appropriate City departments, such as Building, Planning, Police, Animal Control, Engineering or Streets and Highways all in a collective effort to help residents to maintain their homes and properties to keep Southfield beautiful. Code Enforcement officers offer residents a helping hand to resolve code issues in order to avoid citations whenever possible.

Guidelines for Weekly Trash and Recycling Pickup

The City contracts trash pickup for single-family homes. The fee for single-family residential trash, recycling, yard waste and brush pickup is included in the summer tax bill. The amount changes, usually annually. The City's contractor provides weekly residential trash/garbage and recycling pickup. New residents who do not yet have recycling bins may request bin delivery by calling the Department of Public Works at (248) 796-4860. Replacement recycling bins are available for purchase in the Neighborhood & Information Center at the Municipal Complex, (248) 796-5140.

Residents of single-family homes can help the weekly curbside trash collection process by following these guidelines:

- Place trash at the curb or at the roadside edge of the shoulder of the roadway, separated from recyclables and yard waste after 4 p.m. on the afternoon of the day before scheduled pickup and not later than 7 a.m. the day of collection. Empty receptacles must be removed from the curb by noon the day after pickup.
- Keep garbage in rigid containers made of either plastic or metal, 32 gallon capacity or less with handles and tight fitting covers; or in 10-to-32 gallon capacity garbage bags which are securely fastened. Trash containers must not exceed a total of sixty (60) pounds.
- Latex paint must be completely dried. No oil-based paint or solvents of any kind.
- Roll carpeting and tie it into bundles no more than four (4) feet in length and less than 60 pounds.
- Furniture should be placed at the curb before 7 a.m. of trash day; Appliances (refrigerators, washing machines, etc.) must have all doors and lids removed before placed at curbside. Removal is a safety issue to protect children.
- Building materials require a special pickup - please call Waste Management at (800) 7WM-WMWM (800-796-9696)
- Hazardous waste is NOT accepted with the normal pickup. Unacceptable hazardous waste items include: oil, oil-based paint, batteries, tires, concrete, fluorescent lights, and other toxic or potentially hazardous materials.

Holiday Trash Pickup Schedule

Federal holidays do not always influence trash pickup days. Trash and recyclables may be picked up on days when mail

may not be delivered and other government offices are closed. In addition, if a holiday listed below falls on a Thursday, only regularly scheduled Thursday and Friday routes will be delayed by one day. Pickup days earlier that week or the following week will not be affected by the holiday. For example: the 4th of July in 2012 was a Wednesday. Everyone's collection was delayed one day beginning Wednesday (including Wednesday), through the rest of the week.

If any of the holidays falls on a weekend, every pickup day will be the same as usual. Some years this "weekend holiday" scenario can include New Year's Day, Christmas Day and the 4th of July.

This information is also printed in the current Annual Report/Calendar:

- New Year's Day..... Pickup delayed one day UNLESS January 1st falls on a Saturday or Sunday
- Memorial Day..... Pickup delayed one day for entire week
- 4th of July..... Pickup delayed one day UNLESS July 4th falls on a Saturday or Sunday
- Labor Day..... Pickup delayed one day for entire week
- Thanksgiving..... Both Thursday and Friday pickup delayed one day
- Christmas..... Pickup delayed one day UNLESS Christmas Day falls on a Saturday or Sunday

Check the current Annual Report/Calendar for scheduled delays in trash pickup that only occur on or after MAJOR holidays. For more information, contact the Public Works Department at (248) 796-4860.

Recycling Guidelines

Recycling services are part of the weekly trash pickup on your designated collection day. The following items are acceptable for the recycling bin:

- Plastic bottles and jugs (All numbers and all narrow neck plastic bottles; NO Styrofoam or automotive oil containers!)
- Bulky Plastic (Bulky #2 plastic toys, garden plastics (pots, flower flats, etc.), furniture, barrels, buckets, etc.)
- Glass bottles, jars & ceramics
- All Metal Cans: Tin, steel & aluminum food & drink cans (Clean aluminum foil & food trays, small scrap metal)
- Paper (Newspaper, office & junk mail; glossy inserts are **OK, BUT DO NOT PLACE IN PLASTIC BAGS!**)
- Glossy magazines & catalogs (Loose or in paper bags)
- Corrugated cardboard (Cut or fold to fit into the recycling bin)
- Boxboard (Flatten boxes and stuff in brown paper bag or largest box)
- Telephone books & paperback books (Loose in bin with newspaper)
- Drink boxes including milk & juice cartons
- **NO PLASTIC BAGS OR HAZARDOUS / MEDICAL WASTE OF ANY KIND ACCEPTED!**

For more information about recycling, call the Recycling Authority at (248) 208-2270 or visit their Web site at www.rrrasoc.org.

Recycling Bins

One recycling bin is provided free-of-charge to each new Southfield resident. Call Southfield Public Works at (248) 796-4860 to request one. Replacement or additional bins are available at the main reception desk of City Hall for \$7.00 Monday - Friday from 8 a.m. - 5 p.m. (excluding holidays).

Get Rid of Hazardous Waste... *Responsibly!*

Household Hazardous Waste Day is an annual day devoted to discarding household hazardous waste materials. The Department of Public Works in cooperation with the Resource Recovery and Recycling Authority of Southwest Oakland County (RRRASOC) oversees the disposal of oil-based paint, stain, pesticides, herbicides, batteries, car batteries, motor oil, fluorescent lights and other household hazardous wastes **one Saturday each fall and spring**.

Littering

The City and its departments take a zero tolerance approach to littering. Anyone who willfully discards trash and other litter on the property of other residents or businesses may be charged with a 90-day misdemeanor and fined up to \$500.

Trash/Outside Storage

Trash should be removed from front, rear and side yards. Homeowners should carefully maintain their properties, including accessory structures and alleys, in a clean and sanitary manner. For more information, contact Code Enforcement (248) 796-4140.

Fall Leaf Pickup and Yard Waste Disposal Procedures

The City of Southfield yard waste collection program typically begins the first week in April and ends on the Friday after Thanksgiving and is picked up on residents designated trash collection day. Yard waste includes leaves, grass clippings, branches, brush and other organic material only. Branches and brush refuse must be placed with the cut ends towards the curb on the regular trash collection day. Branches placed at the curb will be removed by workers with brush chippers. Depending upon the amount of branches, it may take longer than the designated trash collection day to dispose of them.

Southfield residents have the following options to dispose of yard waste:

- Yard waste must be in paper yard waste bags or in ordinary trash containers marked with a "Y" or a Yard Waste sticker and placed at least three feet from the regular trash. Yard waste containers may not exceed 32 gallons or 60 pounds in weight. Yard waste in plastic bags will not be accepted!
- Branches and tree limbs must be less than six (6) inches in diameter and placed in a pile with the cut ends facing the curb. Branches less than four (4) feet in length and any vines must be tied into bundles weighing no more than fifty (50) pounds. No logs, stumps or rootballs will be accepted. Yard waste is collected at the curb April through November on your regular garbage pickup day.
- Mulch and place grass, wood chips, and leaves around plants and shrubs
- Create a compost pile or bin, and use composted material to fertilize next year's gardens

Purchase paper yard waste bags at the Neighborhood & Information Center in City Hall, at any Southfield fire station or at several local retailers throughout the city. Please separate yard waste from regular trash, and do not rake leaves into the streets. For more information, call the Department of Public Works at (248) 796-4860.

Home and Lawn Maintenance

Following is a brief summary of important home maintenance issues and maintenance tips. For more information, contact the Code Enforcement Department at (248) 796-4140 or check the City's Web site at www.cityofsouthfield.com.

Sidewalks

- Property owners are responsible for keeping sidewalks in front of their homes clear of obstructions
- All sidewalks used by the public should be kept free of ice, snow and other obstacles - snow should be removed as soon as possible after a snowfall
- If a sidewalk is icy, use salt or ice melter
- Driveways and sidewalks should be free of major cracks and broken areas; this damage can be corrected by repairing or replacing

House Numbers

- All homes should have large, readable house numbers plainly visible from the street. This helps emergency vehicles as well as visitors find addresses

Home Maintenance Recommendations

- Homes should be painted routinely; aluminum siding and trim should be kept clean
- All brick work, especially chimneys, should be checked to see whether or not there is loose mortar, cracks, broken bricks, and/or openings
- Chimneys for fireplaces and wood stoves should be cleaned periodically to prevent chimney fires
- Roofs should be structurally sound and watertight and have proper drainage to prevent rain water from leaking into homes and causing dampness in interior walls
- Homeowners should check interior walls and ceilings for dampness and wet spots, peeling paint or wallpaper; roofs

should be checked for loose or missing shingles and nails

- Metal flashings, valleys and vent stacks should be checked for cracks and holes
- Windows should not contain broken or cracked glass; screens should not be ripped or torn
- All buildings should be maintained in a structurally sound condition, with no sagging roof lines, worn or missing shingles, or tilted/bowed floors and walls
- All building extensions and attachments such as railings, porches, gutters and shutters should be maintained; they should be even and straight with a structurally sound appearance
- Garage doors should be free of peeling paint and should close tightly and securely
- Fences should be maintained in a sound manner; all wooden surfaces should be painted and/or treated to prevent deterioration from the weather
- All fence posts should be anchored firmly in the ground

Lawn Maintenance

- All yards should be maintained and mowed regularly
- Grass and shrub areas should be mowed, trimmed and kept weed-free; City ordinance requires lawn grass not exceed eight inches and weeds not exceed 12 inches; mow and trim ditch lines and rights-of-way along the roadway; landscaping is expected to be kept neat and clean
- Yard areas should be free of litter, junk, debris and scrap storage

Tree Removal

City ordinance requires the removal of dead trees that are a threat to structures, life or personal property. Further, dead trees devalue property and lessen curb appeal. The City requires residents or their contractors to obtain a permit prior to removing any trees with a trunk 8" in Diameter at Breast Height (DBH) or larger on public or private property. Permits are issued at no charge by the Planning Department under the City's Woodland and Tree Preservation Ordinance. Any tree 8" in diameter or larger must undergo an inspection prior to removal. Inspections and permits are required for all trees, regardless of size, within a woodland area as indicated on city maps. The only trees that do not require a permit are those found to be completely dead; orchard type trees such as apple or cherry; or trees damaged by a disaster that require removal to prevent injury to persons or property. No permit is required for the removal of ash trees as well; however, transporting ash wood from quarantined areas such as Southfield to other parts of Michigan is prohibited. Permits are also not required for trees that only require moderate trimming. When professional tree services are required, residents must choose from tree contractors that are licensed with the City. To obtain a current list of all City licensed tree contractors, please contact the City Clerk's Office (248) 796-5150, the Planning Department at (248) 796-4150 or the Forestry Division at (248) 796-4634. TO OBTAIN A TREE INSPECTION, CALL THE PLANNING DEPARTMENT AT (248) 796-4156.

Snow Removal

Residential Street Snow Plowing

During winter snows, major Southfield roadways are plowed first so public safety and medical vehicles have access. Subdivisions are cleared in a different pattern each time to ensure no area is always plowed first or last. During a heavy snowfall, plowing crews may leave residential streets periodically and return to major roadways to keep them clear.

TIP: To minimize snow being dumped back into driveways by snow plows, residents should remember to shovel the snow from their driveway toward their right as they face the street.

Shoveling Sidewalks

Residents and businesses are responsible for keeping sidewalks free of snow or ice. A City ordinance requires all sidewalks to be shoveled in a timely fashion. This is for pedestrian safety and to ensure mail delivery is not delayed. For more information, call the Department of Public Works at (248) 796-4860.

An option for older residents or those physically unable to clean their driveways and sidewalks is the CHORE Program. This service is available to residents who qualify under the program's income guidelines. For more information, call the CHORE program at (248) 796-4180.

Other guidelines include:

- Snow should not be shoveled or blown into the street. This creates hazards for both homeowners and motorists. Shoveling snow from left to right (as you face the street) should decrease the amount of snow the plow might push into the driveway when plowing the street.
- Young children should not be allowed to play near the street when snow has accumulated -snow banks make it difficult for plow drivers and other motorists to see youngsters.
- Residents with fire hydrants in front of their homes should attempt to clear snow from the hydrant area (if possible). The Fire Department tries to keep all hydrants visible and accessible, but heavy snowfalls make it challenging to clear all the City's 3,000 hydrants.
- Residents with catch basins in front of their homes can help by keeping ice, snow and debris away from the openings, so the water from melting ice and snow can drain freely.

During the snow removal process, it is possible that some damage may occur to either curbside mailboxes or lawns or both. If that happens, call the Department of Public Works at (248) 796-4860. A temporary mailbox will be installed and permanent replacement of the mailbox and/or lawn repairs will be made when weather permits.

Vehicle Storage and Parking

- Unlicensed and/or junk vehicles should not be parked on the property other than in an enclosed building. Major vehicle repairs should not be attempted in residential areas.
- Recreational vehicles, domestic trailers, boats, and travel trailers exceeding 20 feet in length are not permitted in residential areas and must be stored off-site. Vehicles less than 20 feet in length may be stored in backyards only.
- All vehicles should be parked on defined driveways, not on any yard areas. Automobiles should not be parked on the lawn or between the sidewalk and the roadway.
- It is illegal to park vehicles for sale in area parking lots. Vehicles in violation of this regulation will be tagged and towed.
- No vehicles may be parked on public streets between the hours of 3 a.m. until 6 a.m.

Noise Control

City ordinances strictly govern noise. All loud or unusual noises or sounds and annoying vibrations that disturb the peace and quiet of others are considered public nuisances. Some of the noises prohibited include:

- Animal noises (barking dogs) that are frequent or long and disturb the quiet comfort of others
- Construction-type noises other than between the hours of 7 a.m. and 6 p.m.
- Sound amplifiers
- Radios, boom boxes and musical instruments at excessive volumes
- Excessive shouting, yelling and screaming
- Motor vehicle sound systems (do not produce a sound louder than necessary for hearing by the passengers in the car, or that offends the peace and quiet of people in the vicinity)

For questions or other examples, contact the Southfield Police Crime Prevention Bureau at (248) 796-5400 or the Southfield Police non-emergency number at (248) 796-5500.

Animal Control

The City provides a wide variety of animal-related services to protect you, your pets and the community. Animal Control responds to reports of barking dogs, loose animals, vicious animals, animal bites and animals injured by vehicles. The Animal Control Officer also responds to complaints of wild animals within the actual "living space" of the residence and provides for trapping of most wild nuisance animals. The Southfield Animal Control Officer is available weekdays between 8 a.m. - 4 p.m. and may be reached at (248) 796-5410. After-hours and weekend emergency calls should be directed to the Police Department non-emergency line at (248) 796-5500.

Pet Ordinances

The City also has ordinances regulating animals and establishing responsibility for their owners. All dogs and cats must

be licensed by the City and have a current rabies shot; all homes and yards must be kept in a sanitary condition; no animal is to be left outside without shelter; and no animals are allowed to run loose. Ownership or keeping more than three (3) dogs or six (6) cats six months old or older on a property is a violation of the ordinance. An owner or other person who has possession, care, custody or control of a dog or cat must keep the animal under reasonable control, on a leash, in full view or confined to the property at all times. Any person owning, harboring, keeping, possessing or in charge of a dog or cat shall also immediately collect and dispose of in a sanitary manner all excrement or droppings left by such dog or cat on any public property and on any private property not owned or lawfully occupied by such person.

Garage Sale Permits

The Southfield City Code allows residents to hold a garage sale once every six months with a valid permit. The term garage sale also includes reference to Basement Sale, Estate Sale and Attic Sale. The cost of the permit includes one (1) sign with a wire stand. One additional sign may be purchased for an additional fee. These permits are valid for five (5) consecutive days, issued at least six months apart, and may not be apportioned to run over two weekend periods. Items for sale must be sold between the hours of 8 a.m. and 8 p.m.

Garage sale signs can be placed on private property with the permission of the property owner. Garage sale signs cannot be placed in any public right-of-way, generally described as an area where street signs, traffic signs, fire hydrants and utility poles are located, and those areas that span from the sidewalk to the roadway surface. Any garage sale sign located in the public right-of-way will be removed by the City and discarded.

Eyes on Southfield Community Appearance Program

The City of Southfield's proactive community appearance program, Eyes on Southfield, enables residents to notify the City with ease when a potential code or appearance issue is observed. Residents may simply call (248) 796-EYES (3937) 24-hours a day, seven-days a week to report any code or appearance issues they may observe. The Southfield Code Enforcement Department or other appropriate staff respond to most calls within a 24- to 48-hour time period. Code Enforcement Officers canvass the City seven days a week to monitor the condition of Southfield homes and neighborhoods. In addition, the City relies on the "eyes and ears" of the entire community to report any obvious or significant appearance issues. When an issue exists, code officers inform the resident or business of the problem and educate them on how to resolve it. If another violation occurs at the same property, the home or business owner is issued a civil infraction and must appear in court. The City's ultimate goal is to work with the community to resolve issues quickly and to maintain Southfield's appearance.

Let's each do our part to keep Southfield clean and attractive by maintaining our homes and neighborhoods. Please follow these guidelines and do your part to keep Southfield beautiful. If you see a potential code or appearance issue, please call the City's special hotline Eyes on Southfield at (248) 796-EYES (3937) 24-hours a day, seven-days a week to report it. ***Together, we can keep Southfield beautiful!***

For more information about the City's programs or services,
call (248) 796-5000 or visit the City's Web site at
www.cityofsouthfield.com.

City of Southfield Contact Information

City of Southfield City Hall
26000 Evergreen Road
Southfield, MI 48076

Office Hours: Monday – Friday, 8 a.m. – 5 p.m.

Phone: (248) 796-5000

www.cityofsouthfield.com

General Information	(248) 796-5000
Animal Control	(248) 796-5410
Assessing	(248) 796-5230
Building Department	(248) 796-4100
City Attorney's Office	(248) 796-5770
City Cable 15	(248) 796-4500
City Clerk's Office	(248) 796-5150
City Council	(248) 796-5150
Code Enforcement	(248) 796-4140
Community Relations	(248) 796-5130
Court, 46th District	(248) 796-5800
Eyes on Southfield	(248) 796-EYES (3937)
Fire (non-emergency)	(248) 796-5650
Garbage Pickup	(248) 796-4860
Housing	(248) 796-4170
Human Services	(248) 796-4540
Library	(248) 796-4200
Mayor's Office	(248) 796-5100
Neighborhood & Info Center	(248) 796-5140
Parks & Recreation	(248) 796-4620
Planning	(248) 796-4150
Police (non-emergency)	(248) 796-5500
Public Works	(248) 796-4860
Water & Sewer	(248) 796-4850
Treasurer's Office	(248) 796-5200



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