

<p style="text-align: center;">VILLAGE OF NEW RICHMOND Frequently Asked Questions (FAQ)</p>

Q. When does Village Council Meet?

A. Council meets the 2nd and 4th Tuesday of each month. They meet in the Council Chambers of New Richmond Village Hall at 7:00 PM.

Q. When is garbage pick-up?

A. Curbside garbage pick-up is every Wednesday.

Q. Why didn't all of my garbage get picked up?

A. Rumpke will not dispose of items such as refrigerators, building materials or hazardous materials.

Q. How much garbage can I put at the curb?

A. Single family residence may place up to six (6) standard garbage receptacles or two (2) large waste haulers at the curb each week. Our contractor is not required to pick up items that are loose or not in the appropriate receptacles.

Q. When can garbage cans be placed at the curb?

A. Cans may be placed after 12 Noon the day before pick-up and must be retrieved no later than 7:00 PM the day of pick-up.

Q. Does the village supply brush pick-up?

A. Yes the village supplies brush pick-up to our residents with limitations. Brush removal is provided to the village residents at no cost. Brush collection begins the last week in April and ends with the last week of October. If you wish to have brush collected please stack it at the curb in a neat pile no more than 3 days prior to the last week of the month. Brush should be no longer than 10 feet in length and 3 inches in diameter. Anything larger will be left for you to dispose of in another fashion at your own expense. When having trees trimmed please be considerate and have the brush hauled away.

Q. When does the Board of Appeals and the Planning Commission meet?

A. The New Richmond Board of Zoning Appeals meet the third Tuesday of each month as needed. The Planning Commission meets the first Thursday of each month. Both meetings start at 6:00 and are held in the Council Chambers of Village Hall.

Q. How do I put information about my community event on the Village's sign?

A. Call New Richmond Village Hall at 553-4146. Community events can also be placed on the Village's website by forwarding the information to:
villagehall@newrichmond.org

Q. How do I contact the New Richmond Fire or EMS Department for a non-emergency situation?

A. You may call the Fire/EMS Department at 553-2117.

Q. How do I contact a New Richmond Police Officer for a non-emergency situation?

A. You may call the Police department at 553-3122 and ask to speak to an officer on station, if there is not an officer on station please call the non-emergency number to the Communications Center (732-2231) and ask the dispatcher to have a New Richmond officer call you.

Q. There is a street light out in my neighborhood, who should I call?

A. Call Duke Energy at 1-800-544-6900.

Q. The fire hydrant in front of my house is leaking, who should I call?

A. Call the New Richmond Utility Office at 553-2001.

Q. What is a water boiling advisory?

A. Boil Water Advisory is a public statement advising customers to boil tap water before consuming it. Advisories are issued when an event has occurred allowing the possibility for the water distribution system to become contaminated. An advisory does not mean that the water is contaminated, but rather that it could be contaminated; because the water quality is unknown, customers should assume the water is unsafe to drink and take the appropriate precautions. When test results confirm that the water is safe to consume customers will be notified that the advisory has been lifted.

Q. Does the village Mayor perform wedding ceremonies?

A. Yes. The Mayor is legally qualified to perform weddings! You can call Village Hall at 553-4146 to contact the Mayor.

Q. Who do I call to obtain a public record?

A. The Village Administrator is custodian of public records for the Village of New Richmond. You can contact the Village Administrator at 553-4146.

Q. Do door to door solicitors need to register in the village?

A. The Village of New Richmond does not permit door to door solicitation.

Q. When is my utility payment due?

A. Utility payments are due the 15th of each month. Questions call the utility office at 553-2001.

Q. Does the village have regulations regarding property maintenance?

A. The village has a housing maintenance code, weed regulations and a zoning code which regulate property maintenance.

Q. Who do I call about high grass or weeds?

A. Call the Village's Zoning Inspector at 553-4146.

Q. When do I need a zoning permit?

A. A zoning permit is required for the following projects:

Building additions, carports, changes of use of the building, construction, decks, detached structures (sheds, etc.), driveways, electrical installations and repairs, garages (attached and detached), remodeling, new dwellings, structural repairs, swimming pools (above and in-ground) and signs.

Q. What other things require a permit?

A. A permit and fee may also be required for the following:

Any work in the right of way (the land over which is built a public road, utilities or maybe a driveway), sewer tap in and water tap.

Q. Why do I need a permit?

A. To meet code requirements and help insure the safety and protection of the occupants and the public.

Q. I am having a yard sale. Do I need a permit?

A. Yes. A yard sale permit may be obtained at the utility office. Call 553-2001 for details.

Q. I want to install a fence. Do I need a permit?

A. Yes. A zoning permit is required. Contact the Community Development at 553-4146 for assistance.

Q. May I operate a business in my house?

A. The New Richmond Zoning Ordinance permits residents to operate certain types of businesses, known as home occupations, from their homes. A home occupation may be conducted at a residence if certain conditions are met. For information contact the Community Development Office: 553-4146

Q. I am opening a business in New Richmond, do I need a license from the village?

A. The Village of New Richmond requires zoning permits for all business operations within the village. A vendor's license is required by Clermont County and can be obtained thru the Auditors Office. You can call the Clermont County Auditor at 513-732-7150.

Q. Where do I register to vote?

A. Village residents can register to vote at the New Richmond Branch library located at Rivervalley Boulevard. The library's phone number is 553-0570

Q. I want to put up a temporary sign. Do I need a permit?

A. Yes! Any sign placement must be checked with the Community Development Office. Call: 553-4146

Q. How many sets of construction drawings do I need for a zoning permit?

A. Three (3) sets of drawings are required. These drawings must consist of a cross section and floor plans, elevations, electrical, HVAC, plumbing and fire alarm/suppression systems.

Q. What is required on a building site/plot plan?

A. The outline of the property with all dimensions.

The proposed building or addition with distances to all property lines and all existing buildings on the property.

All walks and driveways.

The use of all proposed and existing structures.

The number of family units or housekeeping units.

All easements of record and proposed easements.

The limits of clearing, grading, excavation or fill. The elevation above sea level of the lowest floor.

Show the approved drainage plan from the downspout inlets to their termination in a swale, street curb, ditch etc. (Storm water disposal and final grading shall comply with an approved subdivision plan.

Elevations of proposed and existing grades at each corner of the proposed building and at each corner of the building site.

If property has a sanitary sewer, show the sanitary sewer line and sewer Invert elevation for connection of the building sewer.

If property is to have onsite sewage disposal all information required by the Clermont County General Health District must be included on the plot plan.

A permit from the General Health District must be obtained for these systems

A driveway curb cut permit must be obtained.

Q. Where do I call to register a zoning complaint?

A. Contact the Community Development Office: 553-4146

Q. Who do I call when I don't know who to call?

A. Call the village hall main phone number at 553-4146 or email the Village Administrator at groberts@newrichmond.org