

# Good Neighbor Guide



## City of Carter Lake

### City Hall (712) 347-6320

- ◆ Hours: Mon. - Fri. 8am - 5pm
- ◆ Website: [www.cityofcarterlake.com](http://www.cityofcarterlake.com)
- ◆ City Council meets at 7:00 p.m. the third Monday of each month
- ◆ Newsletters available online at [www.cityofcarterlake.com](http://www.cityofcarterlake.com) and paper copies available at City Hall, Library, Jonesy's, American National Bank

### Police Department (911)

- ◆ To report a Non-Emergency during business hours Mon-Fri 8 a.m. - 5 p.m. call (712) 347-5920
- ◆ To report a Non-Emergency after 5 p.m. call (712) 328-5737
- ◆ Website: [clpd.cityofcarterlake.com](http://clpd.cityofcarterlake.com)

### Fire Department (911)

- ◆ Non-Emergency (712) 347-5900
- ◆ [clfire@carterlake-ia.gov](mailto:clfire@carterlake-ia.gov)

### Public Works Dept. (712) 847-0570

- ◆ Emergency after 4 p.m. (712) 328-5737

# Property Maintenance

## Lawn Care

- ◆ To ensure quality air, the burning of garbage, leaves, and yard waste is prohibited.
- ◆ Mowing grass into the street is prohibited. Grass gets into the storm sewer and causes expensive sewer backups.
- ◆ Yard waste (grass clippings, garden, brush and trees) shall be disposed with garbage pickup.
- ◆ Yards that contain noxious weeds or provide habitat for snakes, rodents or vermin must be mowed or sprayed.
- ◆ If you have concerns about weeds and tall grass in your area which may be considered a nuisance contact Building Inspector 712-847-0535.

## Trees

- ◆ Property owner is responsible for all trees, shrubs and weeds being properly trimmed away from sidewalks and fences to allow pedestrians to safely use sidewalks.
- ◆ The City is responsible for removing damaged or hazardous trees or shrubs within the City right-of-way. This may include items that obstruct the view of traffic.
- ◆ Trees located on private property are the responsibility of the property owner.
- ◆ If you have concerns about trees contact City Maintenance (712) 847-0570.

## General Care

- ◆ Vehicles classified as junk vehicles may not be stored within the city limits for more than 48 hours unless the vehicle is stored in a garage.
- ◆ The outdoor storage or placement of household appliances, and furnishings (unless designed for the outdoors) is prohibited and considered a public nuisance.

## Sidewalks

- ◆ To keep pedestrians and bicyclists safe, SNOW and ICE must be removed from sidewalks within 24 hours of the cessation of the accumulation. Failure to clear will result in the City clearing snow and billing at \$1/foot and \$25 administration fee to property owner.
- ◆ Property owners are responsible for the sidewalks and area from the curb to the property line. Sidewalks that become unsafe are the responsibility of the property owner to repair or replace.
- ◆ To report a sidewalk that is damaged or has not had the snow removed, contact City Hall at 712-347-6320

## Snow Parking Emergency

- ◆ Any snowfall of 4 inches or more, creates a Snow Emergency. Vehicles should not be parked on the street or alley until the snow has been cleared.
- ◆ When an unauthorized vehicle is found on a public street during a Snow Emergency, the police officer has the authority to have the vehicle towed at the owners expense.
- ◆ On-street parking may resume when the street or alley has been cleared of the snow.

## Recreational Fire Pits

Open fires are allowed for the purpose of cooking, heating, recreation and ceremonies, provided they comply with the State Dept. of Natural Resources laws. Rubber tires shall not be burned in a recreational fire.

## Fire Works

The City Council has passed restrictions on the discharge of fireworks. Please visit the city website for most up to date information.

## Things to Do

### Parks and Recreation Department

- ◆ Organized Leagues for Soccer, Softball, Baseball, Coach Pitch, Tee-Ball, Blastball. Registration forms available at City Hall and online
- ◆ SplashPad located behind the Library at 1120 Willow (parking available at school). Operates on motion and timers.
- ◆ Hours of operation 9am - 9pm all summer.

### Park Shelter Rental (712) 347-6320

- ◆ Mabrey Park (Cook Shack, Shelter #1 & #2)
- ◆ Wavecrest Park (Shelter)
- ◆ Neptune Park (Gazebo)
- ◆ Reservations not available for Holidays
- ◆ Call to Reserve
- ◆ Deposits are required with all reservations

### Senior Center (712) 347-6102

- ◆ Many new activities have been added.
- ◆ Bus Service available Monday–Friday for appointments and rides to & from the Center.
- ◆ Meals provided at the Center and in-home delivery is available ( Monday - Friday). Call for delivery reservations.

### Edward F. Owen Memorial Library

- ◆ 1120 Willow Dr. Phone: 712-347-5492
- ◆ www.carterlakelibrary.com

Hours: Mon., Wed. & Friday 10 am - 6 pm  
Tuesday & Thursday 12 pm - 6 pm  
Saturday 10 am - 2 pm

### Shoreline Golf Course (712) 347-5173

Online: www.golfshoreline.com

## Permits & Pets

### Building Inspection Dept. (712) 847-0535

#### Projects Requiring Building Permit:

- ◆ All new structures, additions, renovations, pools and fences
- ◆ Replacement of existing or installation of new sidewalks and driveway
- ◆ Applications available at City Hall or online at www.cityofcarterlake.com. Permits are issued by the Building Inspector; project will be reviewed by Inspector to insure that it meets code requirements.

#### Electrical, Mechanical & Plumbing

- ◆ All contractors must complete an Application and have necessary Permits issued by the Building Inspector before starting any work.
- ◆ Electrical has new requirements, call Inspector with your questions.

#### Pets

- ◆ Registration starts on January 1st.
- ◆ Late Fee of \$5 is assessed after March 1st.
- ◆ Dogs and cats are required to be on a leash or under control at all times.
- ◆ When walking pets, owners are responsible for the proper disposal of waste.
- ◆ Allowing any animal to bark, whine, or howl for a prolonged period of time is prohibited and a ticket could be issued.
- ◆ If your pet bites a person or another pet in an unprovoked attack, the pet is subject to quarantine & could be deemed vicious, requiring the pet license be revoked and the animal to be removed from city limits.
- ◆ For Lost or Found Animals contact Animal Control at (402) 658-1722 or (712) 347-5920.

## Utilities

### Water Service

- ◆ Peoples Service (402) 932-8143.
- ◆ \$150 deposit required to establish service.
- ◆ Payments may be dropped off in the drop slot located on the north side of City Hall.

### Garbage Pickup

- ◆ Garbage Contractor is Waste Connections.
- ◆ Garbage collection scheduled:
  - Wednesday if you reside West of 13th St.
  - Thursday if you reside East of 13th St.
- ◆ 96 Gallon Carts, roll-offs and dumpsters are available to rent by calling (712) 527-5910.

### Recycling Pickup

- ◆ Curbside pickup on Mondays. City Hall has recycling tubs available, one per household.

### Electric & Gas Service

- ◆ Black Hills Energy (888) 890-5554
- ◆ OPPD (402) 536-4131

### Cable, Internet & Phone Services

- ◆ Cox Cable (402) 205-5600
- ◆ CenturyLink (866) 963-6665

### Iowa One Call

- ◆ CALL Iowa One Call at least 48 hours before digging to have the utilities located to avoid fines.



### Curfew for minors under 18

It is unlawful for any minor to be or remain upon any of the alleys, streets or public places or to be in places of business and amusement in the City between the hours of 11:00 p.m. and 5:00 a.m. of the following day.