



5200 Civic Center Drive
Waterford, Michigan 48329-3773
Telephone: (248) 674-3111
www.waterfordmi.gov

Waterford Township Operations Update 248-674-3111 www.waterfordmi.gov

Now that the Waterford Township offices have reopened to the public, our primary concern is serving the community to the fullest extent, while making every effort to protect the safety, health and welfare of staff and our citizens. During the office closures due to the COVID-19 pandemic and subsequent stay home, stay safe orders, many residents utilized remote contact options to conduct business with Waterford Township. As we move forward, we encourage the continued use of these remote options including phone calls, sending email, use of the Township website, making online payments, utilizing the various drop boxes, etc. as much as possible. In fact, many will find these options simple, convenient, and flexible for their own busy schedules. Additionally, limiting in-person contact will decrease the risk of exposure to both our citizens and the staff working hard to serve the entire community. In this document, you'll find helpful information about easy ways to engage with various Township departments and offices during the transition back to full standard operations -- whatever that may look like in the future!

If and when you do need to visit our Township offices and buildings, please be prepared to adhere to appropriate guidelines set forth by notices posted on the Township website and at public entrances. Again, these measures are put in place to protect the safety, health and welfare of Waterford Township's workforce and the wonderful community we serve.

Contact information for every Township Department may be found on the Waterford Township website at www.waterfordmi.gov For those without internet access, please call the main Township switchboard at 248-674-3111.

Stay safe, stay healthy. We look forward to serving you.

Department of Public Works 248-674-2278 www.waterfordmi.gov/dpw

Customers are encouraged to continue contactless payment of Water & Sewer bills and to utilize our website when conducting business. If interested in Auto Debit payments the form to sign up for this free service is available on our website. We also accept credit card payments through the website, and a drop box outside our front door for check payments as another contactless option. We kindly ask that bill payments not be made in cash.

Treasurer's Office 248-674-6220 www.waterfordmi.gov/treasurer

Winter tax bills will be mailed December 1, 2020 and are due without interest or penalty by February 15, 2021. Contactless payments are encouraged and taxes can be paid using our online services, costing \$1 if paid through checking or savings account. All customers must wear a mask before entering the building and are encouraged to wear gloves. Check payments may be mailed or placed in our drop box just outside the first floor entry door at Town Hall.

Clerk's Office 248-674-6266 www.waterfordmi.gov/clerk or www.waterfordmi.gov/elections

Absentee voter applications and absentee ballots may be dropped off 24/7 in our secure drop boxes located in the front and rear parking lots of Town Hall. Simply drive-up and drop your application or ballot in the drop box. Both are locked, emptied daily, and monitored by security cameras. Don't forget to utilize our website at www.waterfordmi.gov/clerk for many remote access services including viewing your sample ballot and finding your polling location for election day! All absentee ballots are due to the Clerk's office by 8pm on November 3, 2020.

51st District Court 248-674-4655 www.waterfordmi.gov/court

Matters are being conducted virtually, and through scheduled proceedings. Parties should contact the Court 248-674-4655 to coordinate accordingly.

Fire 248-673-0405 www.waterfordmi.gov/fire

The public is encouraged to handle business over the phone by calling 248-673-0405. Waterford Regional Fire Headquarters located at Fire Station 1 on Crescent Lake Rd is reopen; all other stations remain closed to the public until further notice. All residents conducting business in-person are asked to wear a mask and practice social distancing.

Assessing 248-674-6270 www.waterfordmi.gov/assessing

Residents are asked to be mindful of social distancing when approaching our counter by standing behind the plexiglass partitions and limiting to two people at the counter at a time. We are also requiring masks be worn while conducting business. Our field staff have a no contact policy and will continue exterior property reviews; any questions regarding the interior will be handled via phone call with the property owner. We will collect all relevant data possible to conduct accurate reviews of all property. If you wish, you may submit forms by mail to the Assessing Department, 5200 Civic Center Dr., Waterford, MI, 48329 or through email by contacting 248-674-6270.

Development Services 248-674-6238 www.waterfordmi.gov/developmentservices

Restaurants and personal care businesses (barber shops, nail salons, etc.) in Waterford Township will be able to apply to the Development Services Department for extra capacity permits to serve more customers outside as the state reopens. Waterford restaurants and salons now have the option to apply for temporary use to reduce parking requirements and expand operations outdoors in an effort to help provide relief due to the hardships imposed by the COVID-19 pandemic. If limited outdoor seating space is available, parking lots may be utilized. On June 8th, a resolution was adopted to permit restaurant establishments to temporarily expand their dining areas, and permit personal grooming establishments to provide personal services outside. The resolution was proposed by the Township's Planning department as a way to assist business owners struggling during the pandemic.

Library 248-674-4831 www.waterfordmi.gov/library

Now in Phase 4 of our reopening plan, Grab & Go service. Capacity limit: 70. Collections open for browsing. Patrons are asked to visit quickly & efficiently (30 minutes or less, excepting computer users). Study rooms, meeting rooms and study tables **NOT** available at this time.

- Service hours: 10:00a–10:30a, Monday through Thursday – Vulnerable Visitors, e.g. age 60+, pregnant women, and those with chronic health conditions. 10:30a-9:00p, Monday through Thursday & 10:00a-5:00p, Saturday – General Public.
- Masks must be worn, bridge of nose to chin, at all times during your visit.
- Social distancing and safety guidelines will be followed.
- Public access computers. Session – 45 minutes, maximum 90 minutes/day. Appointments recommended. Printing: 10 pages maximum, no charge. *NOTE: All computers are fully self-service at this time. Due to social distancing requirements, staff are **NOT** able to provide any form of hands-on computer assistance.*

Curbside Pick-up service ending Saturday, October 31. The exterior book returns are open. Returned materials are quarantined for 96 hours before discharge from your account. Overdue fines are suspended until further notice.

Parks and Recreation 248-674-5441 www.waterfordmi.gov/parks

Our office located on the 3rd floor inside Town Hall is open Monday-Friday, 8AM-5PM. Online program registration is available at www.waterfordmi.gov/parks Please call 248-674-5441 or visit our Facebook page @waterfordparksandrec for up-to-date information. The Waterford Recreation Center will be reopening for limited program offerings the week of November 9, 2020.

Police 248-674-0351 www.waterfordmi.gov/police

The public is encouraged to conduct business online or by phone whenever possible. The online reporting system can be used to report any of the following when there is no suspect(s) information; theft, damage to property, lost property, vandalism, and identity theft. Telephone reporting is also an option with a written statement form accessible online which can be emailed to the Officer taking the report. Access to the Police Department lobby is limited. Masks must be worn and we are practicing social distancing