



## City of Crestview Hills New Resident Guide

Welcome to Crestview Hills!!

Whether you're looking for shops, restaurants, work, school, recreation, higher education, or housing, Crestview Hills is your connection to these everyday destinations. Crestview Hills is known for its low taxes with a small town, family-oriented community that has all the perks of big city amenities. The picturesque landscapes of lakes and trees complement the natural beauty of the city's neighborhoods and add to the sense of community. We are also home to Thomas More University and the Thomas More Office Park.

Thanks for choosing Crestview Hills - we are glad you are here!

### Utility Information

Rumpke - trash and recycling pickup on Tuesdays – 1-877-786-7537

\*\*trash and recycling fees are included on your property tax bill. One large pick up per week by scheduled appointment is available per household at no extra charge. Call Rumpke to schedule.

Duke Energy – gas and electric services – 1-800-544-6900, For outages call 1-800-543-5599 or visit <https://www.duke-energy.com/outages>

Northern Kentucky Water District – 859-578-9898 - once you initiate water service, the water district will contact Sanitation District No. 1 to establish your sewer and storm water service. You will receive separate bills from each entity.

### Other Important Numbers/Information:

Non-Emergency Police Dispatch – 859-356-3191

Lakeside Park-Crestview Hills Police Department App (this is **not** meant to report emergency situations, please call 911 if you have an emergency) – scan the code to the right to download this app.



Fort Mitchell Fire and EMS Department 859-331-1267: services areas of Crestview Hills that are west of Turkeyfoot Road

Edgewood Fire and EMS Department 859-341-2628: services areas of Crestview Hills that are east of Turkeyfoot Road

Kenton County PVA 859-392-1750: update your address for tax bills

USPS <https://moversguide.usps.com/mgo/disclaimer>: update your address for mail service.

Kenton County Clerk's Office 859-392-1652 or <https://kentoncountykyclerk.com/>: update voter registration, obtain Kentucky driver's license, and register your vehicle.

Snow Removal, Snow Emergency, and Winter Parking – Crestview Hills contracts with Kenton County Public Works for snow removal. Residents with on-street temporary overnight parking passes must remove their vehicles from roadways during significant snowfall events. During a declared snow emergency, residents are required to remove vehicles from streets or will be subject to fines and possible towing.

### **City Permits**

The following permits can be obtained on our website at [www.crestviewhills.gov](http://www.crestviewhills.gov) or at the Crestview Hills City Building at 50 Town Center Boulevard (open each weekday from 8:30 a.m. to 5 p.m.):

- Overnight Parking
- Rental Property Registration
- Garage Sale
- Temporary Banner/Sign
- Harboring Fowl/Chicken Coop Registration
- Temporary Dumpster

### **Most Commonly Asked Questions**

**-When can I park on city streets?** Parking is prohibited between 3 a.m. and 6 a.m. every day of the week in Crestview Hills. If the police issue a civil citation for a violation, it could result in a fine. Multiple unpaid citations could result in the police towing the vehicle. When unique circumstances occur (i.e. multiple guests needing to park at residence or driveway is occupied due to a construction project), city residents are allowed to request temporary parking passes that allow 24-hour street parking from the City Clerk's Office at the Crestview Hills City Building.

**-I have pet, what are the laws?** The city has a leash and pooper-scooper law. It is illegal for animals to run at large on city streets. Under the pooper-scooper law, it is a finable offense to leave excrement on city streets, sidewalks, in any grassy area including your or your neighbor's yard. Allowing your pet to annoy your neighbors whether by excessive barking, vicious behavior or defecating without proper disposal is considered a nuisance.

**-I want to store my RV, trailer or boat. What are the requirements?** Most of the year, these items may only be stored in the rear yard of the residence on a paved surface. However, between June 1 and September 1, recreational-type equipment may be permitted on hard surface driveways for no more than 14 days total as long as the conditions listed on our website are met. Please visit our website at <https://www.crestviewhills.gov/251/RV-Trailer-and-Boat-Storage> for further details.

**-When are my property taxes due?** Your city property tax bill is mailed at the beginning of October and due on the last business day of December of the same year. Any unpaid tax bills will be charged with a penalty and interest starting January 1<sup>st</sup> and accumulate interest on the first of each month. Please note that all property owners are mailed a Crestview Hills property tax bill even if he or she has an escrow account that pays this cost.

**-Can I pay taxes/fees online?** Yes. Please note there is a service fee to pay with a debit/credit card or an e-check.

**-Do I need a permit to do construction/remodeling projects? What are the building codes?** It depends on the circumstances - Building and Zoning permit applications are handled through the Planning and Development Services of Kenton County (PDS) for Crestview Hills. You can visit our website for more information. <https://www.crestviewhills.gov/224/Building-Zoning>

**-Does the city have a 'no knock list' for solicitors?** Yes, please contact the City Clerk's Office at 859-341-7373 to add your name and address. This list is given out to solicitors who register with the city. Please note, all solicitors are required to register with the city; if a solicitor comes to your door without being registered, you can contact the non-emergency police dispatch so they can alert the solicitors of this requirement.

### **City Newsletter**

Stay informed! The City of Crestview Hills offers many events that residents can enjoy throughout the year. They include our summer concert, resident only holiday dinner with Santa and much more! Check out our newsletter for all the details.

Sign up for our electronic newsletter at <https://www.crestviewhills.gov/210/City-Newsletter>. Crestview Hills does not send out a paper newsletter, so it's important to join this email list!

### **Crestview Hills Social Media**

You can follow us on Facebook @CityofCrestviewHills and Twitter @CrestviewHills! Both are updated frequently with important announcements from the City of Crestview Hills.

City Building Address: 50 Town Center Blvd, Crestview Hills, KY 41017

Office Phone Number: 859-341-7373

Office Hours: Monday to Friday 8:30 a.m. to 5:00 p.m.