

# FREQUENTLY ASKED QUESTIONS

## How do I...

1. **Obtain a building permit?**

Application for Building Permits and all related permits is made through Building Services. Building Services is part of Community Development, which is located on the City's main campus at:

**1827 N. Squirrel Road  
248-364-6900**

2. **Make arrangement for trash pick-up?**

Trash pick-up is not a function of the City of Auburn Hills. The City licenses independent trash hauling companies to provide such services for its residents and arrangements are made through the individual provider. If your property is part of a Homeowners' Association, trash hauling services may have been contracted and billed to you through the association. Your neighbors are probably the best source of information on this subject. A list of licensed trash haulers has been provided in your Homeowner's Packet and is also available online at

[www.auburnhills.org](http://www.auburnhills.org).

3. **Pay my water bill?**

Payment is made at the Treasurer's Office. The City accepts payment by cash or check, made payable to the **City of Auburn Hills** and may be made in person, by mail, or deposited in one of the after hours drop boxes located at the north end of City Hall at:

**1827 N. Squirrel Road  
248-370-9420.**

4. **Obtain a leaf burning permit?**

Burning permits may be obtained through the Fire Department located at

**248-364-1331.**

5. **Find information about my property taxes and when they are due?**

Questions and/or concerns should be directed to the Treasurer's Office at

**248-370-9420.**

6. **Find out what the zoning is on my property?**

Zoning questions should be directed to the Community Development Department, which is located on the City's main campus at

**1827 N. Squirrel Road  
248-364-6900**

Additional information is available online at [www.auburnhills.org](http://www.auburnhills.org).

7. **Make a complaint about the appearance of or conduct at a property in my neighborhood?**

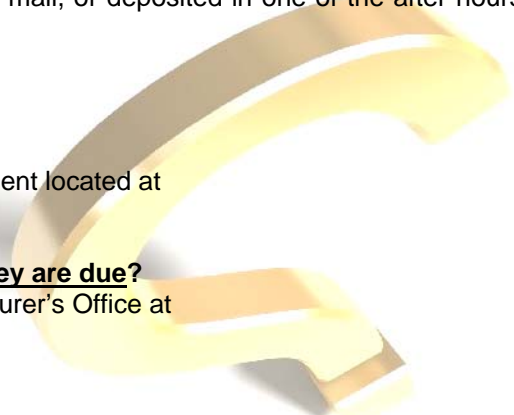
Ordinance issues should be directed to the Community Development Department, which is located on the City's main campus at

**1827 N. Squirrel Road  
248-364-6900**

8. **Know when my property is to be evaluated by the Assessor?**

The taxable value of real and personal property for a tax year is determined on December 31 of prior year, which is considered tax day. Questions regarding the assessment on your property should be addressed to the Assessor's Office at

**1827 N. Squirrel Road  
248-370-9436**



# How do I...

**9. Know what the deadline is for filing a homestead exemption affidavit?**

The filing deadline for homestead exemption affidavits is May 1<sup>st</sup> of every year. Questions regarding the affidavit should be addressed to the Assessor's Office at

**1827 N. Squirrel Road  
248-370-9436**

**10. Get a "Property Transfer Affidavit?"**

A copy of the Property Transfer Affidavit has been provided in this packet and is also available in the Assessor's Office at

**1827 N. Squirrel Road  
248-370-9436**

or online at [www.auburnhills.org](http://www.auburnhills.org)

**11. Police – Non-Emergency:**

Please dial **9-1-1** for emergencies only. For all **non-emergency** issues, contact the Police Department at

**1827 N. Squirrel Road  
248-370-9444**

**12. Receive information on CPR/First Aide classes or Homeland Security?**

The Fire and Police Departments offer a variety of courses and information related to safety. For further information, please contact the

**Fire Department at 248-364-1331 or the  
Police Department at 248-370-9444**

**13. Reserve the Pavilion in the Park?**

Reservations for park pavilions are made through the Recreation Department. For information on costs and restrictions, please contact the Recreation Department at their location in the Community Center at the southwest corner of the main campus located at

**1827 N. Squirrel Road  
248-370-9353**

**14. Turn my water on?**

The Department of Public Works is responsible for water and sewer services. The water should already be on when you move in. The previous owner/tenant should have scheduled a final reading 48 hours before the real estate closing. Please contact the Water Billing Department at

**248-364-6827**

**15. Access cable for the television?**

Comcast Cable Service is the cable provider in this area. For set-up or service, please call

**248-334-1144**. Unresolved issues with the provider should be addressed to Stephanie Schlegel Carroll at 1-248-370-9440

**16. Register to vote?**

Per State Law residents are required to re-register to vote when relocating to another Michigan community. Residents may register to vote or make changes to their voter registration at any branch office of the Secretary of State or at the City Clerk's Office at

**1827 N. Squirrel Road  
248-370-9402**

Additional information is available online at [www.auburnhills.org/cityclerk](http://www.auburnhills.org/cityclerk).

*In Michigan, Voter Registration records are linked to the State Drivers License Files. Changes made to records in either of these files trigger a notice of change in the other, which may affect eligibility to vote. Residents applying for a new license or making name/address changes through the Secretary of State are given the opportunity to register to vote or make changes to their registration at that time.*

# How do I...

**17. Turn my utilities on?**

Detroit Edison and Consumer's Energy provide utility services in this area. You can reach **Detroit Edison at 800-477-4747** or **Consumer's Energy at 800-221-4426**

**18. Find information on low income housing?**

Oakland County's Community & Home Improvement Division offers a variety of programs that provide counseling and loan services for low income housing. For further information please call **248-858-0493**

**19. Get a Swim Card?**

Swim Cards are available at NO CHARGE to senior citizens ages 55 and over and may be obtained at the Community Center Building. Residents of all ages may obtain a Recreation Card that authorizes use of Community Center facilities and access to the pools at Avondale High School. For details please contact the Recreation Department at their location in the Community Center at the far southwest corner of the main campus

**1827 N. Squirrel Road  
248-370-9353**

**20. Find the Social Security Office (SSO)?**

The SSO administers various Social Security programs including retirement, survivors, disability, Medicare and family benefits. They also administer Supplemental Security Income (SSI), a program that provides basic income to people 65 or older, disabled, or blind who have limited income and resources. In addition to these services, they also can make referral to other agencies and organizations that can provide assistance. Contact the Social Security Office at

**142 Auburn Road  
Pontiac, MI 48342  
800-772-1213**

**21. Sign up for ESL classes?**

English as a Second Language (ESL) is provided through the Rochester Community Education Program (248-726-5950) and the Troy Continuing Education Program (248-823-5100).

**22. Get something notarized? Is there a fee?**

There is no fee for notary services. You will find a Notary Public in the following offices  
City Clerk  
City Manager  
Community Development  
Treasurer

Do NOT sign documents in advance. Documents must be executed in the presence of the Notary, and photo identification is required. For additional information, please call

**248-370-9402**

**23. Find recreational activities for children?**

The Recreation Department offers a variety of activities for children all ages, including youth soccer leagues, Pilates, day camps, and hunter safety classes. Please call

**248-370-9353**

