



## **NEW RESIDENT INFORMATION**



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Dwendolyn Creecy ('23)  
[creecydwendolyncouncil@gmail.com](mailto:creecydwendolyncouncil@gmail.com)  
181 Madison Drive 302-981-5909

**District 5**

Jason Lawhorn ('22)  
[lawhornfornewark@gmail.com](mailto:lawhornfornewark@gmail.com)  
812 Hilltop Road 302-455-7034 (C)

**District 6**

Travis McDermott ('22)  
[Travismcd8@gmail.com](mailto:Travismcd8@gmail.com)  
315 Amoroso Way 302-530-4016 (C)

*\*If you are unable to reach a Council Member at home, you may call 366-7000 during normal business hours.*

**City Manager**

Thomas Coleman 366-7000  
[TColeman@Newark.de.us](mailto:TColeman@Newark.de.us)

**City Secretary**

Renee K. Bensley 366-7000  
[Rbensley@newark.de.us](mailto:Rbensley@newark.de.us)

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A pamphlet entitled, “Welcome to Your City Council Meeting” is available in the City Secretary’s Office. It explains the rules governing Council procedure and debate, the process of enacting municipal ordinances, and public hearing procedures.

The City Manager, who is appointed by the Mayor and Council, is responsible for the day-to-day operation of City Departments. The City of Newark provides a wide range of well managed, cost-effective services including police protection; trash, recycling and yard waste collection; street maintenance; electric distribution; water production and distribution; wastewater collection; land use regulation; off-street parking; building inspection and code enforcement; parks and recreation programming; and leaf and snow removal.

All City offices are located in the Municipal Building at 220 South Main Street. City offices are open from 8:30 a.m. to 5:00 p.m. Monday through Friday. The City's general information number is 366-7000 or 453-8741 for TDD users. The mailing address is 220 South Main Street, Newark, Delaware 19711. For further information, visit the City's website at [www.newarkde.gov](http://www.newarkde.gov).

## ***City Manager's Office***

The City Manager's Office is responsible for implementing policies enacted by Council, the general administration of City operations and dispersal of public information. This office manages the personnel, labor relations, purchasing functions, and public information and community outreach. The office prepares electronic issues of *The City of Newark Newsletter*, which are e-mailed to residents that sign up to receive it three times a year. It provides residents with information on city services, activities and programs. Residents may also opt to receive e-mail notifications about service updates or important City information as it presents itself. Important announcements, meeting reminders, and community information is also posted on channel 22 of your television. The t.v. channel is updated regularly.

Sign up to receive the City newsletter at [www.newarkde.gov](http://www.newarkde.gov).

A printable version of the current newsletter is available at [www.newarkde.gov/newsletter](http://www.newarkde.gov/newsletter).

Follow the City of Newark on Twitter **@cityofnewarkde** and on Facebook at [www.facebook.com/CityOfNewarkDelaware](http://www.facebook.com/CityOfNewarkDelaware).

### **Service Problems**

If you have any questions regarding any city services, please contact the city department that is responsible for providing that service. Additionally, the City Manager's Office is also available to address your concerns at 366-7000.

## ***City Secretary's Office***

The City Secretary's Office provides staff support to the Mayor and Council and maintains official records of the City. Minutes of all public meetings and copies of either proposed or adopted ordinances and resolutions may be obtained in this office. The office telephone number is 366-7000.

### **Council Agendas**

The City Secretary's Office is responsible for preparing Council's agenda and distributing Council packages prior to Council meetings. Council's agenda is published in *The Post* on Friday prior to a Council meeting, is available in the City Secretary's Office one week prior to the Council meeting, and is posted on the city's web page under "City Services" → "Mayor and Council".

### **Cable Television**

The City Secretary's Office handles cable television complaints. If you have a service problem and are unable to resolve with the cable company directly, you may contact this office weekdays between 8:30 a.m. and 5:00 p.m.

### ***Boards, Commissions, Committees and Authorities***

The City has 14 boards, committees, and authorities that are composed of volunteer citizen members appointed by the Mayor and approved by City Council. The various boards, committees, and authorities advise and provide recommendations to the Council, or hear and decide appeals on City regulations.

All meetings are open to the public and posted on the first floor of the Municipal Building. Regular meetings are scheduled as follows (unless otherwise posted):

**Board of Adjustment**

Third Thursday of each month  
7:00 p.m.

**Newark Traffic Committee**

Third Tuesday of each month  
3:30 p.m.

**Conservation Advisory Commission**

Second Tuesday of each month  
7:00 p.m.

**Planning Commission**

First Tuesday of each month  
7:00 p.m.

*For further information on boards, commissions, committees, and authorities or meeting schedules, please contact the City Secretary's Office at 366-7000.*

**Voter Registration – Elections**

City elections are held on the second Tuesday in April. To vote in a City election, you must be at least 18 years old by election day, be a U.S. citizen, and have established residency in the City for at least 24 days prior to the election. City residents register only once for all local, state and federal elections. For further information regarding registration, you may call the New Castle County Department of Elections at 577-3464. For information regarding city elections, you may call the City Secretary's Office at 366-7000.

**InformMe Citizen Notification System**

The City of Newark's InformMe Citizen Notification System allows residents, city-wide or in specific areas, to be notified of emergency or service-related situations in a convenient and efficient manner via your choice of telephone or e-mail. A strict set of procedures will determine the appropriateness of each message, the area(s) to receive it, and the best time of day a message is to be delivered.

Please take time to fill out the online registration form found on our website at [www.newarkde.gov/InformMe](http://www.newarkde.gov/InformMe) or call 366-7000 to have someone register you if you do not have access to a computer. If you have any questions about this service, please contact the City Manager's Office at 366-7000.

## ***Alderman's Court***

All Traffic and Criminal Misdemeanors in and for the City of Newark are handled in the Alderman's Court. The Alderman (judge) is an attorney, licensed in the State of Delaware, recommended by City Council and appointed by the Governor of the State of Delaware. The court has jurisdiction over all traffic, criminal and parking violations in the City limits of Newark. Court has sessions three to four times a week on Monday, Wednesday and either Thursday or Friday mornings. Parking ticket protests are heard Monday and Wednesday morning during Court between 8:00 and 9:00 am. To plead Not Guilty to a violation, please see our web page at [www.newarkde.gov/aldermanscourt](http://www.newarkde.gov/aldermanscourt) for a printable form. Traffic moving violations and criminal deferred payments may also be paid online at the above web site address. For further information, please call 366-7000 during normal business hours, Monday thru Friday 8:00 am to 4:00 pm.

## ***Police***

The Newark Police Department is an internationally accredited law enforcement agency, offering complete police services. The department's sworn officers and civilian employees are dedicated to preserving life and property, enforcing laws, solving community problems, and protecting the rights of all citizens to live in a safe, peaceful environment. The Newark Police Department encourages interaction between officers and the public, and will gladly meet to discuss current problems and resolve community concerns.

To report police, fire, or medical emergencies, call **9-1-1**.

For non-emergency police service, call **302-366-7111**.

To report suspected illegal drug activity, call the Drug Hotline  
**(302)366-7127**.

Follow the Newark Police Department on Twitter **@NewarkDEPD** and  
on Facebook at  
[www.facebook.com/NewarkDelawarePoliceDepartment](http://www.facebook.com/NewarkDelawarePoliceDepartment)

### **Fire and Ambulance**

The Aetna Hose, Hook and Ladder Company, a private company staffed with volunteers, provides fire protection and ambulance service in the City. The City's excellent water distribution system means favorable fire insurance rates to City residents.

### **Emergency Operations**

In the event of a unique disaster, the City has established emergency plans that provide for a coordinated and organized approach to handle man-made or natural situations. To alert the public, an emergency broadcast system has been developed. This system is a cooperative agreement with major radio and television stations in our area that will broadcast up-to-date information and instructions regarding the emergency. In Newark, residents should tune to WJBR (99.5 FM), WDEL (1150 AM), and WILM (1450 AM). Other means of notification may also be used, such as vehicles with public address systems, a recorded call to your home phone, and an email or text message through the Newark Safety Alert System. Residents should remain in their homes unless instructed to evacuate. If assistance is required with evacuating a non-ambulatory person, call 9-1-1 for assistance.

### **Animal Control**

The City's animal control ordinances promote the humane treatment of animals. All animals are required to be on a leash when off the owner's property. All dogs and cats must be inoculated against rabies.



# ***Public Works & Water Resources***

## **Regular Refuse and Recycling Collection**

Refuse and recycling collection services are provided once each week at no cost to Newark single family home residents. Refuse and recycling should be placed curb-side by 7:00 a.m. on the morning of collection. All emptied refuse containers must be removed from the curb within 10 hours after collection. For further information, please call 366-7000. During weeks that contain holidays, there is a special collection schedule. The schedule may be found in the *City of Newark Newsletter* as well as at [www.newarkde.gov/publicworks](http://www.newarkde.gov/publicworks). Residents may also be notified through Citywatch and e-newsletter service reminders.

## **Automated Refuse Collection**

Normal collection regulations apply with the exception that all refuse must be placed inside of the City-provided collection cart. A fee will be charged for any refuse placed outside of the cart.

## **Bulk Refuse Collection**

The City will collect large, bulk items by appointment only. Up to four large items will be collected for free. Construction materials, items over 40 pounds in weight, tree trunks, large tree limbs, stacks of refuse larger than 36 cubic feet may be collected for a fee. To inquire about fees or to schedule a pickup, you may call 366-7000.

## **Leaf Collection**

Leaves are collected at the curb from mid-October to mid-December and for two weeks in April. The leaf collection schedule is posted in the September issue of the *City of Newark Newsletter* and the City web site at [www.newarkde.gov/publicworks](http://www.newarkde.gov/publicworks). For further information, you may call 366-7000.

## **Street and Storm Sewer Maintenance**

The City maintains and repairs City streets, storm sewers and catch basins, potholes, and curbs. Property owners are responsible for sidewalk maintenance. For further information, you may call 366-7000.

## **Snow Removal**

The City provides snow removal from all City streets and Municipal parking lots. When a snow emergency is declared, please avoid parking along designated snow emergency routes. Property owners are required to clear ice and snow from sidewalks adjacent to or on their property within 48 hours after a snowfall. For further information, you may call 366-7000.

## **Green Wednesdays**

All yard waste will be collected on Wednesdays without appointments. Up to six 40-pound bundles of brush or six containers or a combination of six will be collected at no cost. It is recommended to use the city approved regular refuse cart with a paper sign indicating "Yard Waste" taped over the Newark emblem for ease of collection.

## ***Water and Sewer Services***

The City provides water distribution and wastewater collection services to City residents and customers. For information on new accounts or to disconnect your service, call the Finance Department at 366-7000. To report an interruption or emergency involving your service, call the Public Works and Water Resources Department 366-7000 during or after regular business hours. Based on a variety of factors, our sewer main or your lateral may become clogged and back up. You should contact your homeowner's insurance company to inquire about insurance to cover the costs of repairs and/or damage caused by a sewer backup.

## ***Electric Department***

To report a power outage or emergency involving electric services, call 366-7000 from 8:30 a.m. to 5:00 p.m. on weekdays. On weekends or holidays or after 5:00 p.m. on weekdays, call 366-7000 to report electric service emergencies through our answering service.

## ***Finance Department***

### **Property Taxes**

In addition to proceeds from the sale of electricity, property taxes are one of Newark's major sources of revenue. Newark residents pay property taxes based on the assessed value of their homes. City Council sets the property tax rate based on the annual revenue needs of the City. The New Castle County Finance Department's Assessment Division is responsible for determining the assessed value of real estate for City Residents. To appeal a real estate assessment, contact the county at 323-2600.

### **Tax Collection**

Annual property tax bills are issued on July 1<sup>st</sup>. These bills are considered due on or before September 30<sup>th</sup>. Payments received on or after October 1<sup>st</sup> are considered delinquent and are subject to a 5% late fee. Additionally, a 1.5% monthly service charge will accrue on balances which are outstanding on November 1<sup>st</sup> and every month thereafter. Supplemental tax bills are issued quarterly for any property where the assessment increases due to property improvements. These bills also become delinquent on the first day of the next calendar quarter.

### **Assessment Exemptions**

If you are a senior citizen or disabled, you may qualify for a partial real estate assessment exemption. There are certain age and income requirements which you must meet to qualify. For more information, you may contact the County's Assessment Division at 395-5521.

## ***Planning and Development Department***

The City's Planning and Development Department regulates all land use and development within the City. Its staff advises the City Manager, Planning Commission, and City Council on matters affecting physical development within the City. Proposed rezoning, annexations, subdivisions, special use permits, and changes to zoning or subdivision regulations are reviewed by this department.

In addition, Planning and Development manages the Code Enforcement and Parking Divisions of the City.

### **Community Development**

The federal Community Development Block Grant (CDBG) program, which targets funds for projects benefiting low- to moderate-income Newark residents, is administered by the Planning and Development Department. Funds have been used to improve parkland facilities, provide handicapped accessibility, to support beautification programs, to preserve the City's existing housing stock, and to support local public service agencies.

### **Home Buyer's Incentive Program**

The Home Buyer's Incentive Program provides funds to income qualified first-time homebuyers to purchase affordable housing. The program provides interest free, deferred loans up to \$5,000 to be used for settlement/closing costs and up to 50% of down payment for homes purchased within the City of Newark. The loans will be secured by a second mortgage on the home to be purchased. The full balance of the loan becomes payable upon title transfer of the residence or if the homeowner converts the property into a rental. For more information, contact the Newark Planning and Development Department at (302) 366-7000.

### **Home Improvement Loan Program**

The City provides loans for needed home repairs and rehabilitation to eligible Newark home owners under the CDBG program. Deferred, no-interest, and low-interest loans are available to Newark residents who have owned and occupied their homes for at least one year and meet income eligibility criteria. To obtain information on the Home Improvement Loan Program, please contact the Planning and Development Department at 366-7000.

### **Unicity Bus**

The Planning and Development Department administers the Unicity Bus Service, a no-fare public transportation system operated by the University of Delaware. For bus schedule and route information, call UD Transit at (302) 831-1187 or the Planning and Development Department at (302) 366-7000.

## **Business Façade Improvement Program**

The City provides no- or low-interest loans for business façade repairs and rehabilitation. Contact the Planning and Development Department at (302) 366-7000.

### **Code Enforcement Division**

The City's Code Enforcement Division is responsible for inspecting all new residential and commercial construction and renovations to ensure code compliance. It also inspects existing properties to ensure compliance with the housing code and to maintain healthy, sanitary and safe living conditions.

### **Building Permits**

If you are planning a home improvement project, contact the Code Enforcement Division to obtain a permit. Building permits are required for:

- **Building or Installing**: patios, deck or patio covers; chimneys; garages; ventilation, heating or air-conditioning supply or exhaust systems; swimming pools; and tool or storage sheds.
- **Adding or Changing**: rooms, dormers, bay windows or other wall openings; water heaters or other plumbing; furnaces or other parts of heating systems; circuit or other parts of electrical systems; walls to a porch; and garages to a livable area.
- **Replacing or Repairing**: roofing, termite damage, porches, existing stone, brick or concrete, and wall coverings.
- **Demolishing**: any structure or part of a structure affecting a building on your property.

A building permit ensures that work is done in compliance with the most current adopted addition of the International Building, Mechanical, Plumbing and Fire Prevention Codes, State Fire Codes, and codes and ordinances of the City of Newark. This ensures that each phase of work is approved and inspected by a City Code En-

forcement official. Contractors hired to perform building or reconstruction work must have a City building permit and valid Newark Contractor's Registration.

### **Rental Permits**

Each non-occupant owner of a single-family home who rents or leases to another person is required to obtain a rental permit from the Code Enforcement Division. Each owner-occupant who rents to more than two tenants must also obtain a rental permit. Rental permits must be renewed annually. For further information on building or rental permit application procedures, please call (302) 366-7000.

### **Vendors/Peddler's License**

Persons who wish to make door-to-door sales or operate a vendor stand or vehicle in the City must obtain a vendors/peddlers' license from the Code Enforcement Division.

### **Property Maintenance**

The Code Enforcement Division also enforces City ordinances along with the most current adopted addition of the International Property Maintenance Code prohibiting substandard housing conditions, high weeds, and nuisance conditions. The department investigates property maintenance complaints pertaining to weeds and litter; construction, setback, and side yard requirements; swimming pools, and sign placement.

### **Fire Marshal**

All state and municipal fire code regulations are enforced by the Fire Marshal and the Fire Prevention Inspector. All construction and renovations are inspected for compliance with fire codes. The Fire Marshal investigates the cause and origins of all fires within the City.

### **Parking Division**

The Parking Division is responsible for the management and maintenance of off-street City parking facilities in Newark. It is also responsible for operations and management of all on-street metered parking. If you have a question about parking, please

contact the Division at (302) 366-7000.

### **Special Residential Parking Permits**

A permit may be obtained from the Parking office Monday through Friday (excluding holidays) between 8:30 a.m. and 4:30 p.m. There is no charge for permits, but proof of residency and vehicle ownership are required at the time of application. For additional information, please call 302-366-7000.

## ***Parks and Recreation***

The City's Parks and Recreation Department responsibilities include the management of over 650 acres of parkland and open space, a traffic island beautification program and a comprehensive offering of recreation activities that include opportunities for all ages and interests.

City park facilities include tennis courts, basketball courts, baseball/softball fields, playground areas, shelters, two swimming pools and much more. A City map is available showing park locations.

Many of the traffic medians throughout the City have been developed, planted and maintained with a variety of plants that enhance the beauty of the City. Twenty-eight sites contain ground covers, ornamental grasses, perennials, and a variety of trees.

The Department's schedule of programs and activities is printed in *The City of Newark Newsletter*. Online registration is available for all recreation activities. Activities sponsored by the Department include day trips and tours, sports, fitness, crafts, dance, visual arts, nature and special events such as Newark Community Day, Liberty Day, and the Newark Halloween Parade that contribute to the sense of community and civic pride.

For information on Parks and Recreation services or to register for an activity, call the Department at 366-7000 or visit the City's website [www.newarkde.gov/parksrecreation](http://www.newarkde.gov/parksrecreation). For schedule changes during inclement weather, call the Leisure Time Hotline at 366-7147 for a pre-recorded message.