

CITY OF TOPPENISH
Business Offices

Police or Fire Emergency 911

Building Inspector/Code Enforcement Officer	(509) 865-7318
City Manager	(509) 865-6319
Elmwood Cemetery	(509) 865-2080
Finance Department/City Clerk	(509) 865-2080
Fire Department	(509) 865-3111
Mary L. Goodrich Library	(509) 865-3600
Mid-Valley TV	(509) 865-6888
Municipal Court	(509) 865-5959
Police Department	(509) 865-4355
Public Works Department	(509) 865-4500
Parks and Recreation Department	(509) 865-5150

www.cityoftoppenish.us

Visit our website to find information about City services, links to service organizations, contact numbers for City offices and the Toppenish Municipal Code.

CITY OF TOPPENISH

“Where the West Still Lives”



QUESTION AND ANSWER BOOK

Frequently Asked Questions

YOUR GOVERNMENT

Who manages the City?

The City has a Council-Manager form of government consisting of seven council members that have been elected by the voters of the City and an appointed City Manager. The City Manager is responsible for managing all City departments and personnel; and for administering policies established by the City Council. There are also 4 department managers that manage each of the City's major service divisions – Finance, Public Safety (police, fire, planning, and building), Public Works (water, sewer, garbage, and streets), and Parks and Recreation.

When are the City Council Meetings?

Regular Council meetings are held on the Second and Fourth Monday of each month at 7:00 p.m. in the Council Chambers located at City Hall, 21 West First Avenue. A Study Session, which is a regular meeting, is held on the First Monday of each month at 5:00 p.m.

Can I come to City Council meetings?

Yes. The City Council meetings are public meetings and can only be closed to the public for executive sessions as permitted by law.

Will I be allowed to speak at the Council meeting?

The City Council meetings are held in public to conduct City business outlined on the agenda. The public does not participate except as authorized by the Council. To serve your needs better, you may contact the City Manager's office at (509) 865-6319, Ext. 3 for agenda timelines and procedures.

How can I find out what happens at a Council meeting if I am unable to attend?

Most regular City Council meetings are videotaped and aired on cable Channel 22, the community Access Channel. You may contact the station for airtimes at (509) 865-6888 or on the web at www.midvalleytv.com. A copy of the meeting minutes may be obtained by calling City Hall, (509) 865-2080 or on the web at www.cityoftoppenish.us.

UTILITIES (WATER, SEWER, AND GARBAGE)

Where do I go to open my utility service account?

Your utility account for water, sewer, and/or garbage services is opened at City Hall, 21 West First Avenue.

Is a security deposit required?

Yes. The utility deposit minimum is \$100.00. Check with the City Clerk's office about how much is required for your account.

Can someone co-sign for me instead of leaving a deposit?

No. Each utility account must have a security deposit.

By when do I have to pay my City utility bill?

Utility bills are due when you receive them. An additional \$10.00 will be added if not paid before 4:00 p.m. on the 15th of the month. Services will be disconnected if not paid by the 22nd of the month. To have water service reestablished the bill must be paid in full with an additional \$25.00 turn-on fee.

What should I do if the water coming out of the faucet is dirty?

Sudden fluctuations in water pressure may stir up particles in the water lines. If this should occur, let your water run until clear. Refrain from using your washing machine until the water is clear.

What if I have let the water run for a reasonable length time and the water does not clear up?

Contact the Public Works Department at (509) 865-4500.

How do I turn off the water if a pipe breaks in my house?

Each home should have a turn-off valve located inside the residence. If you do not have a turn-off valve, or are unable to locate it, you may contact City Hall at (509) 865-2080 or Public Works at (509) 865-4500 to disconnect your service.

Can I turn the water meter off myself?

Authorized City personnel should only turn off the meter. If the meter is broken during unauthorized use, you will be charged for the replacement meter.

PARKS AND RECREATION

Is there a charge to turn my water on or off for emergencies?

There is no charge for City personnel to respond to an emergency service request; however, each home must be equipped with a shutoff valve in your home so that water can be turned on and off from within your residence.

Who do I contact if my garbage was not picked up?

Contact the Public Works Department at (509) 865-4500.

Who do I contact if I need emergency utility service after hours or on weekends?

If you need emergency services due to a broken water line or a plugged sewer line that you have been unable to clear or for a similar type of emergency, contact the Police Department, (509) 865-4355, and they will contact the Public Works personnel for you.

BUSINESSES

I want to open a business in town, where do I start?

Start by contacting the Building Official/Code Enforcement Officer at (509) 865-7318 to make sure that your business will be located in a zone that allows your type of business. He will help you with any City permits you need to acquire including business license, sign and building permits.

Do I need to have a Business License to operate a business in the City?

Yes. Business licenses are required for all business operating in the City. City Business Licenses can be obtained at City Hall, 21 West First Avenue, (509) 865-2080.

Do I need a Rental License to rent my house to someone else?

Yes. All residential property that is rented to someone is required to have a Rental License. Rental Licenses can be obtained at City Hall, 21 West First Avenue, (509) 865-2080.

Is a permit required to reserve the use the parks facilities?

If you wish to reserve and schedule use of any park facilities, a permit is required if your group is thirty-five persons or more. A park request form must be completed at the Parks and Recreation Office, 20 Asotin Avenue, (509) 865-5150. A fee is applicable for park reservations. The reservation of the park facilities is on a first come basis. Reservations must be made at least 10 days in advance.

Are there recreation programs for our youth?

Yes. The Parks and Recreation Department sponsors many youth programs year-round. For more information, contact the Parks and recreation Department at (509) 865-5150 or stop by the office at 20 Asotin Avenue.

Are there recreation programs for our adults?

Yes. The Parks and Recreation Department sponsors various programs for adults. For more information, contact the Parks and Recreation Department at (509) 865-5150 or stop by the office at 20 Asotin Avenue. Also, you can request to be placed on the mailing list for quarterly fliers.

PETS

Do I have to buy a dog license even if I keep my dog inside?

Yes. All dogs within the City limits must be licensed. You may purchase your license at City Hall, 21 West First Avenue.

Does the City have a leash law?

Yes. If your dog is not confined within your yard by a fence, you must have it on a leash. There are additional requirements for breeds classified as "dangerous dogs". For more information on dog licenses, contact City Hall at (509) 865-2080.

Where do I call if I think my dog has been picked up by animal control?

The Animal Control Officer may be contacted through the Humane Society Shelter, 2405 W Birchfield Road, Yakima, (509) 457-6854.

PERMITS FOR BUILDING, REMODELING, FENCING AND SIGNS

Do I need a permit to add on to or remodel my house?

Yes. A building permit is required for any type of structural change to your home. General maintenance such as painting does not require a permit.

How much does a permit cost?

Cost is based on the cost of the job. Bring that information with you when you come to purchase a permit.

Is a permit required to reroof my house?

Yes. A building permit is required when you reroof your house.

Is a building permit required to erect a fence?

You do not need a permit to erect a fence as long as it is no higher than 4 feet in the front of your property and 6 feet in the back. There are special requirements for fences on corner lots. More information about fences can be obtained from the Building Official located at City Hall, 21 West First Ave.

Where do I go to get a Building Permit?

A Building Permit may be obtained at City Hall between the hours of 10:30 a.m. and 12:30 p.m. Contact the Building Official at (509)865-7318 to schedule an appointment if you cannot come during the scheduled hours.

Is a permit required for a sign?

Yes. Applications are available from the City Clerk. There are strict standards that apply to design, color, and construction depending upon where the sign is to be located. More information about signs can be obtained from the Code Enforcement Officer at (509) 865-7318.

Can I pay with my credit card?

No, cash or check only.

YARD SALES

Do I need a permit to have a yard sale?

No.

How can I advertise my yard sale?

The City provides three yard sale bulletin boards on which you may post a sign up to 8" X 11" in size. The bulletin boards are located at the swimming pool, library, and Pioneer Park. The signs must be removed within 2 days after the conclusion of the yard sale.

Where can I post my yard sale signs?

In addition to using the yard sale bulletin boards, you may post a sign in your yard or your neighbor's yard provided they have given you permission to do so. Signs are prohibited on utility poles, sign posts, city property, street corners, or school property.

GENERAL INFORMATION

What is the general City complaint procedure?

Most complaints can be handled with the appropriate Department Manager. If the complaint is not resolved, contact the City Manager, (590) 865-6319.

What can I do if I am having problems with the house I am renting?

You have various rights under the Landlord-Tenant Act. For more information regarding this law you should consult an attorney or legal service agency.

If a hazardous condition exists in your rental home, contact the Code Enforcement Officer at (509) 865-7318. The City of Toppenish licenses rental housing.

What can I do to help reduce crime in my neighborhood?

The Toppenish Police Department sponsors various programs designed to help reduce crime in your neighborhood. For more information, contact the Police Department at (509) 865-4355.

Where do I pay a traffic ticket?

Tickets issued by Toppenish Police Officers may be paid at the Toppenish Municipal Court, (509) 865-5959, 21 West First Ave. Some cases may be referred to District Court, (509) 574-1800, or Superior Court, (509) 574-1430.

Tickets issued by Yakima County Sheriff or Washington Patrol must be paid at the Yakima County District Court, (509) 574-1800, located at the Yakima County Courthouse, 128 North Second Street, Yakima.