



Office of  
**Mayor Steven S. McMichael**

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## MEDIA RELEASE

### Approved for Immediate Release

Date: March 16, 2020

Contact: Elizabeth Hoffman (260) 748-7019  
New Haven Mayor's Office

## City of New Haven Updates on City Services & Building Access Due to COVID-19

**New Haven, Indiana** – As the Coronavirus (COVID 19) continues to dominate the news, the City of New Haven is open and observing our regular business hours. To protect our community and staff, we encourage communication by phone or email. The Mayor has decided to close certain facilities to the public temporarily. At this point, the facilities will be closed through April 13, 2020. We will continue to monitor COVID 19 and take additional action as needed.

### **TEMPORARY CLOSURES TO THE PUBLIC THROUGH APRIL 13, 2020**

**Utility Payments:** The City of New Haven Utility Office is now closed to the public. We are encouraging utility customers to not come into the office in person because we want to protect the consumer and staff so that we can continue business as usual. We are urging you to use one of the payment options below:

- Pay online on our website ([www.newhaven.in.gov](http://www.newhaven.in.gov))
- By phone (1-866-670-3036)
- Check or money order can be mailed or placed in the drive up drop box
  - Drive up drop box located in the east parking lot
  - Mail to PO BOX 570, New Haven, IN, 46774
- We offer auto debit, a free and convenient monthly service

We want to continue providing the best service we can and will maintain regular hours (8:00 am – 12:00 noon, 1:00pm – 5:00pm) to answer your phone calls and e-mails. Thank you for your cooperation and understanding.

**Community Center:** The Community Center in New Haven is now closed to the public. This includes the Fitness Center, Senior Room and public meeting rooms. The City of New Haven Park Office will not be open to the public but will take telephone calls. For any questions, please contact the Park Office at (260) 749-2212.

**New Haven Police Department:** The Police Training Room at New Haven City Hall is now closed to the public. This includes all public group meetings.

**Fingerprinting:** We will no longer perform any fingerprinting until further notice. We are encouraging the public not to come into the office in person to protect the community and staff so that we can continue business as usual.

**Background Checks:** Also attached is information regarding background checks that can be done online: <https://www.in.gov/ai/appfiles/isp-lch/>.

We will continue to take proactive measures to protect our city employees and the public and guarding against any disruption of city services. New Haven will continue to follow the guidance from the State of Indiana and CDC to ensure the health and safety of our employees and the public.

**New Haven Planning Department:** The Planning Department will continue to accept applications for Improvement Location Permits and other planning services. Applications may be obtained online at [www.newhaven.in.gov](http://www.newhaven.in.gov). Payment may be made via check at the utility drop box Attn: Planning Department.

**New Haven City Council and Board of Public Works:** As of this writing, Board of Public Works and City Council meetings will remain open to the public. We are encouraging everyone to sit at least 6' apart in meetings as seating will be limited. We encourage the public to participate in these meetings by visiting our facebook page for live streaming.

## **CONTACT**

**New Haven:** We have many government services available online at [www.newhaven.in.gov](http://www.newhaven.in.gov) including utility bill payments, permitting and access to City Council and Board of Public Works meetings.

If you have any questions or non-emergency issue, please contact the City of New Haven at (260) 748-7000 or by email at [info@newhaven.in.gov](mailto:info@newhaven.in.gov).

We appreciate the public support and patience as we prepare and navigate this ever-changing situation. Be sure to visit the City of New Haven Facebook page for updated information.

**Centers for Disease Control & Prevention:** Center We will continue to follow the CDC to ensure the health and safety of city employees and the public. This is our top priority. You can visit their website at [www.CDC.gov](http://www.CDC.gov).

**Allen County Health Department:** For questions throughout Allen County, visit their website at [www.allencountyhealth.com](http://www.allencountyhealth.com).

We continue to encourage everyone to remain proactive and prepared.

For further information, please contact Elizabeth Hoffman at the Mayor's Office at 748-7019.

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