



Office of  
**Mayor Steven S. McMichael**

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## MEDIA RELEASE

### Approved for Immediate Release

Date: April 24, 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 extending the closure of City Hall to the public till Friday, May 8, 2020. All essential personnel will continue to report to work. This includes public safety (Police/Fire/EMS) along with other Department Heads, other Senior Staff, and most full-time employees. We will continue to monitor COVID 19 and take additional action as needed. We will continue to follow guidelines and recommendations from the local health department along with state and federal experts and authorities.

Earlier this month, we launched the Neighbor Helpline. If you need help or would like to volunteer to help a neighbor, please call 748-7079 or email us at [info@NewHaven.IN.gov](mailto:info@NewHaven.IN.gov).

We continue to encourage everyone to remain proactive and prepared. As a reminder all essential services of the city of New Haven continue to operate including our 911 dispatch center, Police, Fire and EMS. If you have an emergency call 911. For non-emergency, you can reach the New Haven Police Department at 260-748-7080.

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.

### **TEMPORARY CLOSURES TO THE PUBLIC THROUGH MAY 8, 2020**

**Utility Payments:** The City of New Haven Utility Office continues to be closed to the public. 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 continues to be 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 continues to be closed to the public. This includes all public group meetings. Fingerprinting will no longer be performed 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 that can be completed online at <https://www.in.gov/ai/appfiles/isp-lch/>.

**Fire/EMS:** The Training room will not be available to the public. Member of the public are not able to walk-in and have their blood pressure checked.

**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:** We will update the city's facebook page with all scheduling changes. In the event of the need of either of these meetings the public will be able to watch via facebook live, as City Hall will continue to be closed to the public.

**Waste Collection Protocol:** Garbage and recycling crews will collect only Republic Services issued containers. Workers will not pick up additional items left outside the containers. Additionally, workers will not pick up personal containers, yard waste, bags, boxes, or bulk items. We are continuing to suspend the large item and bulk sticker program for the month of May. Please do not place any items at your curb that do not fit in the 96-gallon dumpster as they will not be picked up.

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

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