



# City of Lake Helen

Volusia County, Florida

## NEWCOMER'S GUIDE TO LAKE HELEN

Known as "The Gem of Florida", Lake Helen was founded by Henry Deland and named after his daughter. Intended as one of the prettiest and most pleasant towns in Florida, the residents are proud of the well preserved Victorian architecture and small-town atmosphere. Incorporated as the 'Town of Lake Helen' on October 24, 1888. Population @ 2850, Land Area: @ 4+ square miles, Paved Roads: 20 miles, Unpaved Roads: 4 miles, Recreational Facilities: Blake Park, Royal Park, Macy Park, Melissa Park, Mitchell Sports Complex, Trailhead/Equestrian Center & Creative Arts Café.

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Mayor and Commissioner at Large: Buddy Snowden 717-3397  
Commissioner-Zone 1: Tom Wilson 228-2295  
Commissioner-Zone 2: Vernon Burton 801-0330 City Attorney: Scott Simpson  
Commissioner-Zone 3: Michael Woods 407-314-4499  
Commissioner-Zone 4: Tura Schnebly 624-1487

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City Boards: Regular meetings held in the City Commission Chambers at 327 South Lakeview Drive.

**City Commission:** 2<sup>nd</sup> Thursday of each month - 7:00 p.m.  
**Planning & Land Development Regulation Commission (PLDRC):**  
Fourth Monday of each month - 7:00 p.m.  
**Historic Preservation Board:** No Meetings At this time

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### Lake Helen Police Department & Fire Protection All Emergencies: 911

Police Chief: Michael Walker  
Office Hours: Mon-Fri 8:00 a.m. – 4:30 p.m. 228-2145 or 228-3360  
Lake Helen Police Department – after hours (non-emergencies): 736-5999 (V.C. Sheriff's Dept.)  
The Lake Helen Police Department is dispatched through the Volusia County Sheriff's Department  
▶ We have officers on duty 24 hours a day, seven days a week.  
Fire Protection: Volusia County Fire Services / EVAC Ambulance (non-emergencies): 252-4911  
Volusia County Fire Services - non-emergency local number: 228-1150

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### Other Important Phone Numbers

Animal Control: 228-2145  
City Hall: 228-2121 Hours: Monday – Friday 8:00 a.m. - 4:30 p.m. Closed Saturday and Sunday  
Code Enforcement: 228-2145  
Electric Service: Duke Energy 1-800-700-8744  
Fire Department: Non-Emergency 228-1150  
Police Department: 228-2145  
Post Office: Corner of Lakeview Ave. & Michigan Ave. 228-2227  
Propane Gas Service: Gilbert Propane  
Public Library: 221 N. Euclid Ave. 228-1152  
Public Works & Utilities: 228-0963 Rick Mullen, Public Works Superintendent  
Telephone Service: Century Link 1-800-339-1811  
TV Cable Service: Bright House 775-7300  
**Waste Pro of Florida: Tue & Fri - Trash, Wed - Recycle & Yard Waste 386-788-8890**  
**Phone 386 947-2952 for hazardous waste information**  
Water Provider: City of Lake Helen: 228-2121

Below you will find announcements and/or reminders from City Hall.

### **Water Billing**

Meters will be read by the 15<sup>th</sup> day of March, June, September and December. During those months, from the 13<sup>th</sup>-17<sup>th</sup> we are asking residents to make sure:

1. Family pets are restrained so that City employee can access the meter
2. Meters are easily accessible and are not covered by any item
3. Grass and/or shrubbery are trimmed around meters

Water bills are rendered thereon and mailed out the first of April, July, October and January, or the first working day thereafter. Full payment is due upon receipt of the bill. Such billing shall become delinquent if not paid within twenty (20) days of the billing date and subject to penalty. Non-payment after thirty (30) days of the billing date, shall result in the water being shut off and shall not be reconnected until all delinquent penalties have been fully paid.

When leaving a residence, it shall be the owners/tenants responsibility to notify City Hall with a final read date and forwarding address for the final water bill and service deposit refund, if applicable.

### **Tampering**

No person shall tamper, destroy, alter or injure in any way the city water lines, meters, meter seals or any other apparatus or device. Any person who violates this provision commits a misdemeanor of the second degree punishable by a fine of \$500.00 and/or sixty (60) days in jail.

### **Posting of House Numbers**

The local fire department has expressed a concern about not being able to identify homes by their address in case of an emergency. All buildings shall have its assigned building number properly displayed whether or not mail is delivered to such building or property. It shall be the duty of the owners and occupants of each building to post the assigned building number on the property in the following manner:

1. The building (address) number shall be affixed to the front of the building or to a separate structure in front of the building (such as a mailbox, post, wall, fence, etc) in a manner so as to be clearly visible and legible from the public or private way on which the building fronts.
2. Numerals shall be Arabic and shall not be less than three (3) inches in height and one-half inch in width.
3. The numerals shall be of a contrasting color with the immediate background of the building or structure on which such numerals are affixed.

### **City Staff**

City Administrator – Jason Yarborough  
City Clerk –Becky Witte  
Finance Manager – Michael Wright  
Permit/Licensing Specialist – MaryAnn Douglas  
Public Works Superintendent – Rick Mullen  
Chief of Police – Michael Walker  
Code Enforcement/Animal Control – Michael Walker

City Hall will also be closed in observance of the following 2016 Holidays:

- New Years Day-January 1st
- Martin Luther King Day-January 15th
- Memorial Day – May 30th
- Fourth Of July – July 4th
- Labor Day – September 5th
- Thanksgiving Day – November 24th
- The Day After Thanksgiving – November 27th
- Christmas Eve Day – December 23rd
- Christmas Day – December 26<sup>th</sup>
- The Day After Christmas-December 27th

[www.lakehelen.com](http://www.lakehelen.com)