

We have received some questions regarding how to go about various types of business with the City during the closure. In order to continue the governance processes and serve our community, we are modifying certain operations and services offered by the City of Flat Rock.

Please see below for messages from various City departments:

- Our staff will continue to work from City Hall remotely and will be available via e-mail and phone. Please utilize our brown drop box next to the flagpole in the City Hall parking lot to submit correspondences, permits, water bills, tax bills, animal license tags, etc.

WATER & PUBLIC SERVICE DEPARTMENT

Water Bill Automatic Withdraw:

- Fill out form online (www.flatrockmi.org) from the Department of Public Services and attach a copy of a voided check. It can be emailed to secdps@flatrockmi.org or put in the drop box outside of City Hall.

Water Bills:

- Can be paid online (www.flatrockmi.org) from the homepage that states "Pay Water Bills Online".
- Water bill postcard and payment can be put in drop box outside of City Hall with a tightly sealed envelope.

Payment Plans:

- Amount to be paid weekly, bi-weekly or monthly stated with an attached water bill postcard dropped in drop box outside of City Hall.

Water Dept. Correspondence:

- During this time, our Water Dept will not be accessing any Water Meters that are located inside of residents' homes. If there is an emergency, the Water Dept will determine the severity and reconsider.

High Bills:

- Please contact the Water Department (secdps@flatrockmi.org or 734-782-2470) and we will try to determine the problem remotely, and come up with the best situation for you.

City Complaints:

- Can be called in to Department of Public Services at 734-782-2470 or emailed to secdps@flatrockmi.org.

Special Pickups/Chipping:

- Can be called in to Department of Public Services at 734-782-2470 or emailed to secdps@flatrockmi.org.

BUILDING DEPARTMENT

- We are asking our residents and our customers, builders, architects and guests to use all our online platforms for permits and applications through the City's website, www.flatrockmi.org.

- Employees will be on site during regular hours to answer all calls to help with any questions that will come up as we move forward. Please call the office at 1-734-782-0445 Ext. 2109 for any questions concerning permits,

building applications or fees. We understand the implications and problems that may and will arise, but we are working to see a better outcome as time is part of the process to stop the spread.

LIBRARY

- Our book drop will remain open for you to return your borrowed items. Late fees will be waived until after the Library reopens.

- During the Library closure, Library staff will be available to answer phone calls (734-782-2430) and respond to email (FlatRockLibrary@gmail.com) during the following hours:

Monday - Wednesday: 12:00pm - 5:00pm

Thursday: 12:00pm - 8:00pm

Friday & Saturday: 12:00pm - 5:00pm

- We are implementing a CURBSIDE SERVICE during the closure. Curbside Service will make it possible for you to receive items that you have placed on hold with the library. To place a hold, you will need to call or email library staff at the contacts above. You can also place a hold through our online library catalog.

Once your request is available, library staff will contact you with the date and time your item(s) will be available for pick up. Curbside pick-up will be scheduled during the following times:

Tuesdays: 1:00pm - 5:00pm

Thursdays: 4:00pm - 8:00pm

Saturdays: 1:00pm - 5:00 pm

When you arrive at the to pick up your item(s) please remain in your car and call the library, someone will bring your item(s) to out to you. You will need to show your driver's license or other photo ID to receive materials.