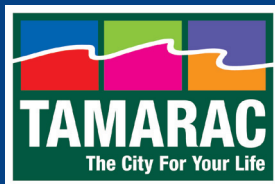


# FAQ *resource*

## FREQUENTLY ASKED QUESTIONS

*The City of Tamarac's  
guide to our most frequently  
asked questions.*



# *Vision, Mission & Values*

## **Our Vision:**

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*The City of Tamarac,  
Our Community of Choice -  
Leading the nation in  
quality of life through safe  
neighborhoods, a vibrant economy,  
exceptional customer service  
and recognized excellence.*

## **Our Mission:**

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*We are:  
"Committed to Excellence . . . Always"  
It is our job to foster and  
create an environment that:  
Responds to the Customer;  
Creates and Innovates;  
Works as a Team;  
Achieves Results;  
Makes a Difference*

## **Our Values:**

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*As Stewards of the  
public trust, we value:*

*Vision  
Integrity  
Efficiency  
Quality Service*

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## CITY FACILITY LOCATIONS

### City Hall

7525 NW 88th Avenue

### Public Services Complex

6011 Nob Hill Road

### Utilities Building

10101 State Road

### Fire Station #15

6000 Hiatus Road

### Fire Station #41

7501 NW 88th Avenue

### Fire Station #78

4801 W Commercial Boulevard

### Parks and Recreation Facilities:

#### Caporella Aquatic Center

9300 NW 58th Street

#### Community Center

8601 W Commercial Boulevard

#### Tamarac Sports Complex

9901 NW 77th Street

#### Tamarac Multi-Purpose Center

7531 N University Drive

For more information and a map of City facilities, please visit:

[www.tamarac.org](http://www.tamarac.org)

## GENERAL INFORMATION

### What are the hours of City Hall?

City Hall is open:

Monday - Thursday: 8 am - 5:30 pm

Friday: 8 am - 5 pm

Customer Service/Cashier is available for bill payment:

Monday - Thursday: 8:00 am - 5:00 pm

### When is the next Commission meeting?

Commission meetings are generally held on the 2nd and 4th Wednesday of the month in the Chambers at City Hall. They meet at 7 pm on the 2nd Wednesday and at 9 am on the 4th Wednesday.

### How can I learn more about current development around the City?

Please stop by the Community Development Office, Room 206, at 7525 NW 88th Ave. (Pine Island Rd.) and ask for a construction map.

**I called a department about a concern of mine, when will someone respond to my concern?**

Tamarac tries to respond to every call within 24 hours. Based on urgency, your concern will be addressed by the first available employee.

**Who do I contact if I have an issue with my Comcast Cable bill or service?**

The City of Tamarac is listed on the back of every Tamarac resident's Comcast bill because Comcast holds a franchise agreement with the City of Tamarac. If you have an immediate issue with your cable service and/or billing, you should first contact Comcast Cable at (954) 252-1937.

**Where can I get a passport? What do I need to bring?**

The City of Tamarac is a passport application acceptance facility. You can apply for a new passport or renewal at City Hall in the City Clerk's Office (Room 101), Monday - Thursday from 8:15 am - 4:00 pm.

You need to bring:

- Original birth certificate (with raised seal), or Certificate of Naturalization, or a previous U.S. Passport;
- Original Marriage Certificate/Divorce Decree, or a previous U.S. Passport; picture ID;
- Two (2) checks or money orders: one check should be made payable to the U.S. Department of State (\$75 per applicant over age 16, \$60 for anyone under the age of 16) and the other should be made payable to the City of Tamarac (\$25 per applicant); and
- Two (2) passport photos- 2"x2" with a white background.

For more information, please call the City Clerk's Office at (954) 597-3505.

**Where can I get a document notarized?**

All staff in the Tamarac City Clerk's Office (City Hall - Room 101) are State of Florida Notaries. There is no charge for notarization.

**Where can I get a Handicap Permit?**

You can obtain the form at the City Clerk's Office, complete it and have your physician sign it. It can then be submitted to the Department of Motor Vehicles. Their phone number is (954) 497-1570.

## UTILITY MAINTENANCE

### **Who will fix a water leak on my property?**

A leak on your side of the water meter is your responsibility to have repaired. You can determine this by examining your water meter. If the small, red triangle on the face of the meter is spinning, the leak is on your side. If not, it is the City's responsibility to repair and you should notify them at (954) 597-3750. Before calling, please check to make sure your irrigation system is not the cause of the leak.

### **How can I check my toilet for a leak?**

You can come into our Customer Service Office at City Hall and pick up a free toilet leak detector kit with easy to follow instructions.

### **Is Tamarac water hard or soft?**

During treatment, our Water Treatment Plant partially softens the water. The finished water is considered neither hard nor soft with a hardness of approximately 60 mg/L or 3.5 grains. (For more information regarding water quality, please contact the Water Treatment Plant Lab at (954) 597-3776.)

### **Does the City of Tamarac add fluoride to the water?**

Yes, fluoride is added to the drinking water. Drinking water with the right amount of fluoride has been shown to reduce the risk of cavities, especially for children. There is approximately 0.8 mg/L of fluoride in the drinking water.

### **Where does my sewer come out of my house?**

The sewer clean out is usually on the opposite side of the house from where the water meter is located, normally in front of the house.

### **Do I need to boil water after construction work is completed and water service is restored?**

Boiling of water is only necessary as determined by the Department of Health. We will notify you if this is the case. To safely boil water, bring it to a rolling boil for 3 minutes and allow to cool completely before using.

### **During a storm, is someone monitoring flood gates?**

Yes, flood gates are always being monitored, with increased observation during impending storms.

**How can I set up a time for a building inspection?**

Between 7:00 am and 8:00 am the morning of your inspection, please call:

Structural	(954) 597-3454
Electrical	(954) 597-3442
Plumbing	(954) 597-3441
Mechanical	(954) 597-3440

**What do I do if I see that a sprinkler system is operating at the wrong time of day?**

Please report all non-compliant irrigation systems to our Water Conservation Specialist at (954) 597-3792.

**Why do I have low water pressure?**

There may be several causes of low pressure.

- Check that there is not a water leak.
- Check that the valve into the house is completely open. This valve is located on the side of the house where the water enters the home and it is important to know the location of this valve in case of a leak in your home.
- Check to make sure that your sink aerators are not clogged. It is also possible that there could be general low pressure in the area due to a repair or high water use. High water use could also affect pressure on the upper floors of a condo.
- If you check all three of the above items and still have questions, please contact our Utilities Department at (954) 597-3750.

**Why is my water turned off?**

Water service is shut off for several different reasons.

- It is possible that maintenance or construction work is being done in your area which requires the water be temporarily turned off. If this is the case, you should have been notified in advance through a door hanger card. For questions concerning water outages due to scheduled work, please contact the Utilities Department at (954) 597-3750.
- Another common reason for water being turned off is for non-payment. If this is the case, please contact Customer Service at (954) 597-3590 to arrange for payment and re-connection.
- Lastly, water service may be interrupted if a water main break occurs. The Utilities Department will shut off water service during the repair of the break and will restore service as soon as possible.

## **OUTDOOR MAINTENANCE**

### **Who is responsible to maintain the hedges along the streets and sidewalks?**

The owner of the property abutting the swale or street is required by code to maintain the hedges.

### **What are the colored paint markings on the ground in my front yard?**

The markings indicate where underground utilities are located, such as electricity, water, sewer, telephone, cable and natural gas. These markings are required before any digging can occur. These markings are temporary and will generally not last more than a few days.

### **My neighbor has a tree that protrudes onto my property. What can be done to make them cut it back?**

The law says that you can legally cut any part of any landscaping that is on your property. There is no legal requirement to cut a tree unless it is blocking a public right-of-way such as a street or sidewalk.

### **Will the City reimburse for out of pocket sidewalk repairs?**

No. If you believe a sidewalk needs to be repaired, please contact our Public Works Department at (954) 597-3700.

### **When is the canal going to be cleaned?**

There is a rotating schedule for cleaning all of the canals within the City. For more details, please call the Public Works Department at (954) 597-3700.

## **EMPLOYMENT OPPORTUNITIES**

### **What positions do you have open right now?**

Open positions can be found by visiting the website at [www.tamarac.org](http://www.tamarac.org), calling the job hotline at (954) 597-3615, or visiting the Human Resources Department at City Hall to view job postings.

### **How can I get a job application?**

You can request an application by phone, fill one out online, or pick one up at City Hall in the Human Resources Department (Room 201).

### **I received a blue card in the mail. What does that mean?**

This is an information card that is sent to let an applicant know that we have received their application.

**What is the status of my job application?**

This depends on many factors. Please call the Human Resources Department to inquire at (954) 597-3600.

**Will I be notified if I get the position or not?**

Applicants who are selected for an interview are contacted via phone to schedule an interview. Following the interview process, the applicant who is recommended for the position will be contacted via phone. Others will receive a letter in the mail.

**HOUSING ASSISTANCE****Do you have to live in Tamarac to apply for or qualify for the First Time Homebuyer Program?**

No, you just have to buy property in Tamarac.

**Can I use other grant/loan programs in conjunction with the City's First Time Homebuyer Program?**

Yes, the City of Tamarac allows eligible applicants to use funds from other loan programs in conjunction with the City's loan program.

**What are the terms of the General Housing Assistance Program?**

The terms for the City's Housing Assistance programs vary depending on the type of assistance or program which you apply for. The City has more than five assistance programs. For more information, please call the Community Development Housing Division at (954) 597-3539.

**How long does the General Housing Assistance Program process take?**

From the time the City receives your completed application, the average time is 4 - 6 weeks.

**How do I qualify for the General Housing Assistance Program?**

This is an income-qualifying program for which the State has set limits based on household size. You also need to be able to qualify for a First Mortgage from a lender. For more information, please call the Community Development Housing Division at (954) 597-3539.

**Are condos eligible for the Housing Rehabilitation Program?**

Yes, but only for the items not covered under the responsibility of the condo association.

**What types of repairs are covered under the Housing Rehabilitation Program?**

The priorities are code deficiencies and health/safety hazards. Items covered are as follows, but not limited to: faulty or exposed electrical, holes in the roof, broken windows and plumbing, but additional items may be covered if funding allows.

**Do I have to find my own contractor for projects?**

The City has a list of qualified contractors you can use.

**TRANSPORTATION**

**Are there any requirements to get a ride with Tamarac Para-Transit?**

You must be over 60, have no other means of transportation, or be disabled.

**Where can I go with Tamarac Para-Transit? What is the cost?**

It will take you shopping, to medical appointments, banks, Tamarac Community Center, pharmacies and Commission meetings. They do not travel outside Tamarac. Rates are \$30 for 3 months, \$40 for 6 months, \$60 for a year.

**How do I apply for Tamarac Para-Transit?**

Applications can be picked up from the Community Center or mailed to you. Please call Tamarac Transportation Services at (954) 597-3649 to receive it in the mail.

**When is Tamarac Para-Transit in service?**

Para-Transit is in service Monday - Friday, 8:15 am - 4 pm.

**How does Tamarac Para-Transit know I'm ready to be picked up?**

Once you are dropped off, you can call the driver's cell phone when you are ready to be picked up.

**Do I have to give you advance notice to ride Tamarac Para-Transit?**

We ask for a 5 - 7 day notice. Please try to provide as much advance notice as possible.

**How do I schedule a ride with Tamarac Para-Transit?**

Call Tamarac Transportation Services at (954) 597-3649.

**How can I pay for Tamarac Para-Transit?**

Payment is by check. If you pay in person at the Community Center, they will accept all major credit cards.

**CITY COMMUNICATION****How do I get a copy of the latest *Tam-A-Gram*?**

Tam-A-Grams are produced and mailed to each household in Tamarac quarterly. They can also be picked up at City Hall, the Community Center, the Tamarac Library or Caporella Aquatic Center.

**I'm going out of town for the summer. Can I have the *Tam-A-Gram* mailed to me?**

We do not ship individual *Tam-A-Grams* to residents outside of Tamarac. However; upon your return, please stop by the Public Information Office at City Hall and they can provide you with all of the issues you missed.

**Can I advertise in the *Tam-A-Gram*?**

No, the *Tam-A-Gram* does not sell ads. It is strictly for City news and events.

**I have a great story for the *Tam-A-Gram*. Who do I tell?**

You can call the Public Information Office at (954) 597-3523, but typically, only City-related stories are printed.

**FIRE RESCUE****How do I sign-up for CodeRED®?**

Please call (954) 597-3800 or visit our website at [www.tamarac.org](http://www.tamarac.org). You only need to register once. CodeRed will provide timely information to residents of Tamarac during emergencies. The information will be specific to Tamarac and will focus on issues in Tamarac.

**How do I obtain a fire report?**

Requests for official City records should be directed to the City Clerk's Office at (954) 597-3505. Fire reports are considered public records and are available Monday through Friday, from 8 am - 5 pm. Please allow 3-5 days for processing.

**How do I obtain a medical report?**

Requests for official City records should be directed to the City Clerk's Office at (954) 597-3505. Medical records are considered privileged information and are available only to the patient or through an authorized agent of the patient. A valid HIPAA release form must be signed prior to medical record processing. Based on your record's location, either an original or microfilmed medical record copy can be obtained. Time for processing depends on its location, usually less than one week.

**How do I sign-up for services and classes such as CERT, CPR, hurricane presentation, fire prevention activity, vulnerable population registry, etc.?**

Please call (954) 597-3800 to get more information about services, classes, and registration.

**Can someone help me install my child safety seat?**

Contact Tamarac Fire Rescue's Public Education Specialist at (954) 597-3805 to set up an appointment. Appointments are typically Monday through Friday from 9 am – 5 pm.

**CODES/PERMITS/LICENSES**

**Why does each business classification or activity require a Business Revenue Receipt?**

The City Code of Ordinances, Section 12-26 and 12-27, requires receipt for the main (primary service) use, and the accessory (secondary services) uses conducted at their business establishment.

**Where can I obtain a copy of the current Code of Ordinances?**

Please log onto [www.municode.com](http://www.municode.com) and choose "Online Library". It will prompt you to pick a state and a municipality.

**What is the maximum height of a fence in my front yard?**

The maximum height for fencing along a street is four (4) feet for chain link fences and six (6) feet for wooden or decorative fences. Different regulations are set for every business district. Many regulations exist with regard to fences, walls and hedges. Please call (954) 597-3530 for more information.

**Can my business open before the Standard Safety inspection process is complete?**

No, but for more information, please call Community Development at (954) 597-3530.

**How can I find out what zoning a specific property has?**

Please call (954) 597-3530 or visit the Community Development Office at City Hall (Room 206) and ask one of the planners for assistance.

**Why are residents required to have a fire inspection for a residential business?**

This is a requirement mandated by the City Code of Ordinances, which permits residential businesses.

**What happens if I don't correct a code violation in the time I was given in my Notice of Violation?**

The case is then scheduled to be heard at a hearing to determine if there is in fact a violation of the City Code. If it is, there will be a monetary fine assessed against the property until the violations are corrected.

**What's needed for an occupational license?**

City ordinance requires a safety inspection prior to an occupational license being issued for new businesses. This ensures that no previous work was done without permits, or that any unsafe conditions exist.

**Does the City have a list that shows what type of work is required to be permitted?**

The Florida Building Code was adopted by the City and identifies what work requires permits. Please contact the Building Department at (954) 597-3420 if you have any questions when considering any construction project.

**How long does Tamarac's building permit process take?**

Approximately 5 -10 business days for minor projects and up to 30 days for larger projects.

**Is it possible to look up my permit status of inspections online?**

We expect online services to be available soon.

**I have a Fire Code violation, whom should I contact?**

You may contact the Fire Department at (954) 597-3800 for assistance. Questions regarding code violations that have been issued should be directed to the Fire Inspector who wrote the violation.

**Where can a gas tank be installed in my backyard?**

Please call Community Development at (954) 597-3530.

**What do I need to do as a homeowner to obtain an owner/builder permit?**

A permit application, owner/builder affidavit, and plans or documents identifying the work to be completed are required. Surveys, floor plans, product approvals or Notice of Agreements (NOA's) are just some examples of documents. For more information, please contact the Building Department at (954) 597-3420.

**FEES/ACCOUNTS**

**Can I rent a room in one of Tamarac's facilities?**

Yes, Tamarac does rent out facility rooms. Fees vary and there is a \$500 refundable deposit required if food is being served. Please call (954) 597-3620 for more information and availability.

**Is there an extra charge for the senior programs if I'm not a resident?**

There is an additional \$10 fee for non-residents.

**Can I pay for summer camp in monthly payments?**

Payments must be made in full. Contact the Social Service Department for information about the City's hardship process.

**How does Tamarac determine the Business Review Fees?**

The fees are determined from the Fee Schedule. Community Development staff will review each classification listed on the application and calculate the fees accordingly.

## How can I pay my utility bills?

The following payment options are available:

- Use a credit card through the City's website at [www.tamarac.org](http://www.tamarac.org) or by calling our offices at (954) 597-3590 or (954) 597-3580.
- Pay by mail with the envelope provided in your monthly utility bill. You may also send payment to the City of Tamarac Customer Service Division, 7525 NW 88th Avenue, Tamarac, FL 33321.
- In-person, Monday - Thursday at City Hall from 7:30 am until 5:30 pm or on Friday from 8 am until 5 pm.
- After-hour drop boxes are located in the City Hall parking lot, the City's Water Treatment Plant, 7803 NW 61st Street (on the north side of 61st Street just west of University Drive).
- Tamarac's Automatic Payment Plan, TAPP, where your utility bill is automatically paid each month from your bank account. To learn more about enrolling in TAPP call Customer Service at (954) 597-3590.

## What are the requirements for opening a new utilities account? (Water, Sewer, Garbage)

To open a new utility account, the following items are required:

- A copy of the signed settlement and/or warranty deed for owners and a copy of your lease for tenants.
- Your driver's license or other valid state identification.
- A deposit, which is based on meter size and whether you are an owner or renter. The amount of the deposit will be determined when you apply.

## What are the fees to build a new pool?

Fee structures for all types of permits are available on our website at [www.tamarac.org](http://www.tamarac.org) under City Departments, Building, and Permits.

## Why does Tamarac charge so much for permit alterations?

Permit fees are based on the actual cost of plan review, permitting and inspections.

## How do I discontinue my water, sewer and garbage service?

You will need to complete and submit a Final Bill and Refund Request Form. This form is available in the Customer Service area located at City Hall. This form is also available to download on the City's website and can be faxed, if requested, by contacting Customer Service at (954) 597-3590. The completed form can be returned either in person or via fax and no further documentation is needed.

**Can I check my utility account information on-line?**

Please visit [www.tamarac.org](http://www.tamarac.org) — it's located under City Departments and Customer Service.

**Why am I charged for storm water?**

A storm water utility, as is the case in most Florida cities, has been created to provide the necessary revenue for improvement of the city's storm water management system. Residential and commercial customers contribute to this fund.

**How much does Para-Transit cost?**

Rates are \$30 for 3 months, \$40 for 6 months, \$60 for a year.

**Why did I receive a bill for a medical transport?**

Tamarac Fire Rescue emergency services are funded through a number of sources including transport charges. This bill is called a "user fee" and assists in covering the cost of patient emergency transport services. Questions regarding Emergency Medical Services (EMS) issues may be directed to Fire Rescue at (954) 597-3800.

**Who does the medical billing for TFR?**

Advanced Data Processing, Inc. (ADP) handles the medical billing and their phone number is 1-800-417-2165.

**PROGRAMS AND CLASSES**

**When can I play on the park fields?**

Parks are open from 8 am to sundown. Fields are not open during inclement weather and summer repairs. Contact Parks and Recreation at (954) 597-3620 for rental fees.

**Does Tamarac have a Senior Dance?**

Tamarac's Senior Big Band Dance is held on Thursday afternoons at 1:00 pm at the Tamarac Community Center.

**I heard AARP holds Safe Driver classes in Tamarac?**

AARP classes are usually held every month and cost \$10 with checks paid to AARP. Please call (954) 597-3620 for the next meeting.

**If I'm a senior, what programs are available to me?**

Senior programs are held Monday - Friday 8:30 am - 4:30 pm. Yearly rates are \$25 for residents and \$35 for non-residents. Please check the Tam-A-Gram or call (954) 597-3620 for activities and times.

**If I've already filled out a registration form for a program I did 6 months ago, do I need to fill out another for a new program?**

Yes, a new registration form must be filled out each time someone enrolls in a class or program.

**TRASH AND RECYCLING****When will my trash be picked up?**

In single family residences, regular trash is picked up twice per week with bulk trash picked up on the second garbage day. For instance, if your garbage is collected on Tuesday and Friday, your bulk items will be picked up on Friday. To find out the specific date that trash will be collected (regular or bulk), please contact All Service Refuse at (954) 583-1830. In condominiums and apartments, garbage pickup days vary; please check with your HOA or Property Manager to find out your garbage pickup dates.

**Where can I get a recycling bin?**

Tamarac City Hall in the Customer Service Office (Room 102).

**When will my recycling be picked up?**

In single family residences, recycling is picked up during the first garbage day of the week. If condominiums and apartments, recycling pickup days vary; please check with your HOA or Property Manager to find out your recycling pickup dates.

**Where do I go if I need to get a Certificate of Good Conduct for my Certificate of Naturalization?**

Call the Broward County Sheriff's Office Public Safety Complex at (954) 831-8900.

**Who do I call if I have a problem with an elevator?**

Call the Broward County Building Code Services Division, Elevator Division at (954) 765-4508

**Where can I file for a Homestead Exemption?**

Call the Broward County Property Appraiser's Office at (954) 357-6830.

**How do I register for the Pet Friendly Hurricane Shelter?**

Call the Broward County Humane Shelter at (954) 989-3977.

**Where can I obtain free paint?**

"Paint It Broward" recycled paint program distributes paint to Broward Municipalities. Contact the Tamarac Public Works Department at (954) 597-3718.

**Where can I dispose of Household Hazardous Waste?**

Call Broward County Waste and Recycling Services at (954) 765-4999.

**Who do I need to contact to remove a tree?**

Call Broward County Environmental Services at (954) 519-1224.

**Who do I call for dead animals on my property?**

Call Broward County Animal Control at (954) 359-1313.

**Where do I get auto tags?**

Call Broward County Revenue Division at (954) 765-4697.

**Where do I get my driver's license?**

Call any one of the Broward County Department of Motor Vehicles at (954) 497-1570.

# IMPORTANT NUMBERS

<b>Agency for Healthcare Administration</b> .....	1-888-419-3456
<b>Broward County Bar Association</b> .....	(954) 764-8310
<b>Broward County Call Center</b> .....	(954) 765-5350
<b>Broward County Courthouse</b> .....	(954) 712-7899
<b>Broward County Health Department/Air Quality</b> .....	(954) 467-4237
<b>Broward County - Hurricane Special Needs Shelter</b> .....	(954) 357-6402
<b>Broward County Library - Tamarac Branch</b> .....	(954) 720-2282
<b>Broward County Property Appraiser</b> .....	(954) 357-6860
<b>Broward County Recycling &amp; Waste Hotline</b> .....	(954) 765-4999
<b>Broward Sheriff's Public Safety Building</b> .....	(954) 831-8700
<b>Florida Attorney General</b> .....	(954) 712-4600
<b>Florida Department of Financial Services</b> .....	1-800-342-2762
<b>Florida Driver's License Bureau</b> .....	(954) 497-1570
<b>Humane Society of Broward County</b> .....	(954) 989-3977
<b>Office of the Condominium Ombudsman</b> .....	(954) 202-3234 or (850) 922-7671
<b>Tamarac Chamber of Commerce</b> .....	(954) 722-1520
<b>Tamarac Post Office</b> .....	(954) 722-4476

# PART

*play your*

To further ensure “*Customer Service... Second to None*”, the City of Tamarac has developed a set of standards for customer interactions. By following these simple steps, we can make sure we are “*Playing our PART*” in providing excellent customer service.

## **P**ROFESSIONALISM

- Greet customers with a SMILE
- Answer the phone within 3-5 rings with a greeting, name, the City of Tamarac, and Department
- Keep voicemail greetings up-to-date, and provide an alternate number for immediate contact
- Ask customer’s permission to be put on “hold”
- When transferring a call, give the customer the forwarding number
- Be courteous in communicating with and in front of customers

## **A**CCURACY OF INFORMATION

- Utilize whatever sources are available to find the correct answer to a customer’s question
- When responding to the customer, provide the answer and the avenue by which they can access the information requested

## **R**ESPONSIVENESS

- Show you care by expressing empathy and concern
- Listen to a customer’s whole story before responding
- Make immediate eye contact and acknowledge the customer
- Call the customer by name whenever possible
- Always ask “Is there any other way I can assist you?”

## **T**IMELINESS

- Respond to customer requests as quickly as possible
- Acknowledge all contacts by the next business day