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NEW RESIDENT WELCOME PACKET



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CITY OF MOUNT CLEMENS

New Resident Welcome Packet

A practical guide to City services and community life

One Crocker Boulevard
Mount Clemens, MI 48043

586-469-6800
mountclemens.gov

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Welcome to Mount Clemens

Welcome to the City of Mount Clemens! Whether you are purchasing your first home, moving into one of our neighborhoods, or returning to the community, we are pleased that you have chosen to call Mount Clemens home.

As the county seat of Macomb County, Mount Clemens combines the character of an established historic community with the convenience of a vibrant downtown. Residents enjoy distinctive neighborhoods, public parks, recreation programs, community events, local businesses, cultural attractions, and the Clinton River.

This welcome packet introduces the city services, programs, and resources available to you. Inside, you will find information about utilities, trash and recycling, property maintenance, permits, public safety, parks and recreation, transportation, elections, and ways to become involved in the community.

We encourage you to explore the city, support local businesses, attend community events, and stay connected with your local government. We are glad you are here and look forward to having you as part of the Mount Clemens community.

Welcome home!

Schedules, fees, and program requirements may change. Use the website addresses throughout this packet to confirm current information.

Your First 30 Days

Moving into a new home comes with plenty to organize. This checklist will help you connect with essential City services and become familiar with your new community.

New Resident Checklist

- ☐ **Confirm your water and sewer account**
  Contact the City to establish or confirm billing for your property and learn about available payment options.
  https://mountclemens.gov/water-sewer/
- ☐ **Find your trash and recycling day**
  Look up your weekly collection schedule and review requirements for trash, recycling, bulk items, and other curbside materials.
  https://mountclemens.gov/garbage-recycling-info/
- ☐ **Sign up to stay informed**
  Subscribe to City newsletters and mobile text alerts for community news, emergencies, street closures, snow emergencies, and other important updates.
  https://mountclemens.gov/alerts-newsletters/
- ☐ **Update your voter registration**

Register to vote or update your address and confirm your polling location through the City Clerk's Office.
https://mountclemens.gov/voting-elections/

- ☐ **Review your property information**
  New homeowners should verify their property record and, if eligible, make sure a Principal Residence Exemption has been filed.
  https://mountclemens.gov/finance/assessing/
- ☐ **Check before starting home improvements**
  Determine whether building, electrical, plumbing, mechanical, zoning, or right-of-way permits are required.
  https://mountclemens.gov/applications-forms-and-permits/
- ☐ **License your pets**
  Cats and dogs must be licensed with the city and have a current rabies vaccination.
  https://mountclemens.gov/pet-ownership/
- ☐ **Learn about seasonal City services**
  Review information about brush collection, leaf pickup, snow-emergency parking, sidewalk maintenance, and other seasonal responsibilities.
  https://mountclemens.gov/streets/
- ☐ **Explore the community**
  Visit City parks, recreation facilities, downtown, the Clinton River waterfront, and other community destinations.
  https://mountclemens.gov/parks/
- ☐ **Know how to report a concern**
  Use the City's online system for missed trash collection, potholes, illegal dumping, property-maintenance concerns, and other service issues.
  https://mountclemens.gov/report-an-issue/
- ☐ **Get involved**
  Attend a public meeting, watch City Commission meetings online, or consider serving on a city board or commission.
  https://mountclemens.gov/boards-commissions/

City Hall and Important Contacts

City staff are available to help residents access municipal services, answer questions, and direct concerns to the appropriate department.

City Hall

City of Mount Clemens
One Crocker Boulevard
Mount Clemens, MI 48043

Hours: Monday-Friday, 8:00 a.m.-4:30 p.m.
Main Telephone: 586-469-6800
Website: https://mountclemens.gov/

Who Should I Call

Department or Service	Common Reasons to Contact	Telephone
Emergency Services	Police, fire, or medical emergency	911
Macomb County Sheriff's Office	Nonemergency police assistance	586-469-5151
City Clerk	Elections, voter registration, records, licenses, FOIA, boards and commissions	586-469-6800 ext. 3
Treasurer	Property taxes, water bills, payments, and pet licenses	586-469-6800 ext. 2
Assessing	Property records, assessments, taxable value, and Principal Residence Exemptions	586-469-6800 ext. 6
Community Development	Permits, inspections, zoning, planning, code enforcement, and non-owner-occupied housing	586-469-6800 ext. 1
Public Services	Trash, recycling, streets, potholes, trees, animal control, and seasonal collection	586-469-6847
Utilities	Water and sewer service questions and emergencies	586-469-6892
Fire Department	Nonemergency fire-safety questions and inspections	586-469-6840
Parks and Recreation	Programs, parks, facilities, and rentals	586-469-6800 ext. 5
Dial-A-Ride	Local curb-to-curb transportation	586-469-RIDE
Parking Enforcement	Municipal parking questions and enforcement	586-469-6818 ext. 9

After-Hours Water and Sewer Emergencies

During regular Utilities Department hours, Monday-Friday from 7:00 a.m.-3:00 p.m., call 586-469-6892. After hours, call Macomb County Sheriff's nonemergency dispatch at 586-469-5502.

https://mountclemens.gov/staff-directory/

Water and Sewer Service

The City of Mount Clemens provides municipal water and sanitary sewer service to homes and businesses throughout the community.

Starting or Confirming Service

New property owners should contact the City to establish or confirm the water and sewer account for their property. Renters should check with their landlord or property manager to determine who is responsible for the account and monthly payments. Water and sewer charges are billed monthly.

https://mountclemens.gov/water-sewer/

Understanding Your Bill

- A water service charge
- A wastewater service charge
- Water consumption charges
- Sewer consumption charges based on metered water usage

One unit of water equals 100 cubic feet, or approximately 748 gallons. Because most water used inside a home enters the sanitary sewer system, sewer consumption is generally calculated using the property's water meter.

Track Your Water Use with WaterScope

WaterScope is a free online portal and mobile app that allows Mount Clemens water customers to monitor their daily water consumption. By reviewing usage patterns and signing up for alert notifications, residents may be able to identify unusually high consumption or potential leaks before receiving their next water bill.

To register:

1. Visit **https://www.waterscope.us/** and select **Register**.
2. Enter your water meter number in the **VN ID** field.
3. Enter your water account number in the **Account ID** field.
4. Select **Apply** and follow the emailed instructions to create a password.

Once registered, residents can view detailed water-usage information, establish alert notifications, and download the free WaterScope mobile app for Apple or Android devices. The same login credentials can be used for both the online portal and mobile app.

WaterScope alerts can help residents recognize potential leaks, but property owners remain responsible for monitoring their plumbing and arranging repairs when necessary.

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Outdoor Water Meter Option

Property owners may choose to install a separate outdoor meter so qualifying lawn, garden, or irrigation water is not charged the sewer-consumption rate. Review installation requirements and costs with the Utilities Department before beginning work.

Water Quality

The city regularly tests and monitors its drinking water. Current annual water-quality reports are available online.

https://mountclemens.gov/utilities/

Water and Sewer Emergencies

During regular hours, call Utilities at 586-469-6892. For an after-hours emergency, call Sheriff's nonemergency dispatch at 586-469-5502.

Help Protect the Sewer System

- Never pour fats, oils, or grease down a drain.
- Keep disposable wipes, paper towels, and hygiene products out of toilets.
- Maintain private sewer laterals and plumbing.
- Report suspected water-main breaks or sewer problems promptly.

https://mountclemens.gov/homeowner-guides/

Trash, Recycling and Seasonal Collection

The City provides weekly curbside trash and recycling collection for residential properties. Collection days vary by neighborhood. The holiday trash collection schedule is posted on the city website.

https://mountclemens.gov/garbage-recycling-info/

When to Place Materials at the Curb

Place trash and recycling at the curb by 7:00 a.m. on collection day and no earlier than 6:00 p.m. the preceding evening. Remove empty containers by the end of collection day.

Household Trash

- Place household trash in securely closed plastic bags.
- Loose household trash placed directly in a container will not be collected.
- Containers may not exceed 32 gallons or 50 pounds when full.
- Individual bags may not exceed 30 gallons or 50 pounds.
- Trash cans are NOT provided by the city. Residents must purchase their own.

Recycling

Place accepted, empty recyclable materials in the designated container. Do not place plastic bags, hazardous materials, food waste, or other nonrecyclable items in the recycling container. Review the City's webpage for the current accepted-materials list. Recycling Totes are available for free and can be picked up at 95 Eldredge St from 8:00 a.m. – 2:30 p.m. No appointment necessary.

Bulk Items

Many household bulk items, including furniture, appliances, mattresses, and box springs, may be placed at the curb on the regular collection day. Remove refrigerator doors for safety. Mattresses and box springs must be completely sealed in plastic.

Construction Materials

Small amounts of acceptable material must be securely bagged or bundled in lengths of four feet or less and may not exceed 50 pounds. Concrete, automobile parts, and certain other materials are not accepted. Larger projects require separate disposal arrangements.

Paint and Hazardous Waste

Paint cans may be collected only when the paint is completely dried or solidified, with lids left off. Motor oil, antifreeze, pesticides, pool chemicals, solvents, medications, and other hazardous materials are not accepted. Call the Macomb County Health Department at 586-466-7923 for disposal information.

Brush Compost and Leaves

Seasonal services are available for yard waste, brush, branches, leaves, and Christmas trees. Collection periods and preparation requirements vary. Review current schedules online. City provides two free brush/chipping service weeks. Dates will be posted when available.

Questions or Missed Collection

Department of Public Services: 586-469-6847

https://mountclemens.gov/report-an-issue/

Caring for Your Home and Property

Maintaining homes, yards, sidewalks, and accessory structures protects property values and helps keep Mount Clemens neighborhoods safe and attractive.

Everyday Property Responsibilities

- Keep grass and weeds maintained.
- Remove trash, debris, and discarded materials.
- Keep buildings, fences, sheds, and other structures in good repair.

- Clear snow and ice from sidewalks and keep public rights-of-way unobstructed.
- Store vehicles and household items in permitted locations.
- Place trash and seasonal materials at the curb only during allowed collection periods.

Check Before Starting a Project

Contact the Community Development Department before beginning work. Projects such as additions, decks, fences, sheds, pools, driveways, roofs, electrical upgrades, plumbing, and heating or cooling equipment may require permits or zoning review.

https://mountclemens.gov/applications-forms-and-permits/

Helpful Homeowner Guides

The City provides practical information about preventing sewer backups, disposing of fats, oils, and grease, addressing blight concerns, and caring for residential property.

https://mountclemens.gov/homeowner-guides/

Before You Dig

Contact MISS DIG 811 before digging for landscaping, fencing, drainage, or construction. Call 811 or visit https://www.missdig811.org/.

Questions

Community Development Department: 586-469-6800, ext. 1.

Information for Tenants

The City maintains a registration and inspection program for non-owner-occupied residential properties. The program helps ensure these homes meet minimum health, safety, and property-maintenance standards under the International Property Maintenance Code.

What Tenants Should Know

- Property owners are responsible for registering non-owner-occupied residential properties.
- Registration is renewed annually and inspections are conducted on a two-year cycle.
- Property owners are responsible for correcting violations identified during an inspection.
- Tenants should provide reasonable access for properly noticed inspections and repairs.

Before Moving In

- Review the lease and understand utility and maintenance responsibilities.
- Confirm that smoke and carbon-monoxide alarms are present and working.
- Document the unit's condition with a checklist and photographs.
- Obtain contact information and emergency-maintenance procedures from the owner or manager.

- Consider renters insurance to protect personal belongings.

Reporting a Property Concern

Report maintenance concerns to the property owner or manager first and keep a written record. If a serious health, safety, or maintenance concern is not addressed, contact the City's Rental Registration and Inspection Division. The City can inspect for code violations but does not resolve private lease disputes or provide legal advice.

Community Development Department: 586-469-6800, ext. 1

https://mountclemens.gov/inspection/

Pets and Animal Services

Mount Clemens welcomes responsible pet ownership. City regulations are intended to protect pets, their owners, and the community.

Pet Licensing

All cats and dogs must be licensed, even if they remain indoors. A current veterinarian-signed rabies certificate is required. Contact the Treasurer's Office at 586-469-6800, ext. 2 for current fees and renewal information.

https://mountclemens.gov/pet-ownership/

Number of Pets

A household may have a total of up to four cats or dogs, or a combination totaling four. Contact the City before keeping additional animals or other animal types.

Responsible Pet Ownership

- Keep cats and dogs under restraint and do not allow them to roam.
- Make sure pets wear license tags when outdoors.
- Promptly clean up pet waste.
- Prevent recurring barking or other disturbances.
- Keep pets safely contained and protected from dangerous weather.

Behnke Memorial Dog Park

Located within Memorial Park at 300 North Groesbeck Highway, the one-acre park provides an off-leash area for non-aggressive dogs, along with benches, trees, waste stations, a drinking fountain, and a tire obstacle course.

Lost or Stray Animals

Contact Public Services at 586-469-6847, Monday-Friday from 7:00 a.m.-3:00 p.m. Call 911 for an immediate animal-related threat or emergency.

Public Safety and Emergency Information

The city works with local and regional agencies to provide police, fire, emergency medical, and emergency-response services.

Situation	Contact
Police fire or medical emergency	911
Macomb County Sheriff's Office nonemergency	586-469-5151
Sheriff's nonemergency dispatch	586-469-5502
Mount Clemens Fire Department nonemergency	586-469-6840
Utilities weekdays 7 a.m.-3 p.m.	586-469-6892
Department of Public Services	586-469-6847
DTE Energy outages and emergencies	800-477-4747
MISS DIG	811

Police Services

The Macomb County Sheriff's Office provides law-enforcement services. Call 911 for an immediate threat, crime in progress, fire, or medical emergency.

https://www.macombgov.org/departments/sheriffs-office

Fire and Emergency Medical Services

The Fire Department provides fire suppression, emergency medical and rescue services, hazardous material response, inspections, investigations, and fire-safety education.

https://mountclemens.gov/fire-emergency-services/

Power and Gas Emergencies

Stay away from downed wires and anything they touch. Report outages or electrical emergencies to DTE at 800-477-4747 and call 911 for an immediate danger. If you smell natural gas, leave immediately, avoid switches or devices, and call the gas utility or 911 from a safe place.

Be Prepared

- Maintain drinking water, nonperishable food, flashlights, batteries, first-aid supplies, medications, a radio, phone chargers, and important contacts.
- Plan for the needs of children, older adults, people with disabilities, and pets.

- Test smoke and carbon-monoxide alarms and identify two ways out of each sleeping area.

Stay Informed

https://mountclemens.gov/alerts-newsletters/

Parks Recreation and Transportation

Mount Clemens offers parks, recreation facilities, and transportation services that help residents stay active and connected.

City Parks

The city maintains approximately 124 acres across 12 parks, generally open from dawn until dusk. For a listing of all parks please check the city website.

Park	Location	Highlights
Memorial Park	300 North Groesbeck Highway	Ball diamonds, pavilion, playground, skating court, dog park, and Community Center
Shadyside Park	155 Shadyside Street	Splash pad, playground, courts, skate area, fishing, pavilion, and launch
Clinton River Park	Downtown riverfront	Green space, benches, boat wells, and gazebo
MacArthur Park	96 North River Road	Jogging path, boardwalk, fishing, arboretum, and accessible kayak launch
Sleepy Hollow Nature Preserve	Riverside Drive	Wooded nature area and scenic trails
Olsen Park	850 Harrington Street	Tennis courts, playground, ball diamond, and picnic tables

https://mountclemens.gov/parks/

Recreation Programs and Facilities

Programs for children, adults, families, and older residents change throughout the year. Find current activities, facility rentals, registration, and fees online. Recreation Department: 586-469-6800, ext. 5

https://mountclemensrecreation.activityreg.com/

Dial-A-Ride

Dial-A-Ride is a curb-to-curb, nonemergency service within the city and immediately adjacent portions of Clinton Township. Service is generally Monday-Friday from 6:30 a.m.-3:30 p.m.; calls are not accepted after 2:45 p.m. Call 586-469-RIDE to request a ride or confirm current fares.

Senior Shopper

Senior Shopper provides scheduled trips from Clemens Towers, Clinton Place, and Park Place Towers to designated shopping and business destinations. Routes vary by day.

https://mountclemens.gov/public-transportation/

Regional Transportation

SMART bus service connects Mount Clemens with destinations throughout the region. Visit https://www.smartbus.org/ for routes, schedules, and fares.

Explore and Get Connected

One of the best ways to feel at home in Mount Clemens is to explore the community, support local organizations, and participate in local events.

Downtown Mount Clemens

Downtown offers restaurants, shops, services, entertainment, public art, events, and a designated Social District. The Downtown Development Authority provides a business directory, event calendar, parking information, and project updates. DDA: 48 Cherry Street, 586-469-4168.

https://downtownmountclemens.org/

Mount Clemens Public Library

Residents can access books, movies, games, digital materials, public computers, internet, programs, research tools, technology assistance, a Library of Things, makerspace resources, and document services. Library: 150 Cass Avenue, 586-469-6200.

https://www.mtclib.org/

Arts and Culture

The Anton Art Center at 125 Macomb Place offers exhibitions, classes, special events, and opportunities to support artists. Visit https://www.theartcenter.org/ or call 586-469-8666.

The Crocker House Museum at 15 Union Street shares the history of Mount Clemens, Macomb County, and the community's mineral-bath era. Visit https://crockerhousemuseum.org/ or call 586-465-2488.

Community Schools

Families should contact Mount Clemens Community Schools to confirm enrollment, school assignments, transportation, and programs. School district boundaries do not always follow municipal boundaries, so verify which district serves your address.

https://www.mtcps.org/

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Community Events

Annual offerings include festivals, concerts, art shows, fireworks, recreation activities, library programs, farmers market activities, holiday events, and neighborhood gatherings. Check current dates online.

https://mountclemens.gov/calendar/

https://downtownmountclemens.org/events/

Stay Connected

- Subscribe to the Clementimes newsletter and City alerts.
- Follow the City and Downtown Mount Clemens on social media.
- Watch City Commission meetings and review the events calendar.
- Shop and dine locally, volunteer, and participate in community programs.

https://mountclemens.gov/alerts-newsletters/

Your Local Government

Mount Clemens residents are encouraged to stay informed and take part in local government. Public participation helps City leaders understand community needs and priorities.

Mayor and City Commission

The elected Mayor and City Commission establish City policy, adopt ordinances, approve the budget, and make decisions about municipal services and community priorities. Residents may attend meetings in person or watch live and recorded meetings online.

https://mountclemens.gov/city-commission/

Boards and Commissions

Residents can apply to serve on a city board, committee, or commission. These groups advise City officials and make recommendations or decisions on specific community matters.

https://mountclemens.gov/boards-commissions/

Voting and Elections

The City Clerk administers elections, registers voters, processes absentee-ballot requests, and provides polling and candidate information.

https://mountclemens.gov/voting-elections/

Public Records and Meetings

- Review meeting agendas, minutes, and videos.
- Access the City Charter and Code of Ordinances.
- Submit a Freedom of Information Act request through the City Clerk.

- Review financial transparency and public reports.

https://mountclemens.gov/city-clerk/

Share a Concern or Request

Residents may contact a department directly or submit a service request online for common concerns involving streets, trash collection, property maintenance, signs, illegal dumping, and other City services.

https://mountclemens.gov/report-an-issue/