

The City of
TROY

274-TROY

**DIRECTORY OF COMMUNITY
SERVICES AND INFORMATION**

- Need help but don't know who to contact?
- Looking for useful information about quality of life issues in the City of Troy?
- This directory has been prepared to assist you in getting answers about your community and its services.



R. RUMPF

PROPERTY MAINTENANCE

Weekly Household Garbage Collection: The weekly trash pick up is limited to household garbage. Household garbage should be placed out to the curb or in the alley after 7:00 pm the night before your pick up day, or before 6:00 am the day of your pick up. Garbage or moist or liquid waste is to be placed in water tight wooden, plastic or metal covered containers or heavy duty plastic bags tied at the top or specially treated paper bags. If animals manage to break open the trash container, it is the responsibility of the resident to clean up the trash. Remember that legal holidays will affect your pick up schedule. If you are unsure of your scheduled garbage day or if you have any questions concerning pick-ups, please call 270-4579 or 270-1115.



Bulk Refuse: Bulk items include old furniture, appliances, carpets, doors, mattresses, scrap metal, tires, etc. Metals should be separated. Removal of one pickup truck load of trash is free. The City charges \$3 per tire. Loads that exceed a pickup truck will carry a charge for the amount of refuse over a pickup truck capacity. Excess loads must be inspected by a DPW supervisor to arrive at a collection fee. To schedule bulk refuse collection please call 270-4579 or 270-1115.

Tires: There is a removal fee of \$3. per tire.

Hazardous Waste: The City coordinates collection for household hazardous waste three times per year with Albany and Colonie. The City does not provide collection for junk vehicles or sewage solids. For more information call 270-4559.

Recyclables: The blue recycle containers should be placed at curbside or in the alley for collection no later than 7:00 am on your scheduled collection day. Plastic, metals and glass cannot be intermixed with newspapers and cardboard. Recyclables cannot be placed in plastic bags. The following commodities are recyclable: junk mail, magazines, newspapers, telephone books, corrugated cardboard, 1, 2, 3, and 5 plastics, metal food and beverage containers, glass bottles and jars (all colors). For more information on recycling, call 270-4559.



Yard Waste: Yard waste (grass clippings, leaves, brush, branches, etc.) is collected on a call-in basis throughout the year. Set yard waste out to the curb on the evening before your scheduled day for pick up in biodegradable bags.

Curbside location must be easily accessible from the street. Do not set yard waste behind cars, fire hydrants, poles, and bushes or on top of sewer vents. Do not place yard waste in the street or on the sidewalk.

Because yard waste is recycled into mulch, all other materials must be removed. Trees and limbs that have been cut by contractors must be removed by the contractor. Tree trimmings and hedge trimmings must be secured in tied bundles not heavier than 75 pounds, not more than 5 feet in length nor more than 18 inches in diameter. Leaves and lawn clippings should be placed in biodegradable paper yard waste bags, which are available at most hardware and home improvement stores. Setting yard waste curbside during any day/week other than the specified day/week of the residence will result in fines. To schedule pick-up call 270-4579 or 270-1115.



Construction and Demolition Debris: The City provides collection of construction and demolition debris for residential projects performed by the property owner only. Construction and demolition debris collection carries a minimum \$50.00 charge per pickup truck load. Construction and demolition debris collections must be scheduled and paid for before collection by City crews. Prompt notice to the City of construction and demolition debris to be removed is the responsibility of the property owner. The accumulation of any solid wastes for more than 7 days is prohibited. To schedule pick-up call 270-4579 or 270-1115.

Solid Waste Violations/Penalties: Any solid waste material including construction and demolition material set out to the curb at other than scheduled times is considered illegal disposal. For these violations, the Litter Officer will issue a court appearance ticket and fines will be imposed.



Graffiti: Graffiti on any public or private property is illegal. Graffiti is defined as any etching, painting, drawing or other marking on public or private property. It is the responsibility of the property owner to remove graffiti from private property.

Missing House Numbers: All buildings and structures must have street numbers. These numbers or letters must be clearly visible from

the street. The City's police and firefighters rely on the numbers for identification of buildings. Quicker recognition of your address by the police or firefighters will save valuable time, and may mean the difference between life and death.

Yard Maintenance: Yards must be maintained in the following manner: Grass and shrubbery must be cut regularly. The length of the grass shall not exceed 6 inches. Property must also be free of trash and debris. To report violations for yard maintenance, please call Code Enforcement at 270-4584.

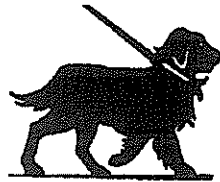
Trees: Trees planted on private property are the responsibility of the property owner.

Sidewalks-Damaged/Snow Covered: The condition of sidewalks is the property owner's responsibility. Steps, sidewalks and similar areas must be kept in good repair and maintained to assure safe travel under normal use and weather conditions. The owner, occupant or agent of any property, with a sidewalk parallel to any public street, shall clear and keep cleared any snow or ice which has accumulated on the surface. This clearing of the snow and ice shall be completed by 10:00 am of the day following the accumulation.



No person shall shovel, sweep, throw, plow or otherwise deposit snow or ice into the street, sidewalk, park or other private property located within the city. The City of Troy has a sidewalk replacement loan program to correct sidewalk problems. You can get information on this project by calling 270-4475.

DOGS



Dogs must be cared for in a responsible manner, which does not interfere with the quality of life of residents in the surrounding neighborhood. All dogs must be licensed. The annual fee for each dog license is \$7.50 for each altered dog and \$15.50 for each unaltered dog. A kennel license is required for more than six (6) adult dogs per property. By law, when not confined to their own fenced yards, all dogs must be leashed at all times. Yards must be kept in sanitary condition, free of animal waste. Dog owners are responsible for preventing their dog from nuisance barking.

The owner of a dog is responsible for removing and cleaning any waste or excrement deposited on public or private property. All such waste is to be removed and placed in a plastic bag or metal container and discarded in the same manner as garbage and refuse are discarded. When walking a dog, the owner is required to carry an implement capable of picking up the dog's waste to discard it.

Restrictions covering dangerous dogs are included in the Troy Code, Section 6-22 and Agriculture and Markets Law, Article 7, Section 121. Dangerous dogs must be confined on the owner's premises, either indoors or in a securely enclosed and locked pen or dog run. The dog must be securely muzzled and restrained with a chain having a minimum tensile strength of 300 pounds and not exceeding three feet in length. A dangerous dog that attacks a person or domestic animal may be ordered destroyed as provided by state law.

To report cases of nuisance barking, unlicensed or loose dogs, call Animal Control at 270-4640. For cases of animal abuse or cruelty (dog fighting, mistreatment or lack of food/water) call the Troy Police at 270-4411 and the Mohawk Hudson Humane Society at 434-8128. Where animal safety is threatened evenings or weekends, call the Police for assistance. The police should be called whenever a complainant is in doubt about the appropriate reporting procedure.

NOISE ORDINANCES

Sound Reproduction: No one shall play any radio, stereo, television, musical instrument or any other device that produces sound in such a manner as to create unnecessary noise that crosses property boundaries and annoys a person of reasonable sensibilities.



The Noise Ordinance is in effect 24 hours a day and complaints can be called into the Police non-emergency number at 270-4411.

PARKING REGULATIONS

No person shall park a vehicle in any of the following places: on a sidewalk; within 20 feet of a crosswalk at an intersection, unless a different distance is indicated officially; blocking the entrance or exit of a driveway, public or private; within 15 feet of a fire hydrant; or any place that is posted by official signs prohibiting stopping, standing or parking; on any ground, lawn or vegetated area, public or privately owned. This poli-



cy is in effect every day of the year unless otherwise indicated.

Should you wish to pave or otherwise create a parking area, you must contact the Bureau of Code Enforcement at 270-4584 for information and procedures.

Parking violations should be reported to the Troy Police Department at 270-4423.

Commercial type vehicles such as house coaches, semitrailers, dump trucks, construction equipment, cranes, moving vans, delivery trucks with six or more tires, boats, boat trailers and other large commercial means of transport are prohibited from parking on city streets on a permanent or semi-permanent basis.

Street cleaning restrictions vary by section of the city. Check with DPW for your scheduled cleaning. Cars may be towed regardless of whether cleaning is accomplished.

Except where angle parking is authorized, every vehicle stopped, standing or parked on a two-way street shall have its right hand wheels parallel to and within 12" of the right hand curb or edge of the roadway.

ABANDONED VEHICLES

It is illegal for any person to cause, allow or permit an abandoned, junked, discarded, dismantled or inoperable motor vehicle to be stored on any public or private property located within the City of Troy. Such vehicles must be stored behind a six-foot fence and under cover or in a garage.

Questions concerning abandoned vehicles on private property should be directed to the Bureau of Code Enforcement at 270-4584.

BUILDING PERMITS

Building permits are required for new construction, additions and any alterations to structures that may affect structural components, public safety, means of egress, electrical & mechanical systems and fire protection equipment. Permits are also required for wood and other solid fuel burning stoves, new siding, fences and accessory structures. New wood stove installations are also required to have a certificate of installation approval issued by the Bureau of Code Enforcement.

For further information regarding building permits, contact the Bureau of Code Enforcement at 270-4584.

In addition, an informational brochure titled "*Homeowner's Guide to Assessments and Permits for Home Improvements*" is also available from the bureau.

NUISANCE ABATEMENT

Nuisance abatement is a city ordinance that assigns points to properties that have certain enforcement actions against them. If a property is assessed 12 points in 6 months or 18 points in 12 months, the City can take the property owner to a hearing. The hearing may determine that the property is a nuisance and result in the suspension or revocation of any permits issued in the owner's name for that property. The hearing may also result in the closure of the property.

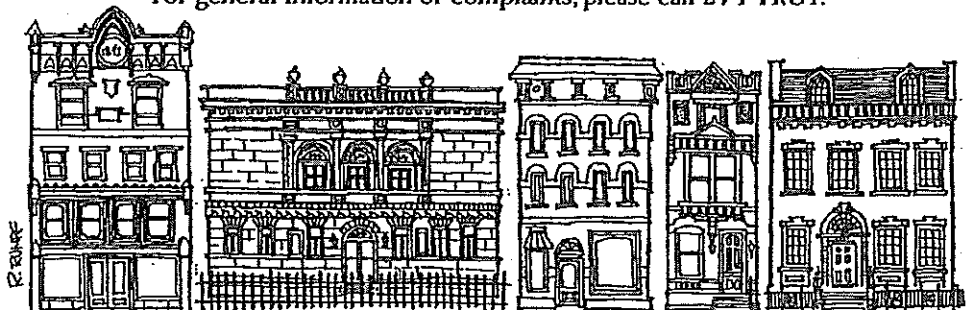
Points are assessed for violations of various laws and ordinances regarding:

- Firearms and other weapons
- Gambling
- Alcohol beverage control
- Property maintenance codes
- Controlled substance offenses
- Prostitution
- Welfare fraud
- Littering, noise and howling dogs

For additional information, contact Code Enforcement at 270-4646, 270-4584 or the Troy Police Department/Community Policing Unit at 270-4788.

Full text of the Troy Code of Ordinances is available at City Hall and the Troy Public Library or visit www.TroyNet.net for community information.

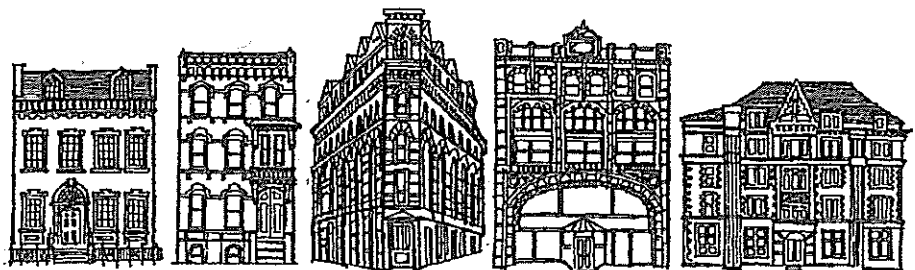
For general information or complaints, please call 274-TROY.



The City of
TROY

IMPORTANT PHONE NUMBERS

Animal Control Officer	270-4640
Assessor's Office	270-4408
City Clerk's Office	270-4541
City Council Office	270-4495
Civil Service	270-4612
Code Enforcement, Housing	270-4584
Code Enforcement, Construction	270-4646
Community Police	270-4788
Comptroller	270-4409
Deputy Mayor's Office	270-4649
Emergency	911
Engineering	270-4567
Frear Park Golf Facility	270-4553
Knickerbacker Ice Facility	235-7761
Law Department	270-4531
Mayor's Office	270-4401
Ombudsman	270-4475
Personnel Office	270-4482
Planning	270-4619
Police Department	non-emergency 270-4411
Public Works	270-4579 or 270-1115
Recreation	235-7761 or 235-0215
Treasurer's Office	270-4406
Vital Statistics	270-4587
Water Department	237-0319
Water Billing	237-0207
Water/Sewer Emergency	237-0241
Website, City of Troy	troyny.



R. RUFF