

# TOWN OF RICHLANDS GENERAL INFORMATION

To promote a more prosperous climate the Town of Richlands has prepared this handbook to acquaint newcomers with the policies and procedures of the Town.

## Office Hours

Our office is open Monday through Friday, 8:00am to 4:30pm.

## Payment Options

### Debit and Credit Card Payments

**Online Payment-** Go to [www.richlands-va.gov](http://www.richlands-va.gov); and follow the prompts.

**By Phone-** Call 1-866-954-3378 and follow the prompts.

**Bank Draft-** Go to [www.richlands-va.gov](http://www.richlands-va.gov) – Town Government-Document Library-Town Forms-ACH Bank Form. Complete form and return with a voided check. Payment is drafted monthly on the due date.

**Payment Box-** Located next to the front door.

**By Mail-** Mail payment to 200 Washington Square, Richlands, VA 24641.

## Fees

<b><u>Garbage &amp; refuse pick up</u></b> <b>(Only 33 gallon or less</b> <b>trash receptacles will be</b> <b>picked up)</b>	Residential - daily pick up	12.65
	Out of town-residential	14.66
	Business – see office for rates.	

## Deposits

Residential electric	250.00
Residential water	75.00

Deposits for business accounts are based upon one month estimated or previous usage for same type of business. Deposit is refundable after final bill is paid.

## Service Charge

A service charge is due for any new service or reconnection of service. A fee is charged for disconnect of service due to update of equipment/service or failure to render regular monthly payment by due date. All deposits and fees must be paid in advance.

<b>Service Charge</b>	<b>20.00</b>
<b>After hours Service Charge</b>	<b>75.00</b>
<b>Delinquent Re-Connect</b>	<b>30.00</b>

## **Mobile Home License Fee**

Mobile home license fee tax is due every December 28<sup>TH</sup> on every mobile home that is located inside the town limits. This is the responsibility of the mobile homeowner.

Mobile home license fee                      \$20.00 per mobile home

## **Vehicle License Fee**

Vehicle license fee is due every December 28<sup>TH</sup> for all vehicles that are garaged in the town limits. If you trade vehicles during the year, you must update your vehicle information through the Department of Motor Vehicle office at 1-804-497-7100.

Motor Vehicle license fee                      \$10.00 per vehicle

## **Real Estate Tax**

Real estate taxes are due December 28<sup>th</sup>. All property owners are mailed tax tickets around the 1<sup>st</sup> of November. A 5% penalty will be added to any unpaid taxes received after December 28<sup>TH</sup> for the current year's tax. Interest will also be added on the 1<sup>st</sup> of every month on outstanding taxes.

Tax    \$.21/per \$100 assessed value

## **Real Estate Budget Plan**

The Town has implemented a real estate budget plan to enable residents to pay their taxes starting in January of each year monthly to avoid the entire portion being due each year in December. Should you want to participate in this budget plan, contact our office for more details. An administrative fee of \$5.00 will be charged per year for billing, postage, etc.

## **Utility Bills**

Utility bills must be **received in the office by the 15<sup>th</sup> of each month to avoid the 10% penalty.** Failure to receive this bill does not exempt the customer from penalty for late payment of the amount due. Pay gross amount (10% penalty) after the **15<sup>th</sup>** of the month. All delinquent accounts are subject to be discontinued if not paid by the last day of the month. All accounts will be terminated as of the date printed on utility bill and delinquent notice.

The Town has implemented a utility budget plan to stabilize your monthly electric bill throughout the year to avoid paying a high utility bill in the winter months. This plan would be based on the average of the last 12 months utility bill and will start each year in July. Should you want to participate in this budget plan, contact our office for more details.

## **To Request a Disconnect**

A 24-hour notice will be needed to have your services disconnected. If you request a disconnect on your service, you may be asked for information to verify your identity. If you were required to pay a deposit for your services, your final bill will be deducted out of your deposit and if there is a balance you will be billed. If a refund is due, you will receive a check by mail.

## **To Transfer Your Account**

We must receive a 24-hour notice. Services will be disconnected, and you must pay the outstanding balance and a service charge before we can connect to your new residence.

Another deposit will be required to have both residential services on at the same time.

## **Return Check Policy**

A service charge of \$30.00 will be charged for any returned check. A 24-hour notice will be delivered to your home upon receipt of the returned check. If the check is not picked up within that time frame your services will be disconnected.

## **Water Leaks**

All customers are allowed one (1) leak adjustment within a twelve (12) month period. If you have another leak, you will be responsible for that bill. The town also gives a once yearly “pool” adjustment for customers with a pool. You must pay for the water, but the sewer charge will be adjusted to normal usage.

## **Life Support**

Any customer who is on life support must have a form completed by their physician stating their need of life support. Your physician must complete a new form each year in January and this form can be picked up at the Town Hall. A 24-hour notice will be given to the customer before utility services are disconnected for nonpayment.

## **Zoning Permit**

A zoning permit is required when any development is to be done within any permitted use area for any zone. Should a request be denied, then, an appeal before the Zoning Appeals Board may be requested. There is a fee set to cover the costs of mailing and publications to be paid prior to the hearing. If we are unsure of the cost, an estimated amount will be required. An application and diagram will be required for all zoning permits. Please see office for fees.

**\*\* It is illegal to tamper with either a water or electric meter, breaking the seal or attaching any wire or other device which would permit the flow of unmetered or unauthorized use of such meters. Legal action will be taken should this occur.**