

2020 Newcomers Guide

Welcome to Lake Helen:

The City of Lake Helen, known as “The Gem of Florida,” is located in west Volusia County located immediately off of Interstate 4 (in between Orlando and Daytona Beach).

Founded by Henry DeLand and named after his daughter, the City was intended as one of the prettiest and most pleasant towns in Florida. Lake Helen preserves a small-town character, historic architecture tree lined roads and lush vegetation.

Lake Helen is not only the perfect location but maintains an old Florida rural town feel.

Fun Facts:

Incorporated as the “Town of Lake Helen” on October 24, 1888
 Population: 2,687
 Land Area: 4+ square miles (total area ~ 4.6 square miles)
 Paved Roads: 20 miles, Unpaved Roads: 4 miles
 Recreational Facilities: Blake Park, Hopkins Hall, Royal Park, Macy Park, Melissa Park, Mitchell Sports Complex, Equestrian Center/ Trailhead, Asa Gray Park

City Commission: Meets at 7:00pm on the 2nd Thursday of Each Month at City Hall

Mayor Daisy Raisler
 Phone: (386) 315-5363
 Email: draisler@lakehelen.com

Zone 1	Commissioner Kelly Frasca Phone: (305) 793-3003 Email: kfrasca@lakehelen.com	Zone 2	Commissioner Vernon J. Burton Phone: (386) 801-0330 Email: vburton@lakehelen.com
Zone 3	Commissioner Rick Basso Phone: (407) 467-2771 Email: rbasso@lakehelen.com	Zone 4	Vice Mayor Jim Connell Phone: (321) 436-4557 Email: jconnell@lakehelen.com

Police and Fire Protection:

ALL EMERGENCIES: 911

Lake Helen Police Chief: Michael A. Walker Office Number: (386) 228-2145
Volusia County Sheriff’s Department: (386) 736-5999

*The Lake Helen Police Department is dispatched through the Volusia County Sheriff’s Department
 We have officers on duty 24 hours a day, seven days a week.*

Fire Protection:

Volusia County Fire Services / EVAC Ambulance (non-emergencies): (386) 252-4911
 Volusia County Fire Services - non-emergency local number: (386) 228-1150

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Other Important Numbers:

Animal Control: Lake Helen Police Department – (386) 228-2145

City Hall: (386) 228-2121 (Hours: Monday – Friday 8:00 a.m. - 4:30 p.m.)

Code Compliance: Lake Helen Police Department – (386) 228-2145

Electric Service: Duke Energy - 1-800-700-8744

Fire Department: Non-Emergency (386) 228-1150

Market in the Park: Karen (305) 393-0682 Every Saturday at Blake Park from 8am until 1pm

Police Department: (386) 228-2145

Post Office: Corner of Lakeview Ave. & Michigan Ave. (386) 228-2227

Public Library: 221 N. Euclid Ave. (386) 228-1152

Telephone Service: Century Link 1-800-339-1811

TV Cable Service: Spectrum (386) 775-7300

Waste Pro of Florida: (386) 788-8890

Trash Pick-Up: Tuesday and Friday

Recycle & Yard Waste: Wednesday

Recycle Items Include: Aluminum, Cans, Plastics, Paper & Cardboard

Hazardous Waste Information: CALL (386) 947-2952

Water Provider: City of Lake Helen: (386) 228-2121

City Staff:

City Hall (386) 228-2121

City Administrator: Becky Witte

Deputy City Clerk: Lauren Olsen

Public Works Director: Rick Mullen

Police Chief: Michael A. Walker

Administrative Assistant: Sharon Hul

Permitting: Dominique Drager

Website: www.lakehelen.com

City Hall will be closed in observance of the following 2020 Holidays:

New Years Day: January 1st

Martin Luther King Day: January 15th

Good Friday: March 10th

Memorial Day: May 28th

Fourth Of July: July 4th

Labor Day: September 3rd

Thanksgiving Holiday: November 22nd and 23rd

Christmas Holiday: December 24th to 26th

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City of Lake Helen Annual Events

Easter Egg Hunt!



Saturday before Easter
10:00am at Blake Park



City Commission
2nd Thursday of Each Month
at 7:00pm at City Hall

Clean Up *May*
Day



CLASSIC CAR SHOW



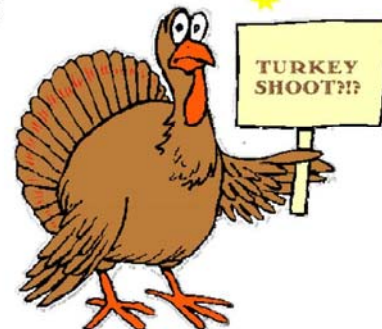
Last Saturday in April at Blake Park

Parade at 10:00am
Fireworks at Dark
4th of July




Last Saturday in October
afternoon at the
Equestrian Center

Fall Festival



Friday and Saturday before
Thanksgiving behind
Sports Complex (off Orange Ave)

First Tuesday in December
at 7:00pm at Blake Park



ANNUAL
Tree Lighting
CELEBRATION

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Residential Rates						
Base Rate	\$53.20					
Capital Improvement Fee	\$20.00 per ERU					
Gallons Used	0 – 2,000	2,001 – 6,000	6,001 – 12,000	12,001 – 17,000	17,001 – 25,000	25,000 +
Rate (5% Increase)	\$1.25 per 1,000 gallons	\$2.50 per 1,000 gallons	\$3.17 per 1,000 gallons	\$3.73 per 1,000 gallons	\$4.98 per 1,000 gallons	\$6.23 per 1,000 gallons

Equivalent Residential Unit (ERU): Equivalent Residential Unit status for applying water rates shall be calculated as follows:

Single family structures	1 ERU
Apartments, mother in law cottages, condominiums, adult congregate living facilities and other structures having multiple dwelling units	1 ERU per dwelling unit

Commercial Rates						
Consumption Rate	\$6.23 per 1,000 gallons					
Capital Improvement Fee	\$20.00					
Meter Size	1 inch and below	1 ½ inch	2 inch	3 inch	4 inch	6 inch
Base Rate based on Meter Size	\$44.55	\$73.96	\$122.77	\$203.81	\$338.31	\$561.59

UTILITY BILLING:

- IS BILLED QUARTERLY: Approximately: January 1st, April 1st, July 1st, October 1st
- IS BILLED AT THE FIRST OF THE MONTH AND DUE BY THE 20TH OF THE BILLING MONTH
- LATE FEE AFTER THE 20TH IS \$25.00 for Residential Meters
- ALL ACCOUNTS NOT PAID IN FULL BY 8AM ON THE SHUTOFF DATE SHOWN ON THE BILL WILL BE ASSESSED AT \$25.00 POST DELINQUENT PAYMENT FEE.

Water will not be turned on until the total bill is paid in full by cash or certified funds.

Annual Adjustments to Quarterly Charge or Rate for Water Service: The City Commission hereby authorizes an annual adjustment to the water service base rates, consumption rates and capital improvement fee charges equal to the Consumer Price Index (CPI) for the Southeast Region For All Consumer Goods as published by the U.S. Bureau of Labor and Statistics for the twelve (12) months ending on the March 31 prior to the effective date of the annual increase, however the increase shall not be less than 2%. The annual CPI increase will first go into effect on October 1, 2019 and shall be automatically adjusted annually on the same date without further action of the City Commission.

Water Billing

Meters will be read by the 15th day of March, June, September and December. During those months, from the 13th-17th we are asking residents to make sure:

1. Family pets are restrained so that City employee can access the meter
2. Meters are easily accessible and are not covered by any item
3. Grass and/or shrubbery are trimmed around meters

Water bills are rendered thereon and mailed out the first of April, July, October and January, or the first working day thereafter. Full payment is due upon receipt of the bill. Such billing shall become delinquent if not paid within twenty (20) days of the billing date and subject to penalty. Non-payment after thirty (30) days of the billing date, shall result in the water being shut off and shall not be reconnected until all delinquent penalties have been fully paid.

When leaving a residence, it shall be the owners/tenants responsibility to notify City Hall with a final read date and forwarding address for the final water bill and service deposit refund, if applicable.

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Tampering

No person shall tamper, destroy, alter or injure in any way the city water lines, meters, meter seals or any other apparatus or device. Any person who violates this provision commits a misdemeanor of the second degree punishable by a fine of \$500.00 and/or sixty (60) days in jail.

Play your part, be water smart!

Wise Water Use



Save it, or do without it!

Displaying House Numbers

Do you know about Lake Helen's rules for displaying addresses?

- ◆ The address numbers must be clearly visible from the street
- ◆ The address may contain numbers or alphabetic letters
- ◆ The address must be no larger than 2 square feet for Residential & 4 square feet for Non-Residential
- ◆ To make sure the address is visible, it must be in a contrasting color from its background.
- ◆ In cases where the building is not located within view of the public street, the identifier must be located on the mailbox or other suitable device such that it is visible from the street.



Per Land Development Code 4.10.05