



Resident Handbook

Woodland Hills

We are delighted to have you as our neighbors! It is our hope that you find our city as fun and satisfying as so many of us have. It is indeed a unique community that blends rural life with the convenience of nearby shopping, churches and schools. The magnificent views, wild life, trees, and clean air all contribute to making Woodland Hills such a desirable community in which to live.

All of these benefits come with some additional responsibility, however. We are a growing, bedroom community that must be sensitive to the fact that we live in a somewhat isolated environment on the side of a mountain. While Mount Loafer offers us some spectacular views and a refuge for our wildlife, it also manages to cover our roads with a lot of snow. This requires special care during winter driving and a willingness to endure an occasional inconvenience. With a limited budget, we are not always able to repair roads as fast as we would like.

Our city government relies heavily on volunteers to manage the needs of the community. We encourage you to get involved and share your time and talents wherever you feel you can. Sharing and participating has made Woodland Hills a great family community. It will continue to be so as each of us get better acquainted while working with the Fire Department, First Responders, WHPOA, City Council, Board of Adjustment, Planning Commission, Parks, Trails, and Recreation Committee, or spending some time planning and participating in Woodland Hills Day or the annual cleanup.

Let's get acquainted and work together to keep Woodland Hills one of the crown jewels of the Wasatch Front!

Woodland Hills Mayor & City Council

Introduction

What this booklet does for you

This booklet is designed to welcome you and to inform you of the activities and services available in Woodland Hills. We urge each of you to become actively involved in your community and government.

You Are important to Woodland Hills' Success

The success of the City of Woodland Hills depends on each of us. As residents, we control what our future will be and how it will come about. The City Council welcomes your suggestions and encourages you to attend council meetings.

City Service

If you are interested in serving on a city board or a committee, express your interest to the mayor or a city council member. Vacancies occasionally occur during the year.

Staying In Touch

SIGN UP FOR EMERGENCY ALERTS/NOTIFICATIONS ALERTS.UTAHCOUNTY.GOV

The safety of our community is of utmost importance. The City of Woodland Hills utilizes the Everbridge platform as our primary system to communicate actionable emergency information to our residents. The most important part of the system is to allow for fast communication to be delivered in the case of an emergency such as a fire, flooding or water issues. This was the form of communication used to notify the residents of possible evacuation and then the notice for mandatory evacuation during the Bald Mountain Fire in 2018. The system was used multiple times to give updates during the 11 day evacuation.

The system has recently been updated to allow for additional communication to our residents. Even if you have signed up in the past, make sure to login and update your account preferences. Each individual can create/edit their own account and opt-in for what alerts/notifications they would like to receive.

To create/edit an account, go to alerts.utahcounty.gov and select the box next to Woodland Hills to choose to receive all notifications that are sent from the city or select the boxes next to the specific categories that you would like to be notified about. The items listed below are the available alerts/notifications you can choose:

- Emergency
- Public Meetings
- Fire Information
- Public Works:
 - o Trash
 - o Sewer
 - o Water Outages

- o Road Work
- o Snow Removal
- Newsletter
- Community Events
- Law Enforcement Information
- Transparency Report
- Committees:
 - o Finance
 - o Parks, Trails & Recreation
 - o Public Safety
 - o Public Works – Water, Sewer, Roads
- Transparency
- School Bus Notifications
- Weather Related

Keep This Booklet

Read through the information in this booklet. Keep it in a place where you can easily refer to it. Periodically there will be updates and supplements.

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City Government

City Council Meetings

Woodland Hills City Council meetings are held on the 2nd and 4th Tuesday of every month at the Woodland Hills City Center. In November and December only one meeting will be held due to the holidays; this meeting will be held on the 2nd Tuesday of November and December. Should there be any changes to the schedule, time or location, the City Recorder will post it 24 hours prior to the meeting.

Agendas are posted prior to meetings on the city website, state website, and on the bulletin boards at the City Center and the mailboxes.

Meetings begin at 6:00 p.m. sharp and residents are always welcome to attend. Anyone wanting to make a public comment must arrive 15 minutes prior the meeting and register. The comments need to be kept to about two minutes and the Council will not be able to take action on the comments (if needed) until the next meeting.

No copies of the minutes will be posted or distributed to the general public prior to City Council approval. Following approval of the minutes, a copy is posted on the city website at www.woodlandhillsutah.org.

Planning Commission Meetings

Third Wednesday of each month, 7:00 p.m. at the City Center unless otherwise specified.

Ordinances and Regulations

Brief Summary of Property Regulations

Business License and Home Occupations

City Ordinance requires businesses to be licensed. Application and information can be found on the city website, or you may contact the City Recorder at 801-423-1962

Regulations

Ordinances and Resolutions are available in their entirety for public inspection in the office of the City Recorder and online at www.woodlandhillsutah.org

Property Improvements

Check with the Building Inspector before any building or remodeling. Any improvement including driveways, retaining walls and sheds require a building permit. Contact the City Recorder for assistance.

Fences

Fences dangerous to humans or animals that border public roads, such as barbed wire or electrical are not permitted except as deemed necessary by the City Council. Fences for animals, such as dog runs or corrals must be at least 80 feet from the road or street and at least 80 feet from any home. Maximum height of a fence adjacent to public roads is 5 feet and is not to obstruct any view or be an eyesore. Acceptable fencing includes log, decorative chain link, concrete, brick, wood, rock or comparable building materials. Fences must be maintained regularly including painting, repairing and or cleaning as necessary. Permits for fences must be obtained from the Planning Commission.

Outbuildings

No structure may be erected or altered in the city without site plan approval. No structure other than the principle residence may be used for human habitation, either permanent or temporary. No outbuildings will be allowed for toilet or sewage facilities. (89-3)

Water Pipes

When replacing underground water pipes (because of frozen pipes, leaks, etc.) replace them with copper pipe only.

Water Meters

Homeowners are responsible for insulating their water meter in the fall. In the event the water meter is damaged due to freezing, the homeowner will be charged for the replacement and installation of the new water meter. This charge can exceed \$500.00.

City Streets and Fire Safety

The city streets are important firebreaks. As required by city ordinances do not allow the accumulation of brush, yard debris, or tall grass on the street side of your property.

For additional information concerning fire safety requirements review Ordinance 2004-04 found on the city website www.woodlandhillsutah.org.

Beautification and Health

Excessive deterioration and dilapidation of buildings and the presence of trash, rubbish, debris, deleterious objects such as: Lumber, junk, trash, debris, abandoned, discarded or unused objects or equipment such vehicles, furniture, stoves, refrigerators, freezers, cans, crockery, bottles, metal vessels, paste-board boxes, paper, straw, hay, sawdust, or other conditions constituting or contributing to nuisances is unacceptable. Allowing garbage, waste matter, manure, rubbish, or other refuse or coal, wood, stones, crushed rock, earth or sand or waste matter to fall and remain in the streets; or permitting or allowing any vehicle loaded with garbage waste matter, manure, rubbish or other refuse or material of any kind to remain standing upon any public road within the city any longer than is necessary for the purpose of loading and transporting the same. These items may not be stored or buried on property. Noise ordinance states that you must keep the peace between 6:30am and 10:30pm. Ordinance 2001-02

Septic Tanks

Septic tanks must be pumped every five years at a minimum.

Brief Summary of Animal Regulations

Dog licenses

City Ordinance requires dogs to be licensed. Dog licenses can be obtained at the Utah County Animal Shelter located at 582 West 3000 North, Spanish Fork. A current rabies vaccination is required. The fee for altered dogs is \$15.00 and unaltered dogs are \$35.00. For additional information please contact the animal shelter at 801-343-4080.

Running at Large

It is illegal for any dog owner to allow the animal to run at large upon the private premises of others or upon public property. A dog shall be deemed running at large when off or away from the premises of the owner, possessor, keeper, or his agent or servant or a member of his immediate family.

Disturbing the Neighborhood

Dog owners shall exercise proper care and control of dogs to prevent them from becoming a public nuisance. Excessive, continuous or untimely barking, molesting passerby, chasing vehicles, habitually attacking or destroying other domestic animals shall be a nuisance.

Fowl

Fowl shall not infringe upon the rights of others by crowing or making any loud offensive noises. All birds will be kept clean and pens free from odor. Fowls shall not be allowed to trespass onto another's property. (2003-03)

Rabbits, Hamsters and Guinea Pigs

Shall be kept clean and free from odor. They must be kept penned and not allowed to trespass on another's property. (2003-03)

Livestock

No swine or male goats are permitted within the city. Animals must be kept in a proper enclosure, which is kept clean, free of objectionable odor, free of excessive accumulations of manure, and must comply with humane care requirements. Two farm animals may be kept on one full acre. For each additional full acre an additional farm animal shall be allowed. Ordinance (2003-03).

Animal Control

The Sheriff department provides Animal Control. 801-343-4080.

Non-Domesticated Animals

Cougar sightings have been reported in the City. If you see a cougar please call 911 with the location and time of the sighting. It is recommended to keep pets indoors. Safety information can be found on the Division of Wildlife Resources web site www.wildlife.utah.gov

Safety-General

Safety

Non-emergency public safety issues (including sightings of non-domesticated animals) contact the Mayor or the City Recorder at 801-423-1962

Police Protection

Woodland Hills is under contract with Utah County Sheriff for police protection. Should an emergency arise or you need to report a suspicious activity contact Central Dispatch, 911. Non-emergent calls, 801-794-3970.

Fire Protection

Woodland Hills has a volunteer fire department. To volunteer contact the Fire Chief.

Speed Limit

Woodland Hills Drive is 35 mph. Speed limit elsewhere is 25 mph.

Off-Road Vehicles

Driving off-road vehicles on the streets of the city is allowed. All Utah State and City Ordinances must be complied with.

Parking on City Streets

It is illegal to park vehicles, trailers, snowmobiles, etc. on city streets at any time which may interfere with snow removal. No overnight parking on the street is allowed. No parking more than 8 hours and no parking from 1:00am to 5:00am. Please pay attention to all street signs especially those designated as one way. This is for your safety. In addition, parking of disabled, unregistered and unused vehicles, and vehicles under repair for more than 48 hours, is allowed only within an enclosed building or out of sight. RV's must be parked more than 50 feet from the street. Parking of construction equipment is not allowed except during construction. Parking of large trucks is not allowed.

Firearms

It is illegal to discharge firearms of any kind or nature, including pellet guns, wrist rockets, bow and arrows, or any other type of instrument designed to propel or throw missiles capable of doing harm to persons or property within the platted areas of the city. (2003-06)

Loitering

Loitering is prohibited within the city. A person is guilty of loitering if he appears at a place or at a time under circumstances that warrant alarm for the safety of persons or property in the vicinity, and upon inquiry by a law enforcement official, he fails to give a reasonably credible account of his identity, conduct or purposes.

Safety-Fire

Open Fires

It is unlawful for any person to ignite or maintain any open fires within the City of Woodland Hills.

Fire Safety Reminder

For the longtime residents of Woodland Hills, this information will surely be repetitive, but may be helpful to those new to our community. Please realize that we depend on each other for our collective safety. We, the citizens of this community trust that each citizen prepares and accepts the necessary responsibility to prevent fires and accidents. We, your neighbors, trust that you have taken the necessary steps to minimize the risk of an accidental fire on your property from spreading to the surrounding trees and to the community in general. Please consider the following.

1. Fire extinguishers in every home. One should be in the garage, kitchen, and furnace room. Recommended minimum size is 5 lb. extinguisher with a metal nozzle. Check that the extinguisher has the correct rating for the most likely type of fire: trash wood-paper, liquid-grease, and electrical. These should be the UL listed. They are available at most hardware stores.
2. Continue clearing fuel from around your homes. Please consider that a minimum 30 foot barrier between your home and the trees will greatly reduce the risk of a fire spreading from your home to the trees or from the trees to your home. This concept is controversial in Woodland Hills. Many of you like to have the trees next to your home. This decision increases all of our risk, Irrigated clusters of five or fewer trees are recommended. Maples are harder to ignite than oak trees.
3. Irrigate landscaping within a 30' perimeter around homes. This practice reduces the threat of fire spreading to or from your house from the trees, and therefore may save the community. Irrigated barriers were found to be the best protection during the Midway Fire.
4. Plan family escape alternatives.
 - a. Do you have a meeting place prearranged?
 - b. Can you escape from the second story of your home?
 - c. Do you know where to turn off the power and natural gas?
 - d. Do your children have a way to get off of the hill?
 - e. Have you discussed what to do with your pets?
 - f. Have you discussed what personal belongings should be taken out if there is an evacuation?
 - g. Have you taught your children how to put out a grease fire on the kitchen stove?
 - h. Do the children know how to operate your fire extinguishers?
 - i. Post emergency numbers near the phone.
 - j. Have you informed the baby sitter about the above items?

5. Be aware that two cycle engines on chain saws, motorcycles, lawn mowers, etc., may emit hot carbon particles that could smolder and eventually start fires. Spark arrestors are needed.
6. Fire hydrants near your homes. Residents are required to clear snow, brush and other flammable debris from around hydrant and make sure it is visible and accessible.
7. Please safely store paint, gas, oil and any other flammable material.
8. Fireworks are prohibited. Our city law prohibits all fireworks of any kind, including sparklers. Parents, please understand that you are responsible for paying for a fire if your children are found to be the cause.
9. ALL BIG FIRES START AS SMALL FIRES! Thanks for your cooperation

**Be a volunteer for the Woodland Hills Fire Department.
Call the Fire Chief**

Fire Safety Ordinance Summary

What (Ordinance Section)	Where
Dry Grasses (greater than 12" high), Dead Trees, Fallen Trees, Dead Branches (93-6)	Clear within 30 feet of a City Street
All Dead vegetative material except chips and leaves (96-5)	Clear to 100 feet of a dwelling. This requirement crosses property lines. Lot with dead material is responsible. Clear to 50 feet of non-inhabited structures. Recommended that entire lot be cleared of dead vegetation for better fire safety.
Live scrub oaks (96-5)	Cleared to 30 feet of a structure or Cleared to 10 feet of a structure and automatically irrigated from 10'-30' of a structure. Recommend thinning to allow access to control accumulation of dead grass and other vegetation
Live native grasses (96-5)	Within 30 feet of a structure must be removed, replaced or cut to no more than 6 inches in height
Live Shrubs (96-5)	If against the foundation or wall must be served by an approved automatic sprinkler system
Ground vegetation, trees, shrubs near fuel tanks (96-5)	Ground vegetation cleared/cut to less than 4" within 10 feet. Trees and shrubs cleared to 3 feet of tank.
Fire woodpile and any place where flying embers can land and start a fire.	Recommended: 30' from structures and piled neatly and tightly. Piles must be covered.
Trees, Shrubs and Grasses (93-7)	On corner lots, thin at intersections to 200 feet of corner when needed for visibility
Vegetation greater than 4 inches in height and snow (96-5)	Clear to 3 feet from fire hydrant. Clear to road
Address Sign for fire, police and ambulance location information.	Required. Must be 25' from side property line and clear of snow plowing obstruction.
Trash, rubbish, junk and discarded or unused lumber, boxes, paper, straw, hay, and sawdust (01-02)	Must be removed from any lot.

Schools and Churches

Schools:

Elementary

Foothills Elementary
1412 South 810 East Salem.....801-423-9172

Salem Elementary.....801-423-1182
140 West 100 South Salem

Mt. Loafer Elementary
925 S. 250 W Salem.....801-423-2705

Middle

Valley View Middle School
1044 East 340 South Salem

Intermediate

Salem Junior High School
598 S. 800 W. Salem.....801-423-6550

High School

Salem Hills High
108 State Rd.198 Salem.....801-423-1659

Churches:

The Church of Jesus Christ of Latter-Day Saints
Salem Utah Woodland Hills Stake Center
555 W. 11200 S.....801-423-1208

Woodland Hills Bldg.
220 South Woodland Hills Dr.....801-423-1208

St. Mary's Episcopal Church
50 W. 200 N., Provo.....801-373-3090

Calvary Chapel Assembly of God
98 S. Center Santaquin.....801-754-5709

San Andres Catholic Church
315 E. 100 N., Payson.....801-465-4792

Jehovah's Witness Kingdom Hall
8497 S. State Street, Spanish Fork.....801-796-3273

Services

Post Office

Salem Post Office.....800-275-8777
134 East 200 North 801-423-7894
Salem, Utah 84653

Garbage

Trash Removal.....Waste Management
Roadside pickup on Tuesday - normal household garbage only
Please contact 801-423-3900 to add or repair a garbage can.
Recyclables are picked up every Tuesday.

Utilities

Dominion Energy.....800-323-5517
(24 hr. emergency).....800-767-1689
South Utah Valley Electric.....801-465-8020
(after-hours outage).....801-465-8053
Water (City of Woodland Hills).....801-423-3900
Fiber-Utopia.....801-613-3880