

BUSINESS — — — →

Welcome Packet

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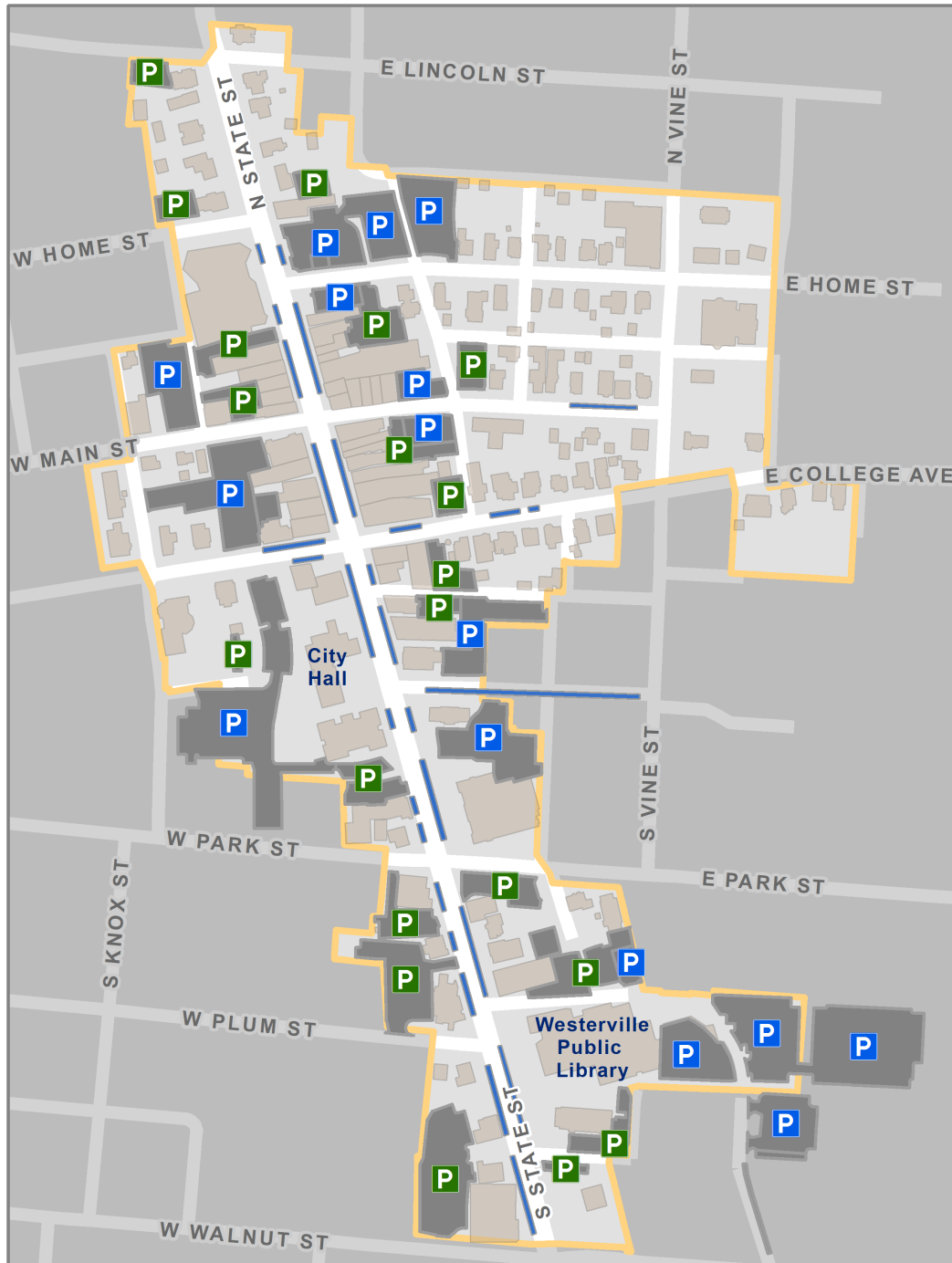
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Map of Uptown



- P Public Parking
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(Boundaries based on city permit standards)



Welcome to Uptown.

We are excited to welcome your business and look forward to a prosperous future together.

Uptown is the heart of the community. Where history and modern amenities converge to create an environment that is authentically Westerville. We are glad you have chosen to grow your business here!

Uptown is home to many of Westerville's most historically and architecturally significant structures, including Westerville City Hall, Westerville Public Library, the "Holmes Hotel" building and many others supporting small businesses as a historic

district on The National Register of Historical Places. Westerville is committed to ensuring the Uptown District maintains the charm of an old-generation downtown with new-generation dining, shopping and entertainment.

Most improvements made to Uptown buildings will need approvals or permits of some kind. This information is your guide for how we can accomplish this vision together.



We want to help you thrive in Uptown.

Uptown Westerville Inc. is a non-profit 501c3 main street organization. Our mission is to "strengthen and beautify our unique Uptown while fostering revitalization, historical preservation, and a sense of community." We are here to help you through every step of the process.



Director, Uptown Westerville Inc.
Lynn Aventino
Dir@uptownwestervilleinc.com
uptownwestervilleinc.com





At Your Service: City Departments, Divisions to Know

Westerville City Council 614.901.6410

The seven members of Westerville City Council represent the residents of the City and are the only elected officials, according to the City Charter. As Westerville's legislative body, City Council sets policy, establishes goals and approves and oversees the City's annual budget.

City Manager's Office 614.901.6400

The City of Westerville operates under a Council-Manager style of government. Day-to-day operations are the responsibility of the City Manager, who serves as the chief executive of the City. Westerville government functions are carried out by the City Manager and ten appointed department directors.

Economic Development Division 614.901.6403

The Westerville Economic Development division is responsible for supporting the City's economy through the attraction and retention of high-quality businesses to the community. The City's Economic Development team serve as liaisons between Uptown businesses and City departments and commissions when needed. The division also manages the Uptown Improvement Program and/or other loan and incentive programs. **See p.17.**

Community Affairs Division 614.901.6411

Westerville's Community Affairs Division is the communications branch of the City. The Division conducts all public relations and marketing-related activities for the City.

Planning and Development 614.901.6500

The Westerville Planning and Development Department is responsible for all aspects of development of the physical environment within the City of Westerville. The department consists of the Building, Engineering, Enforcement and Planning & Zoning divisions which, through the development review process, ensure that changes to the physical environment conform to adopted plans, laws, policies, professional standards, community expectations and Board or Commission approvals. The Department works directly with businesses, residents, Westerville Planning Commission, Board of Zoning Appeals and Uptown Review Board. **See p.6.** For other key departments that serve uptown. **See p.18.**

Westerville Division of Police (WPD) 614.882.7444 (non-emergency)

The mission of the WPD is to provide service to the public. We are dedicated to responding to the needs of businesses and residents, preventing crimes and continually evolving to maintain the highest standards of service.

WPD assigns one patrol officer to serve as a liaison between Uptown businesses and residents and the department, work closely with merchants and visitors to address public safety or enforcement matters in the district and be involved in Uptown event management and planning.

The officer currently serving in this position is Officer Shellie Patrick. Please contact her via email with questions or concerns: Shellie.Patrick@westerville.org

Westerville Division of Fire (WFD) 614.901.6600

WFD's responsibilities include fire suppression, emergency medical and fire prevention programs. The City's fire stations include Station 111 at 400 W. Main St. (Uptown adjacent), Station 112 at 727 E. Schrock Rd., and Station 113 at 355 N. Spring St. WFD conducts all commercial fire inspections.



Boards, Commissions and Community Partners

Boards and Commissions play a vital role in Westerville’s local government by evaluating matters of special interest and, when appropriate, making recommendations to City Council. All Boards and Commissions meetings are open to the public.

Of particular interest to Uptown merchants are the Planning Commission, Uptown Review Board and Board of Zoning Appeals.

Uptown Review Board (URB)

A seven-member board the responsibility of which is to protect and promote the historic character of the Uptown District. To this end, the Board is responsible for reviewing changes including new construction, building additions, façade renovations and changes to exterior materials, window and door replacements, signage, awnings, paint color changes, building demolition and landscaping elements (e.g. fences, walls, walkways, etc.). Some minor changes may be approved administratively (contact the **Planning & Zoning Manager, Bassem Bitar** to learn more).

Planning Commission

A seven-member board that holds public hearings on land use proposals such as subdivision plans and rezoning requests. The Commission also hears and reviews plans for new office and commercial land development and provides a forum for public discussion of plans and proposed development regulations. The seven members consist of six citizen volunteer appointees and one member designated by and representing City Council.

Board of Zoning Appeals (BZA)

A seven-member board that hears and decides primarily zoning variances (e.g., setback encroachment) and temporary use permits (e.g., sales trailer). The Board is also responsible for the hearing and disposition of appeals from any order or decision made by a City administrative officer in enforcing the zoning ordinance.



For a full list of boards, commissions and meeting times, **visit westerville.org**.

Community Partners Who Support Uptown’s Success

- Uptown Westerville Inc.
- Westerville Chamber of Commerce
- Westerville Public Library
- Otterbein University
- Westerville School District



Heads Up

Most improvements to Uptown buildings require review and approval from City boards and commissions and/or a building permit.



See p.7 for a quick guide!



Moving In

Involving the City of Westerville Building Department before your move-in process will help facilitate your planning, code compliance and potential future modifications. The intent is that new businesses will talk to the Building & Zoning Departments before making improvements. For more information, visit westerville.org.



Is My Business Allowed?

Uptown is a mixed-use district, meaning that a wide variety of businesses and uses exist together. As you develop your business plan, please check the zoning code (Chapter 1147 Uptown District and Chapter

1149 Development Standards for the Architectural Review District) and/or with planning staff that proposed USE is allowed.



Contact Utility Billing to Get a Utility Account Established.

westerville.org/services/utility-billing
614.901.6430



Contact the Income Tax Department to Set Up Your Business Account

westerville.org/services/income-tax-forms
614.901.6420



Change of Occupancy Permit

Westerville Planning and Development does not require Uptown businesses to acquire a City business license. However, businesses are required to submit a Change of Occupancy permit with three sets of floor plans prior to moving in. This helps the City ensure the building is zoned correctly for your business, if parking requirements can be met, and if the proposed business can operate safely in that space, per Ohio Building Code and State Fire Marshall regulations. A Change of Occupancy permit allows a business to move into an existing building with only cosmetic changes (paint, new flooring). Any additions or alterations - moving a wall or adding a bathroom, for example - will require a commercial building permit. **See p.8.**



If you haven't initiated this process yet, don't sweat. Visit westerville.org/forms and click "Change of Occupancy Permit."



Chief Building Official
Ed Ungar
Edward.Ungar@westerville.org
614.901.6651



Planning & Zoning Manager
Bassem Bitar
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614.901.6658



Interior Improvements

Generally speaking, any major plumbing, HVAC, electrical and/or structural work will require a building permit. Find an exact breakdown of what work requires a permit on **p.13-14**.

Minor cosmetic changes to the interior of the building, such as painting the walls or changing the floor finishes, do not require a building permit (that means before moving in your business will require a Change of Occupancy Permit).



Chief Building Official

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Exterior Improvements

Creating a Window Display?

Uptown Westerville Inc. can help you decorate your front window, and work with other uptown businesses to create a cohesive and

inviting street wall. Note that window signage is considered “Exterior Signage” which requires approval. **See p.9**. Reach out to Executive Director Lynn Aventino at **Dir@uptownwestervilleinc.com** for advice and assistance.



Update Exterior Signage

You Will Need

- ✔ Zoning Approval - Bassem Bitar
- ✔ Sign permit - Ed Ungar

Steps

- ✔ Review the Uptown Westerville Design Guidelines for guidance in selecting signage to complement your historic building at [westerville.org/services/planning-development/planning-zoning/uptown-review-board](https://www.westerville.org/services/planning-development/planning-zoning/uptown-review-board)
- ✔ Work with a sign company to create a design that you are happy with and fits in with the guidelines. The sign drawings/documents should bear the seal of a registered design professional. Planning and Zoning staff can give guidance on sign design if desired.
- ✔ Reach out to City of Westerville Planning and Zoning Staff to confirm uptown signage appropriateness at Bassem.Bitars@westerville.org or 614.901.6658.
- ✔ All signs will require approval from City staff and/or the **Uptown Review Board**. Some simple signage can be approved administratively by staff. All other signs must be approved through the Uptown Review Board before installation. City staff will help get you in front of the Board. Larger signs that require anchorage to the building and/or become part of the structure, or signs with major electric components, also need to be approved by an inspector. Call 614.901.6650 and ask to speak to a building inspector or electrical inspector.
- ➔ Applications must be submitted 30 days before the public hearing. Allow time for this. Visit [westerville.org/services/planning-development/planning-zoning](https://www.westerville.org/services/planning-development/planning-zoning) for schedule.

Considerations

- Window signs may take up no more than 25% of the window, to maintain window transparency. Window signs may also take up no more than 10 square feet, in the case of a large window.
- Signs should be designed at a scale that appeals to pedestrians. Smaller signs, at or above eye level, are more appealing than larger signs at a higher elevation, which may be out of sight for pedestrians.
- Significant exterior improvements may qualify for the Uptown Improvement program, in which the City of Westerville will pay for up to 50% of the cost of your facade improvement. **See p.8.**
- Understand the Uptown Review Board Rules and Regulations, which can be found at [westerville.org/planning-development](https://www.westerville.org/planning-development)
- ➔ A sign permit must also be approved before the sign can be installed. The sign permit can be found at [westerville.org/services/planning-development/forms-and-applications](https://www.westerville.org/services/planning-development/forms-and-applications)

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 614.901.6658



Change Exterior Paint Color

Steps

-  Review the Uptown Westerville Design Guidelines for guidance in selecting paint colors to compliment your historic building. The guidelines can be found at westerville.org/services/planning-development/planning-zoning/uptown-review-board. Following this guidance will ensure that your building maintains its historical integrity and will expedite your approval from the Uptown Review Board.
-  Determine the appropriate paint color(s) for your store and building. Planning and Zoning staff can give guidance on paint color(s) if desired.
-  Reach out to City of Westerville Planning and Zoning Staff to confirm uptown paint color appropriateness at bassem.bitar@westerville.org or 614.901.6658.
-  New paint colors must be approved through the Uptown Review Board before implementation. City Planning staff will help get you in front of the Board.

Considerations

- Repainting a building the same color or a similar tone can be approved administratively by Planning and Development staff without going in front of the Uptown Review Board.
- If a brick or stone building has not been painted, it most likely should not be painted in the future. This is because paint fades and peels off, and once a brick or stone building has been painted once, the paint will forever need to be maintained and reapplied in the future.
- Significant exterior improvements may qualify for the Uptown Improvement program, in which the City of Westerville will pay for up to 50% of the cost of your facade improvement.



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Heads Up

Be sure to only hire licensed and insured engineers, contractors and architects. This will ensure that all of the work is done correctly the first time and will be up to code. These precautions will help keep your move-in costs lower.



Install a New Awning/Change an Awning

Steps

- ✓ Determine an appropriate awning design. The City of Westerville recommends commercial-grade canvas-like materials. Reach out to City Planning Staff for guidance on selecting an appropriate awning for your building and for Uptown Westerville at **614.901.6650**.
- ✓ New awnings must be approved through the Uptown Review Board before installation. City Planning Staff will help get you in front of the Board.
- ✓ If you are only changing the lettering on an awning or replacing the awning with an awning of the same color and style, it can be approved administratively by City Planning Staff. If you are installing a new awning that is a different style and/or color, this must be approved by the Uptown Review Board. If you are installing a new awning and building a new framework to support it on the building, this will also require either a building permit or a sign permit. If the awning will have text or a logo marketing your business, this can be covered with a sign permit. If it is a plain awning with no text or logo, it will require a building permit.

Considerations

- Not every building Uptown needs an awning. Many buildings look best without modifications and provide appealing locations for signage in the storefront cornice above the door, which would be obstructed by an awning. Street trees and appealing signage may be a more natural alternative to an awning.
- The awning should have a simple design with comfortable, timeless colors and basic fonts that are easy to read from a distance. If the awning fabric is a dark color, the writing should be in a light color, such as white, off-white, or light gray.
- Review the Uptown Westerville Design Guidelines for additional guidance in selecting awnings to compliment your building. The guidelines can be found at [westerville.org/services/planning-development/planning-zoning/uptown-review-board](https://www.westerville.org/services/planning-development/planning-zoning/uptown-review-board).
- Significant exterior improvements may qualify for the Uptown Improvement program, in which the City of Westerville will pay for up to 50% of the cost of your facade improvement.



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Outdoor Dining Area

The Uptown District Outdoor Dining Rules and Regulations provide technical guidance in planning your outdoor dining area. The Uptown District Outdoor Dining Rules and Regulations provide technical guidance in planning your outdoor dining area. This includes:

- Zoning approval through the Uptown Review Board, who ensures a 5ft wide usable sidewalk remains open and that furniture and fencing are per Uptown's design standards.
- Engineering approval if any dining is within the public right-of-way.
- A building permit will be required for the review of occupant load per fire safety egress and restroom requirements, per Ohio law.

Following these guidelines will help ensure that your outdoor dining area is approved as quickly as possible. The guidelines can be found at [westerville.org/services/planning-development/planning-zoning/uptown-review-board](https://www.westerville.org/services/planning-development/planning-zoning/uptown-review-board).

The Uptown Outdoor Dining ROW Permit Application can be found at [westerville.org/forms](https://www.westerville.org/forms).

Outdoor seating in Uptown is subject to approval from the Uptown Review Board. Contact The City of Westerville Planning Manager and Zoning Staff for more information at **614.901.6650**.



Chief Building Official

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Planning & Zoning Manager

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614.901.6658

Who needs extra paperwork?

If you plan to renovate your property before you move and your plans require a Building Permit, you will not need to file a Change of Occupancy Permit. Find an exact breakdown of what work requires a permit **p. 13-14**.



Steps for a Successful Building Project

-  Before the start of any work, an owner/ authorized agent must submit construction plans detailing the proposed work and a Commercial Building Application to the Building Department for review.
-  When the plans are fully compliant, the owner/ authorized agent will receive a valid permit for the proposed work, which gives legal permission to start construction. Permit fees are paid when you pick up your permit.
-  After a permit has been obtained, on-site inspections conducted by building inspectors are required in order to make sure that the work being done conforms to the approved plans. To schedule an inspection, please call 614.901.6650 or the 24-hour inspection line at 614.901.6880 before 12 p.m. for next-day service. When scheduling an inspection, you must specify the inspection type, site address and permit number. The approved plans, plan approval letter, and the records of previous inspection results must be available on the job site. During the on-site inspections, you will have access to a building inspector who will provide expertise and help you with any questions and concerns.
-  Upon completion of the proposed work and the required inspections, a Certificate of Occupancy or a Final Approval will be given to the permit holder.

The Ohio Building Code, Ohio Plumbing Code and Ohio Mechanical Code for Commercial Buildings are available online at www.com.ohio.gov/dico/BBS/ and your building must adhere to these codes. These code documents may be viewed but are not printable because they are often updated.

 **Get your building permit BEFORE you start!**

What Requires a Building Permit?

Plumbing Permit

- Replacing a water heater.
- Installing new water distribution lines or sanitary drain lines for additions.
- Replacing a water service line.
- Replacing a sanitary sewer line.
- Installing a new shower or shower with a steamer unit.
- Installing new gas lines.

Permits are NOT required when:

- Repairing or replacing the following plumbing fixtures: sinks, toilets, bathtubs, showers. (Note: Same size and location)
- Repairing water distribution lines or sanitary drain lines within a dwelling.

Heating, Ventilation & Air Conditioning Permit

- Replacing an air conditioning unit.
- Replacing a furnace.
- Replacing a heat pump.
- Installing supply or return air ductwork for additions, remodeling and new construction.
- Construction of a fireplace, prefab or masonry.
- Installation of a vented or ventless gas heating unit.

Permits are NOT required when:

- Replacing floor registers.
- Repairing supply air or return air ductwork.
- Repairing a furnace.

 Submit Online! For more information visit westerville.org/services/planning-development/forms-and-applications

What Requires a Building Permit? – Continued

Electrical Permit

- Replacing the electrical service panel.
- Installing new wiring and boxes for two or more outlets or light fixtures.
- Installing underground or overhead wiring.
- Installing wiring and equipment for baseboard heat.
- Installing wiring and boxes for window air conditioners.
- Installing wiring and equipment for a clothes dryer.
- Installing wiring for a through-wall heating and air conditioning unit.
- Installing wiring and equipment for a range.
- Installing wiring and equipment for a pool, whirlpool, hydro-massage tub or hot tub.
- Installing wiring and equipment for new construction.
- Installing ceiling fans. Note: ceiling fans shall be mounted on boxes designed for ceiling fans.

Permits are NOT required when:

- Replacing outlets, switches, or cover plates.
- Replacing breakers.
- Replacing old light fixtures with new fixtures of the same weight.
- Replacing old ceiling fans with new fans where the existing mounting boxes were designed for the weight of a ceiling fan.
- Replacing heating elements in a water heater.

Commercial Building Project

Permits required

- Construction of an accessory structure over 200 square foot.
- Remodeling the interior of a structure.
- Replacing structural walls, rafters, floor joists, trusses, stairways, headers, beams, or columns.
- Replacing foundation walls.
- Construction of a fireplace, prefab or masonry.

URB Approval

- Construction of an accessory structure over 200 square foot.
- Enclosing a carport or converting carport into a garage or habitable space.
- Construction of a garage.
- Construction of an addition.
- Construction of a screen porch.
- Replacing windows with a different size.
- Construction of a gazebo.
- Installing or replacing a fire escape.
- Replacing a front porch.
- Replacing windows of the same size.
- Construction of children's playground equipment.
- Replacing doors of the same size.

PC Approval

- Replacing sidewalks, driveway or approach within the public right-of-way.

Permits are NOT required when:

- Replacing roof shingles.
- Repairing or replacing roof sheathing.
- Replacing siding.
- Repairing a fireplace; providing only minor repairs are needed.
- Painting.
- Installing or replacing gutters and downspouts.
- Installing landscaping outside the public right-of-way.
- Repairing decking boards on a porch or deck.
- Installing or replacing an existing driveway or sidewalks outside the public right-of-way.



When in doubt, check it out! Not sure if your project will require a permit? Check out the City's website at [westerville.org/services/planning-development/planning-zoning/uptown-review-board](https://www.westerville.org/services/planning-development/planning-zoning/uptown-review-board) or call 614.901.6650



Signature Events in Uptown Westerville

Events bring thousands of visitors to our Uptown! Many of these encourage Uptown Businesses to stay open Friday and Saturday evenings to accommodate the increased visitors. This list give you a heads up to prepare and ensure successful business!

Westerville Saturday Farmer's Market uptownwestervilleinc.com

Every Saturday morning from May-October, Uptown Westerville Inc. hosts the Saturday Farmers Market from 9 a.m.-12 p.m. along Grove Street, in front of Towers Hall on the Otterbein University campus. The Farmers Market celebrates our agricultural heritage and promotes our local farmers and producers while providing unique, health-conscious options for our community. This draws more residents and Otterbein students, as well as farmers and merchants, to uptown Westerville and Otterbein's campus on Saturdays.

Otterbein University Events otterbein.edu

Events at Otterbein throughout the year draw more visitors to Uptown Westerville. Homecoming and Family Weekend falls mid-late September each year and brings in significant crowds to Uptown businesses. Graduation for most students occurs in late April and will also attract more family groups to Uptown Westerville.

4th Fridays visitwesterville.org

On the fourth Friday of each month, April through September, the Westerville Visitors and Convention Bureau presents Mount Carmel St. Ann's Fourth Friday celebrations in Uptown Westerville from 6-9 p.m. Streets are closed to vehicle traffic and replaced with pop-up tents, food trucks, information booths, musicians, dancers and more. Visitors flock from around Westerville and beyond for entertainment, food, and shopping opportunities. Businesses stay open until 9 p.m. and many restaurants stay open even later. Businesses may require extra staffing on these nights.

City of Westerville Events westerville.org

From holiday parades to parks events and more, the City is always planning something fun to draw in residents and visitors. Stay in the loop by visiting the City's website.

Uptown Westerville Inc. Events uptownwestervilleinc.com/events

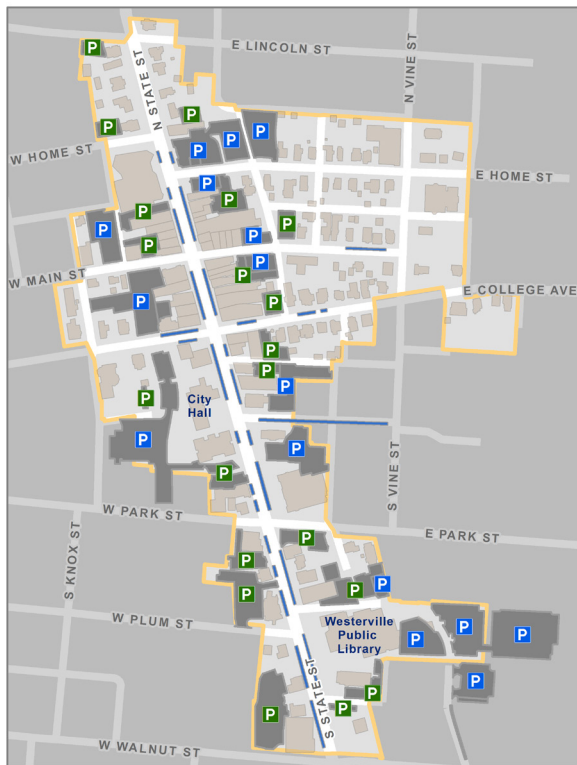
- Craft Beer Festival – Uptown Untapped
- Cookie Walk
- Farmer's Market
- Farm-toTable Cooking Classes
- Midnight Madness
- 'Tis the Season Holiday Events
- Westerville Art Hop
- Farm to Table Dinner
- Uptown Ghost Story Tours



Transportation Information

P Parking

There are over 1,600 parking spaces in Uptown Westerville. Customers in Uptown will seek open parking as close to their destination as possible, **so business owners and employees should consider leaving prime spaces (on-street parking, directly behind your business) open.** Parking in the lot northeast of State and Home Streets is recommended. Or, refer to your lease to see if you have any dedicated parking near your business. Westerville offers on-street spaces and public parking lots that are available. Small blue guide signs directing to parking are posted along State Street. The largest lots are available behind the library and City Hall.



- Public Parking
- Private Parking
- Uptown District

? **Traffic Engineer**
Jennifer Alford
Jennifer.Alford@westerville.org
614.901.6814

Bicycles

The Ohio to Erie Trail runs north-south through Westerville and is located two blocks east of Uptown. Biking to Uptown is encouraged, with the easiest trail access being behind the library. Bicycles are not permitted on Uptown sidewalks but can be locked up at one of several corrals. Bike parking is also available in front and behind City Hall.

Transit



Westerville is fortunate to have several COTA (Central Ohio Transit Authority) bus lines that serve the city. Route 43 comes up State Street in the early morning and evening hours. The Park and Ride is located at 312 W. Main Street and is just a 12-minute walk from Uptown. There you can pick up Route 43 which arrives every 20 minutes. The CMAX is the only Bus Rapid Transit Line in Columbus and runs up Cleveland Avenue. The nearest stop to Uptown is at Cleveland Avenue and Main Street, an 18-minute walk. For more information, visit cota.com.

Deliveries

State Street is a heavily traveled route through Uptown. Deliveries can cause increased delays, block parking spaces, and obstruct access to storefronts. For these reasons, we encourage our businesses to request that all deliveries be made through rear entrances or side streets. Deliveries and pick-ups should be made before 11 a.m. whenever possible.



Economic Development

Westerville's Economic Development team is committed to helping businesses succeed in the City.

Tax Incentives

Community Reinvestment Tax Abatements

The Community Reinvestment Area Tax Abatements reduce the structural taxes on new construction or significant rehabilitation of existing structures in Westerville. The structure must be used for commercial, office, or industrial uses, and a significant employment increase must result from the investment. Abatements are not given for single-family residential projects. A multi-family project may be considered if it is a component of a mixed-use building project that contributes to Uptown Westerville's historic character. More information can be found at business.westerville.org.

Income Tax Offset


Businesses adding jobs may be eligible to receive an annual payment from payroll taxes the new employees pay to the City of Westerville.

Access to Capital

Forgivable Loan

Westerville offers interest-free loans for relocation and other expenses for companies bringing new jobs to the community. Loans may be forgiven after five years if the business remains in Westerville and payroll requirements are met.

 **Economic Development Director**
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614.901.6403

 **Economic Development Coordinator**
Rob Rishel
Rob.Rishel@westerville.org
614.901.6896

Uptown Improvement Program (Formerly the Facade Improvement Program)

This matching grant is used to offset up to 50% of costs associated with the renovation or restoration of building exteriors in the Uptown District. Applications for this program are accepted by the Planning and Development and the Economic Development Departments year-round. A flyer for the Uptown Improvement Program has been included in this packet.

Property Assessed Clean Energy (PACE)

PACE is a means of financing energy efficiency upgrades or renewable energy installations for buildings through an assessment that is added to the tax bill of the property. This encourages property owners to convert to renewable energy, reduce their energy usage, and reduce their water consumption. The loan is attached to the property, not the property owner, reducing the risk of the loan. Any owners of property in Westerville are eligible.

BusinessWISE

This provides rebates for energy efficiency and conservation projects installed by commercial and industrial customers.

Sales Tax

Franklin County: 6.75% (Total State and County)

Hotel/Motel Tax: 6%

(Only paid by hotels in Westerville)

WeConnect Data Center and Fiber

Westerville is home to the only publicly owned data center in the U.S. High-speed fiber connectivity and data center services are a fundamental utility for any business. The data center and fiber backbone allows WeConnect to offer speeds and services at an affordable rate to businesses of all sizes.

Other Funding Opportunities

Pursue Historic Tax Credits

25% Ohio Historic Preservation Tax Credit

This provides a 25% tax credit for small-scale rehabilitation expenses to owners and lessees of historically significant buildings that produce income. This means that 25% of the cost of your repairs can be covered in the form of tax credits. Since Uptown Westerville is listed as a Historic District on the National Register of Historic Places, any building that is categorized as contributing to the Historic District is eligible. Find more information at: https://www.development.ohio.gov/cs/cs_ohptc.htm

20% Federal Historic Rehabilitation Tax Credit

Federal tax law also offers a 20% tax credit for the rehabilitation of historic, income-producing buildings. This means that 20% of the cost of your repairs can be covered in the form of tax credits. This 20% Federal Credit can be combined with the 25% Ohio Historic Preservation Tax Credit. In order to qualify, your building must be determined to be a “certified historic structure” by the Secretary of the Interior, through the National Park Service. Reach out to the Ohio State Historic Preservation Office for assistance at 614.298.2000.



Utilities and Emergencies

Utility Billing

The Utility Billing Department is responsible for meter reading, billing, and collections, as well as electric, water, sewer and refuse services.

Recycling is picked up every Tuesday and trash is picked up five days a week. Please keep trash inside of trash bins. A dumpster or trash bin should have been provided to you. If not, contact the Utility Billing Department. If you have any questions at all, contact a member of the department at 614.901.6430 or askutilitybilling@westerville.org or westerville.org/services/utility-billing.

To start paying your bills online, visit billpay.westerville.org. Debit or credit card payments can be made over the phone, without registering, by calling 1.844.368.1114. Check payments are not accepted by phone.

Numbers to Know

Electrical Outage?

Electric Division | 614.901.6700

Water Quality or Water Service Questions?

Water Department | 614.901.6770

Sewer/Water Emergency?

Service Department | 614.901.6740

Refuse Service Questions?

Service Department | 614.901.6740

Notice an issue?

Let us know on the go with the “My Westerville” mobile app! Available for Android and Apple devices, the app allows users to conveniently submit service requests from their mobile phones.

Emergency – Police

Westerville Division of Police
Non-Emergency | 614.882.7444
Emergency | 911
Tipline | 614.901.6866

Emergency – Fire

Westerville Fire Division
Non-Emergency | 614.901.6600
Emergency | 911



Who Should I Call?

A quick list of contacts within the City of Westerville.

Exterior Improvements

- Add a new sign
- Add a new awning
- Repaint your building
- Add outdoor furniture



Planning Manager
Bassem Bitar
Bassem.Bitar@westerville.org
 614.901.6658

Economic Development

- Pursue grants
- Pursue tax incentives
- Learn about other financing options



Economic Development Director
Jason Bechtold
Jason.Bechtold@westerville.org
 614.901.6403

Interior Improvements

- Heating, ventilation, and air conditioning
- Electrical work
- Plumbing
- Major remodeling



Chief Building Official
Ed Ungar
Edward.Ungar@westerville.org
 614.901.6651

Uptown Commerce

- Get involved with other Uptown businesses and stakeholders
- Beautify your storefront and the rest of Uptown Westerville
- Promote and market Uptown Westerville



Uptown Westerville Inc Director
Lynn Aventino
Dir@uptownwestervilleinc.com

Code Enforcement

- Make sure your space is up to code
- Request a free inspection of your property
- Address concerns with a neighboring property



Code Enforcement Supervisor
Bryan Wagner
Bryan.Wagner@westerville.org
 614.901.6657

Traffic Engineer

- Parking
- Bicycles
- Transit
- Deliverables



Traffic Engineer
Jennifer Alford