



CITY HALL – ADMINISTRATION OPERATIONAL GUIDELINES

LAST UPDATED: MARCH 30, 2021

For those visiting City Hall, the City has installed a remote access system on the front door. Please follow the instructions for the system, as posted on the front door of City Hall.

FACE COVERINGS REQUIRED: Per the Saint Louis County Public Health Order requiring Face Coverings, everyone over the age of 5, who can medically tolerate a Face Covering, will be required to properly wear a Face Covering while on the premises. Children between the ages of 3 and 5 are strongly encouraged, but not required, to wear a Face Covering, while under the direct supervision of an adult. ***Those who do not comply with the Public Health Order shall be denied service or entry and will be asked to leave the premises until properly masked.***

The lobby is be limited to a **total of two (2) people at a time, one (1) person per transaction.**

The following services are currently available at City Hall – Administration:

- Business Licenses
- Dog Tags
- Cat Tags
- Dog Park Memberships
- Community Center Membership Renewals and New Memberships
- Garage Sale Permits
- Notary Public Services – ***by appointment only***
- 2021 Senior Utility Rebate Program – ***by appointment only***
 - Appointments will be accepted beginning Tuesday, January 19, 2021, by calling (314) 428-4321 or (314) 882-3255 (please note, only one call may be answered at a time on this number). No walk-ins will be accepted.
 - Seniors who were 62 years and older by January 1, 2020, or those receiving certain disability benefits by January 1, 2020, are eligible to apply.
 - Each applicant must bring the following items:
 - Photo identification,
 - Proof of disability benefits (if under age 62),
 - Utility bills for every month of the preceding year
 - Electric

- Gas
 - Water
 - Telephone and/or Cell phones
- Itemized portion of the 2020 personal property and real estate tax bill(s), and
- Receipt showing payment of 2020 tax bill(s).
- Qualified residents will receive the higher of either:
 - 1/3 (one third) of the total utility taxes paid to the City of Overland, ***or***
 - total of the personal property and real estate taxes paid to the City of Overland.

- The Senior Utility Rebate Program is authorized under Chapter 645 of the Overland City Code.

The following services will remain suspended:

- Issuance of Solicitor Permits

For questions or concerns, please contact the Overland City Hall – Administration at (314) 428-4321.