



City of Homestead

Customer Service Division

Customer Information Guide

Customer Service Division
711 NE 1st Road
Homestead, Florida 33033
Tel: (305) 224-4800
Fax: (305) 242-6900
www.cityofhomestead.com

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Other Local Numbers

1st National Bank-Homestead	(305) 247-5541
Auto Tags	(305) 232-3830
Comcast Cable	(800) 266-2278
AT & T (Telephone Service)	(888) 757-6500
Better Business Bureau-SE Florida	(561) 842-1918
Birth/Death Certificates (Vital Records)	(866) 830-1906
Chamber of Commerce-Homestead	(305) 247-2332
Child Support Enforcement Division	(305) 530-2600
Clerk of Courts- Miami-Dade	(305) 275-1155
S. Dade Government Center Courthouse	(305) 252-5870
Driver's License-Homestead	(305) 229-6333
Elections Department (Dade)	(305) 375-4600
Elections Absentee Ballots	(305) 375-5858
Florida City (City Hall)	(305) 247-8221
Florida Power Light (FPL)	(305) 442-8770
Florida Water Management	(305) 248-1422
Hazard Chemicals (Disposal)	(305) 514-6675
Homestead Air Reserve Base	(305) 224-7000
Homestead Exemption	(305) 375-4020
Homestead Gas	(305) 247-7522
Homestead-Miami Speedway	(305) 230-5000
Homestead Post Office	(305) 247-1556
Homestead Hospital	(786) 243-8000
Homestead Housing Authority	(305) 247-0639
Job Service (Workforce Coalition)	(786) 243-9349
Miami- Dade Fire/Rescue Dept.	(786) 331-4800
Miami-Dade Water & Sewer	(305) 665-7488
Mosquito Control	(305) 592-1186
Senior Center	(305) 224-4578
Sunshine One Call (Mark Property Lines)	(800) 432-4770
Vision Council	(305) 247-7082
YMCA	(305) 248-5189

Agencies for Financial Assistance

CAA-LIHEAP Program

17801 Homestead Avenue
Perrine, Florida
(305) 254-5804

EHEAP (ages 60 and over)

1600 NW 6 CT
Florida City, Florida 33034
(305) 247-2068

Catholic Charities

1600 NW 6 CT
Florida City, Florida 33034
(305) 248-1166

Haitian Organization of Women

129 SW 5 Avenue
Florida City, Florida
(305) 245-8158

Sacred Heart/St. Vincent De Paul

Homestead, Florida
(305) 245-8890 or (786) 243-8890

COFFO, Inc.

778 West Palm Drive
Florida City, Florida
(305) 246-0357

H.E.L.P. Agency Locations

Homestead Energy Lend-A-Hand Program

We Care of South Dade

1515 Redland Road
Florida City, Florida 33034
Business Hours: 9am—4pm
(305) 247-9693

MUJER, INC.

28905 S Dixie Hwy
Leisure City, Florida 33033
Business Hours: 9am—5pm
(305) 247-1388

GALATA

916 N. Flagler Avenue
Homestead, Florida 33030
Business Hours: 9am—5pm
(305) 242-7060

Dept. of Human Services

Neighborhood Center
1600 NW 6 Court
Florida City, Florida 33034
(305) 242-7680

Project SOS

4 S. Krome Avenue
Homestead, Florida 33030
Business Hours: 8:30am—4:30pm
(305) 224-5585

City of Homestead Customer Service Division



Your new Account Number is :

Service Address:

Deposit Amount:



Welcome to the City of Homestead

Customer Service Division
711 NE 1st Road
Homestead, Florida 33033

Tel: (305) 224-4800

TTY Hearing Impaired: (305) 247-6532

Fax: (305) 242-6900

www.cityofhomestead.com

Hours of Operation:

Lobby

Monday—Friday 8:00 AM—5:00 PM

Drive-Thru - Payments Only

Mondays—Friday 8:00 AM—4:00 PM

Public Schools In and Around the City of Homestead

Elementary Schools

Air Base
12829 SW 272 Street
Homestead, Florida 33032
(305) 258-3676

Avocado
16969 SW 294 Street
Homestead, Florida 33030
(305) 247-4942

Campbell Drive
15790 SW 307 Street
Leisure City, Florida 33033
(305) 245-0270

Irving & Beatrice Peskoe
29035 SW 144 Avenue
Homestead, Florida 33033
(305) 242-8340

Laura C. Saunders
505 SW 8 Street
Homestead, Florida 33030
(305) 247-3933

Leisure City K-8 Center
14950 SW 288 Street
Homestead, Florida 33033
(305) 247-5431

Redland
24501 SW 162 Avenue
Homestead, Florida 33031
(305) 247-8141

Redondo
18480 SW 304 Street
Homestead, Florida 33030
(305) 247-5943

W.A.Chapman
27190 SW 140 Avenue
Homestead, Florida 33030
(305) 245-1055

West Homestead
1550 SW 6 Street
Homestead, Florida 33030
(305) 248-0812

Middle Schools

Campbell Drive
900 NE 23 Avenue
Homestead, Florida 33033
(305) 248-7911

Homestead
650 NW 2 Avenue
Homestead, Florida 33030
(305) 247-4221

Redland
16001 SW 248 Street
Homestead, Florida 33031
(305) 247-6112

High Schools

Homestead High
2351 SE 12 Avenue
Homestead, Florida 33035
(305) 245-7000

South Dade
28401 SW 167 Avenue
Homestead, Florida 33030
(305) 247-4244

To find out what schools pertain to your area, please call (305) 883-5323 or visit www.dadeschools.net

Parks and Recreation Facilities

The City of Homestead parks system offers a variety of amenities that provide recreational and leisure opportunities for citizens and visitors alike. These facilities, coupled with South Florida's blue skies and year-round play climate, make a City of Homestead park the place to be and we invite you and your family to come join the fun.

- Audubon Park** (19 acres) Audubon Drive, Villages of Homestead
- Angelo Mistretta Park** (1 acre) 133 NE 9 Court
- Blakey Park** (7.8 acres) 600 SW 14 Avenue
- Harris Field** (40 acres) 1034 NE 8 Street
- Homestead Sports Complex** (136 acres) 1601 SE 28 Avenue
- James Archer Smith Park** (5 acres) 300 NW 12 Street
- JD Redd Park** (9.6 acres) 550 North Homestead Blvd
- Losner Park** (1 acre) 104 North Krome Avenue
- Mini Park** (0.7 acre) SW 5 Street & 4 Avenue
- Musselwhite Park** (2.6 acres) 1615 North Krome Avenue
- Roby George Park** (4.8 acres) 201 SW 11 Avenue
- Tatum Park** (2.5 acres) Lucy Street/Flagler Avenue
- Wittkop Park** (3.9 acres) 505 NW 9 Street

Payment Options

Did you know?

Every day hundreds of customers wait in line to make their utility payments, either in the lobby or at the drive-thru window. Did you know that there are many other ways to pay your utility bill?

Mail:

You can mail your payment by check or money order to:
City of Homestead
P.O. Box 31576
Tampa, Florida 33631

In-Phone—Automated Phone Payments:

To pay using a check, credit or debit card, please call (305) 224-4444.

Web Payments:

Payments can be made by check, credit or debit card on our website:
www.cityofhomestead.com

Automatic Bank Draft :

Your utility payment can be automatically deducted from your bank account. Simply provide a voided check.
Form can be obtained at
www.cityofhomestead.com or at the
Customer Service office .

Drop Boxes

Drop boxes are conveniently located in front of the Customer Service building located at 711 NE 1st Road and at the drive thru entrance.

No Cash Accepted

Include account number on check or money order. Payments made after 2:00 pm, on weekends, or holidays will be posted the following business day.

Western Union:

In an effort to provide more payment options the City of Homestead has partnered with Western Union.

Agent Locations: (Homestead)

Singh Check Cashing Store
118 West Mowry Drive

Winn Dixie

27359 S Dixie Hwy
30346 Old Dixie Hwy
240 NE 8 Street

Agencia Azteca

336 Washington Avenue

Tropical Supermarket

28945 S Dixie Hwy

Quick N E-Z Payday (Sedano's)

831 NE 8 Street

Borges Supermarket & Cafeteria

625 Washington Avenue

Check Cashing USA

338 N Krome Avenue

Grace's Coin Laundry

29335 SW 152 Avenue

HME Pharmacy

1457 N Krome Avenue

R & T Check Cashing

609 West Mowry Drive

10 Easy Ways To Save Energy Dollars At Home

1. When you're at home, keep thermostats set for energy economy.
2. When you go to sleep, set thermostats for lower energy use.
Try these night-time temperature levels:
Air Conditioning: 76°—78°
Heating: 55°—60°
3. When you go out, set thermostats for low energy use.
Use these temperature control settings:
Air Conditioning: 5°– 10° higher
Heating: 5°– 10° lower
4. If a room is not in use, don't heat or cool it more than necessary. Adjust heating and cooling systems to work more efficiently.
5. Cool your home the natural way.
6. Let the sun help heat your home in cold weather.
7. Insulate your home to retain cooled or heated air.
8. Use less hot water in the bathroom, kitchen, and laundry.
9. Use your lights, TV, and other appliances in an energy-conserving way.
10. Buy energy efficient light bulbs.

Guide to Local Services

Solid Waste

The solid waste services provided by the City of Homestead include two pick-ups per week of household garbage (green supercans provided by the city), one per week of recyclables and one pick-up per week of bulk trash.

(305) 224-4860

Monday—Friday Hours 7:00am—4:00pm

Streets/Stormwater

Potholes, drains, banners, barricades, traffic cones and signs

(305) 224-4840

Monday—Friday Hours 8:00am—5:00pm

Water and Wastewater

Water distribution, wastewater collections-leaks, broken meters, fire hydrants, man holes, sewage and backups

(305) 224-4770

Monday—Friday Hours 8:00am—5:00pm

Utilities—711 NE 1st Road

(305) 224-4800 (Customer Service)

Monday—Friday Hours 8:00am—5:00pm

Miami Dade College

The Homestead Campus of Miami-Dade College is located at 500 College Terrace. For general information call (305) 237-5000.

Homestead Branch Library

700 North Homestead Boulevard, next to City Hall (305) 246-0168

Operating Hours:

Mondays, Thursdays, Fridays & Saturdays: 9:30am—6:00pm

Tuesdays & Wednesdays: 12:30pm—9:00pm

Guide to Local Services

City Clerk—City Hall

(305) 224-4442

Monday—Friday Hours 8:00am—5:00pm

Code Compliance—Homestead Police Department

(305) 224-5580 / (305) 247-1535 (after-hours emergencies only)

Monday—Friday Hours 8:00am—5:00pm

Development Services—City Hall

(305) 224-4500

Monday—Friday Hours 7:30am—4:30pm

Building Safety Division

Permits Issued, Certificates of Occupancy, Certificates of Completion and Inspections performed.

Building License Division

Licenses Issued. Special Events and Yard Sales (1 free per year) do require permits.

Planning & Zoning Division

Public Hearings, Comp. Plans, Land Use and Future Land Use maps.

Employment Opportunities (Human Resources) - City Hall

(305) 224-4460

(305) 224-4474 (Job Hotline)

Monday—Friday Hours 8:00am—5:00pm

Parks and Recreation—350 SE 6th Avenue

(305) 224-4570

Monday—Friday Hours 8:00am - 5:00pm

Police Department—4 South Krome Avenue

(305) 247-1535

For Emergencies dial 911

Public Information Office—City Hall

(305) 224-4415

Monday—Friday Hours 8:00am—5:00pm

Public Works – 551 SE 8 Street

(305) 224-4770

Monday—Friday Hours 8:00am—5:00pm

Frequently Asked Questions

Q. Does the city have an automated customer service help system?

A. Yes, the city has an In-Phone System.

Dial (305) 224-4444 for the voice automated system that will provide:

-Utility payments by phone (checks or debit/credit cards)

-Account balance and payment due dates

-Construction Permit Information, Inspection requests and results, and plan results.

Q. Will services be installed the same day the account is opened?

A. Services will be turned on within 1 business day in most cases. However, there are special cases when services can take up to two business days to be turned on.

Q. Are payment extensions offered?

A. No, all accounts are given a ten-day grace period in order to make payments. A late fee of 1.5% will be incurred if payments are not received by the due date printed on the monthly statement.

Q. How do I report power outages or downed power lines?

A. Report electric utility outages to (305) 247-7313.

Q. How do I report water/sewer emergencies?

A. Report water/sewer emergencies to (305) 248-5201.

