



Answers to Frequently Asked Questions

The information below is provided to answer some questions we are frequently asked at Town Hall. If you need further assistance, please contact the Town at 415.453.1453.

Avoid flooding

It is the property owners' responsibility to maintain, repair, or replace drainage pipes and culverts under driveways, open ditches, pipes, and culverts on their property, as well as creeks, creek banks, bulkheads, drainage culverts, riprap, and retaining walls. Contact Town Hall regarding any permit requirements.

Barking dogs

Please be considerate of your neighbors. If there is a chronic problem, contact the Ross Police Department and they will attempt to resolve the situation. The Marin County Animal Control Department will be contacted, and a citation may be issued, should the problem remain unresolved.

Be safe

The Public Safety Department will perform free home and business security checks. Telephone (415) 453-1453, menu option 2, for an appointment.

Conducting business in town

All parties conducting business within the Town whether they are permanently located inside or outside of the town, must first obtain a business license from the Building Department.

Encroachments

An encroachment permit must be obtained from the Department of Public Works before any work can occur in the Town's right-of-way or on public property. The right-of-way includes the paved roadway, curb, sidewalk, and any planter strip or other landscape area contiguous to your property line.

Email List

Join the Town email list to receive important Town notices and information for the Ross community. Contact Linda Lopez at llopez@townofross.org to join.

Garbage cans

Garbage cans must be removed promptly after the waste has been collected.

Historic structures

Owners of older or historic buildings may be required to obtain an historic architect to review proposed remodeling or demolition projects.

Leaf blowers

Gasoline powered leaf blower use is prohibited. The Public Works Department may issue a permit allowing gas powered leaf blower use in the case of special hardship or other circumstances, but only if the property is more than an acre and adjoining neighbors do not object. Contact the Public Works Department at (415) 453-1453, menu option 4, for more information.

Moving

The Town uses the Marin County Assessor's property owner mailing address list to contact Ross residents via mail, it is important you ensure the Assessor has your correct mailing address which must include a post office box. When you move to town or change your post office box number, please contact the Marin County Assessor Recorder's Office at 3501 Civic Center Drive, Room #208 San Rafael, CA, 94903 or via phone at (415) 499-7215. Here is link to change of address form.

<http://www.sos.ca.gov/elections/sharing-ideas/marin-can-complete.pdf>

Play structures, decks, patios, pools and spas

Play structures, sheds, air conditioners, decks, patios, pools and spas need to meet setback and lot coverage requirements, even if they are on-grade. The Town may issue exceptions for small play structures, sheds and mechanical equipment. Contact the Planning Department at (415) 453-1453 x121, for more information.

Quiet time

Contracted work is limited to the hours of 8 a.m. to 5 p.m. Monday through Friday. NO WORK IS ALLOWED ON WEEKENDS OR NATIONAL HOLIDAYS.

Replacing fences or gates

Fences and gates that are more than four (4) feet in height adjoining streets require design review approval. Approval is required both for new fences and gates as well as for replacement fences and gates. Side yard fences are limited to 6 feet in height. Side yard fences may be up to 7 feet tall with an exception from the Planning Department.

Running a business out of your house

If you are running a business out of your home you will need a home occupation permit and a business license. To apply for a home occupation use permit, please contact the Planning Department, a business license can be obtained from the Building Department.

Selling your house

According to Ross Municipal Code Section 15.32.030 "At least two (2) weeks prior to listing any residential building within the town for sale or exchange, the owner shall obtain from the town a report of residential building record showing the regularly authorized use, occupancy and zoning classification of such property". Please contact our Building Department at 415-453-1453 x106 to schedule an inspection. The residential building report shall be valid for a period not to exceed six (6) months from date of issuance.

Sidewalk and pathway maintenance

Property owners are responsible for maintaining and repairing sidewalks, pathways, and other portions of the right-of-way which are not part of the paved roadway that are adjacent to their property. This includes the removal of leaves and weeds.

Street lights

To report a street light outage, please contact the Public Works Department at (415) 453-1453, x106, with the address of the nearest property and the pole number. The pole number begins with the letter "K" and can be found on the pole. You may also report the street light outage directly to PG & E on their website at:

<http://www.pge.com/mybusiness/customerservice/contact/streetlight/single/>

Tired of solicitations

Come to the Town Manager's office and sign the non-solicitation list if you do not want solicitors telephoning your home. Solicitors will be given a list of off-limits addresses, with no owner names.

Town Council meetings

Council meetings are held at Ross Town Hall on the second Thursday of each month, beginning at 6 p.m. Agendas are available at Town Hall on the Friday prior to the meeting and are posted on notice boards located throughout town.

Town Council minutes

Approved Town Council minutes are available from the Town Clerk generally one (1) month after the meeting in question.

Tree removal

If you plan on removing, transplanting, or aggressively pruning a tree with a trunk diameter greater than eight (8) inches, it is likely you will need a tree permit. Tree permit applications are available on our website or by contacting the Planning Department.

Watering street trees

We would greatly appreciate it if you would water newly-planted street trees on or near your property until they take hold (usually three (3) years.)

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