



Mayor Perry has an open-door policy. He invites you to call his office at (315) 597-4849 option 5 or email him at MayorPerry@PalmyraVillageNY.gov

Farmers Market: From June through October, there will be a Farmers Market held at the Village Park from 4:00pm-7:00pm.

Website: Our website address is www.PalmyraVillageNY.gov We post events and news as it comes up.

Methods of Communication: We post information and updates on our Facebook page (search for @VillageOfPalmyraNY), website, and legal notices in *The Times of Wayne County*. We will also put items on the sandwich board outside Village Hall for reminders.

Cemetery/Parks

Rules: The Cemetery and Park rules have been updated. You can view them on our website under Departments → Code Enforcement → Chapters 82 and 132. The Village Clerk's office can also print you a copy should you like one.

Code Enforcement

Complaints: To act on a complaint, it must be filed by someone other than the Code Enforcement Officer. Examples of complaints are overgrown lawn, trash in yard/curb and keeping of farm animals. For proper documentation, we ask for complaints to be in written form. Please send an email to our Code Enforcement Officer at Code@PalmyraVillageNY.gov or text him at (585) 278-4938. He will respond during his office hours.

Highway

Brush Drop-off/Pick-up: Please note that brush pick up is not a year-round service. Officially it runs from May 1st - October 31st, then we start leaf pick up and then snow season. Throughout the year, Palmyra residents may also bring yard debris to the Highway Department, located at 131 Kent Street. Yard debris is considered leaves, grass clippings, shrubs and branches no larger than 6-inches in diameter and 8-feet long. **Please no plastic bags, garbage, rocks, wood pallets, pressure treated wood or building material.** The Highway Department does not provide tree removal services.

Leaf Pick-up: This will begin as soon as necessary. We ask that all leaves be put along the curb in the Village right of way in between the curb and the sidewalk. No limbs or brush please – they jam the chute on the leaf vacuum. Loose leaves or paper bags are preferred. Please do not place leaf piles behind obstacles such as: trees, cars, mailboxes, fire hydrants, light poles, etc.

Police Department

Facebook: Please follow for up-to-date information and public safety matters facebook.com/ppd.ny

Parking: Reminder that there is no overnight parking (2:00am-7:00am) from Canandaigua Street through Clinton Street (Business District).

Property Checks: Upon request, this service is provided when you are out of town. Please contact the Police Department at (315) 597-9211 for further information.

Selective Traffic Enforcement Requests: Please forward any requests for targeted enforcement and problem areas to Chief DiNardo at ChiefDiNardo@PalmyraVillageNY.gov

Property Taxes

Tax Rate: As shown on your tax bill, the tax rate did not go up from last year.

Payments: We take cash, checks and money orders. You can mail it, put it in the locked drop box outside our office or come into our office. If you mail or drop off payments, please make sure to write your phone number on the check in case we need to contact you.

Water and Sewer

This will be the final bill you will receive from us with sewer usage listed. See enclosed letter from Wayne County Water and Sewer Authority (WCWSA).

We will not be accepting payments for WCWSA at the Village Offices.

Direct Debit: This is a free service where your water and meter balance will be deducted from your bank account on the due date. The paper to sign up is on our website under FORMS or available at the Village Clerk's office.

Meter Endpoint Replacement: Due to the current age of our meters, the water department will be replacing part of the meters. The water department will be reaching out to you regarding this.

Lead Pipe Identification: The Village of Palmyra is required by the NYS Department of Health to identify all lead services in use within the Village's water system.

To comply with NYSDOH the material of each water service line to homes within the Village of Palmyra will need to be identified. If you are unable to do this prior to the end of 2025, please email PalmyraUFPO@yahoo.com to schedule an appointment for the testing to be completed for you.

Online Portal: On the front page of our website, you can view or pay your water bill account. There is a small charge to the payment processor for the payments.

Paperless Billing: We offer paperless billing where your bill will be sent to your email instead of by postcard to your address. Your email address will only be used for paperless billing purposes.

Past Due Balance: Any balances not paid by May 1 are relieved to your Village taxes. If this happened to you, we would recommend calling your mortgage company to see how it will impact your future payments to them.

Phone Numbers: When paying your bill, please write your phone number on your check. It is the quickest way to reach out to you if there are any issues.

Water Quality Report: The 2024 report is available <https://www.palmyravillageny.gov/water-and-sewer>

This letter and water and sewer bills are enclosed with the property tax bills by order of the Village of Palmyra Trustees.

144 East Main Street, Palmyra, New York 14522

Telephone: (315) 597-4849, option 6 • Email: Info@PalmyraVillageNY.gov