

STATE OF WARD 12

Presented by
Councilwoman Rebecca Maurer



*Dedicated to the residents of Ward 12,
who continue to fight for the thriving
communities that we deserve.*

Dear Ward 12,

I might be biased, but I truly believe that Ward 12 is Cleveland's most important ward. We cross the Cuyahoga River and cover four neighborhoods — Old Brooklyn, Slavic Village, Brooklyn Centre, and Tremont. 100 years ago, these neighborhoods had a shared history in supplying housing for mill workers. Today, they might feel like completely different neighborhoods, but they continue to tell a shared story — the story of Cleveland.

Our diverse neighborhoods show all the successes and challenges that Cleveland has to offer. More than any other ward, Ward 12's neighborhoods represent all of Cleveland. From Slavic Village to Old Brooklyn, from Brooklyn Centre to Tremont, the fight to improve Ward 12 is the fight to improve Cleveland for all of us.

My goal in this State of the Ward is to lay out the projects, goals, and vision for my work on City Council. There may be unique stories to our different neighborhoods, but we're not telling different stories about different parts of the ward. Instead, we want to offer a shared vision for how we improve every part of our ward together.

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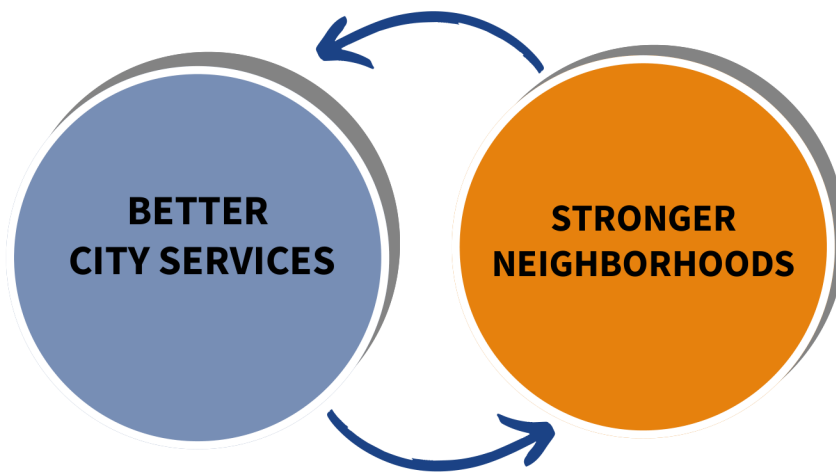
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Everything I do on City Council broadly fits into one of two categories: creating **better city services** or creating **stronger neighborhoods**. Better city services look like city workers delivering garbage bins, getting roads repaved, and mowing vacant lots. Stronger neighborhoods means creating thriving neighborhoods where residents like you want to live and work.

Of course, these two goals feed back on each other. If we can keep our streets clean or get Building and Housing to address blighted houses quickly, we can increase our sense of safety in our neighborhoods. If we have stronger neighborhoods, more residents will want to live here and the city will have resources to deliver better services.



This work will not happen overnight. In one of America's poorest cities, improving our City Hall and building thriving communities is a long process — longer than I would like. We have had some modest successes. But even more, I want to leave you with a sense of what is coming in the future and the work we're doing behind the scenes now to make that better future a reality. Lastly, I hope you leave with the sense that your contributions — large and small — make a difference. We are in this work together.

Sincerely,

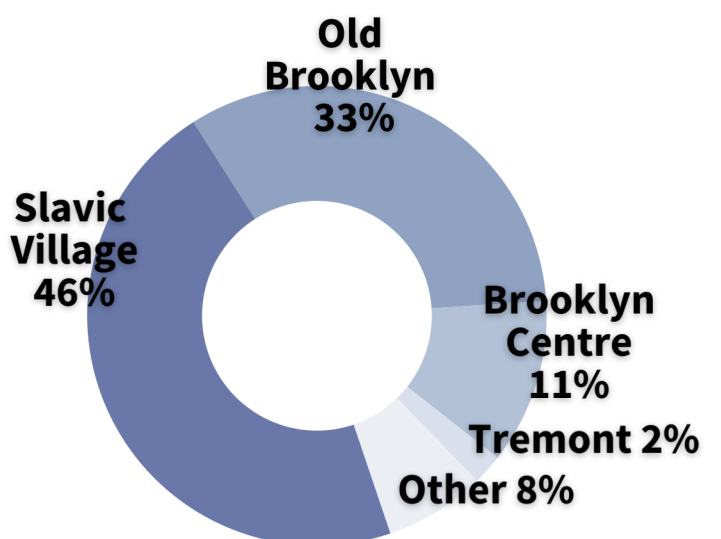
Ward 12 Councilwoman Rebecca Maurer

Better City Services

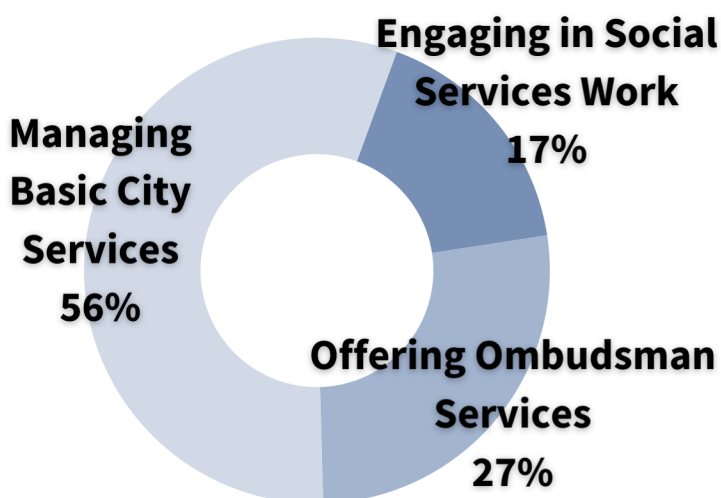
High-quality, trustworthy city services is the central responsibility of City Hall. Cleveland has not always had the best track record of delivering what residents deserve. In these instances, many residents come to the Council office for help. We want to help you get the quality city services you deserve, but we also want to improve the existing systems so that they work better and more seamlessly for everybody. Here's how we do both.

Service requests to
the Ward 12 Council
Office since 2022:

3,314



By neighborhood: Our requests for service come from all over the ward. They are relatively proportional to the population that lives in our different neighborhoods in Ward 12. Our “other” calls often come from stakeholders such as business owners or landlords.



By type: As part of our work to evaluate what these calls cover, we reviewed a random sample of calls, and found that 56% were managing basic city services that could be handled directly by other departments. 17% involved significant social services work and 27% involved being the ombudsman to complex service requests that did not fit into existing city work order systems.

City Services Progress

On a systemic level, we are seeing progress in the delivery of basic city services in some areas because of a focused investment of city money and better management. For instance, **cleanups of illegal dumping** are happening more quickly than in the past. However, we still need to improve our system of identifying and addressing people who continue to illegally dump.

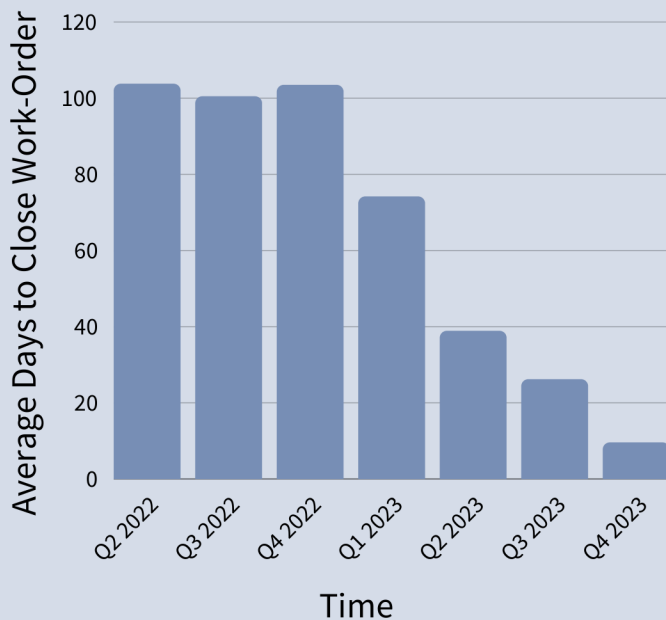
The **delivery time for new garbage and recycling bins** has decreased dramatically since the start of Councilwoman Maurer's term. In the beginning of 2022, the average wait time was



Before and after the city's illegal dumping crew cleanup.

Average Number of Days to Deliver a New Garbage Bin

Based on work-orders from Cleveland's CityWorks system



over 100 days. It is currently under 10 days and getting lower. These improvements came after the Councilwoman's *Constituent Services Report*, which identified the issues with garbage bin delivery along with other systemic issues.

The biggest change coming in the next year will be the launch and implementation of the **new 311 system** — a centralized tracking and management system for basic city services with both phone, app, and web options. 311 is our best chance to build trust and consistency in the delivery of services.

City Services Challenges

Poor-quality city services hurt our residents, decrease trust, and frustrate everybody, including the Council offices stuck in the middle between departments and residents. The city does not have good processes set up for catching **illegal commercial work** like auto repair on private property. **Keeping street lights on** is a recurrent issue. The Harvard-Denison Bridge is just one visible example. **Tree management** has emerged as an increasingly troubling area. Our residents have been waiting for years for basic maintenance.



Residents participating in a Tree Walk, March 2023

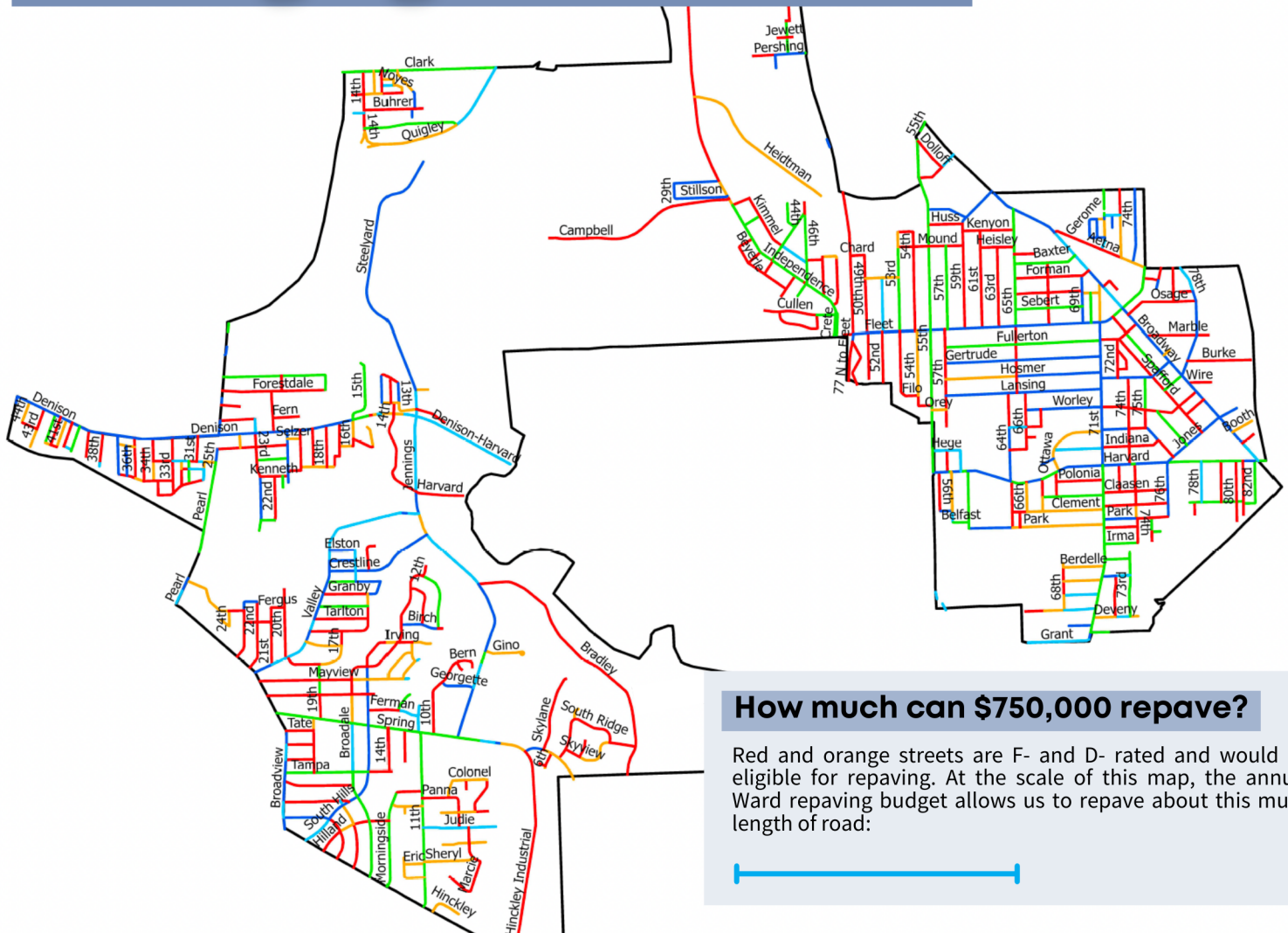


Front Page of the Plain Dealer, July 27, 2022 discussing Councilwoman Maurer's Constituent Services Report

The city has a backlog of more than \$2.9 million in tree removal, pruning, and stump grinding. Council set aside \$1 million this year to tackle this backlog, but it is far from enough, especially when the city's work order system is driven by complaints.

In the following pages, we will highlight other three examples of key city services: road repaving, vacant lots, and abandoned homes. Each of these key service areas has been troubled. Each will require substantial financial investment and service coordination — just like we needed to turn around garbage bin delivery. It is a lot of work, but Cleveland deserves it.

Managing Our Streets

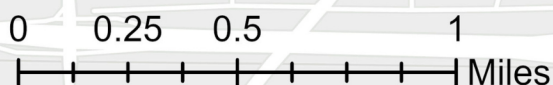
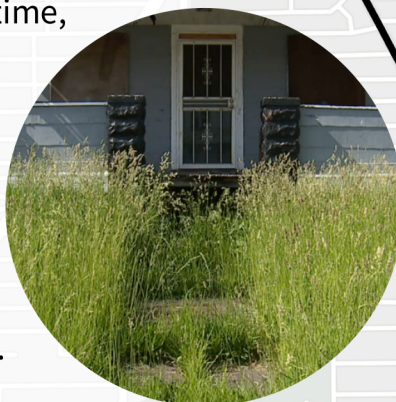


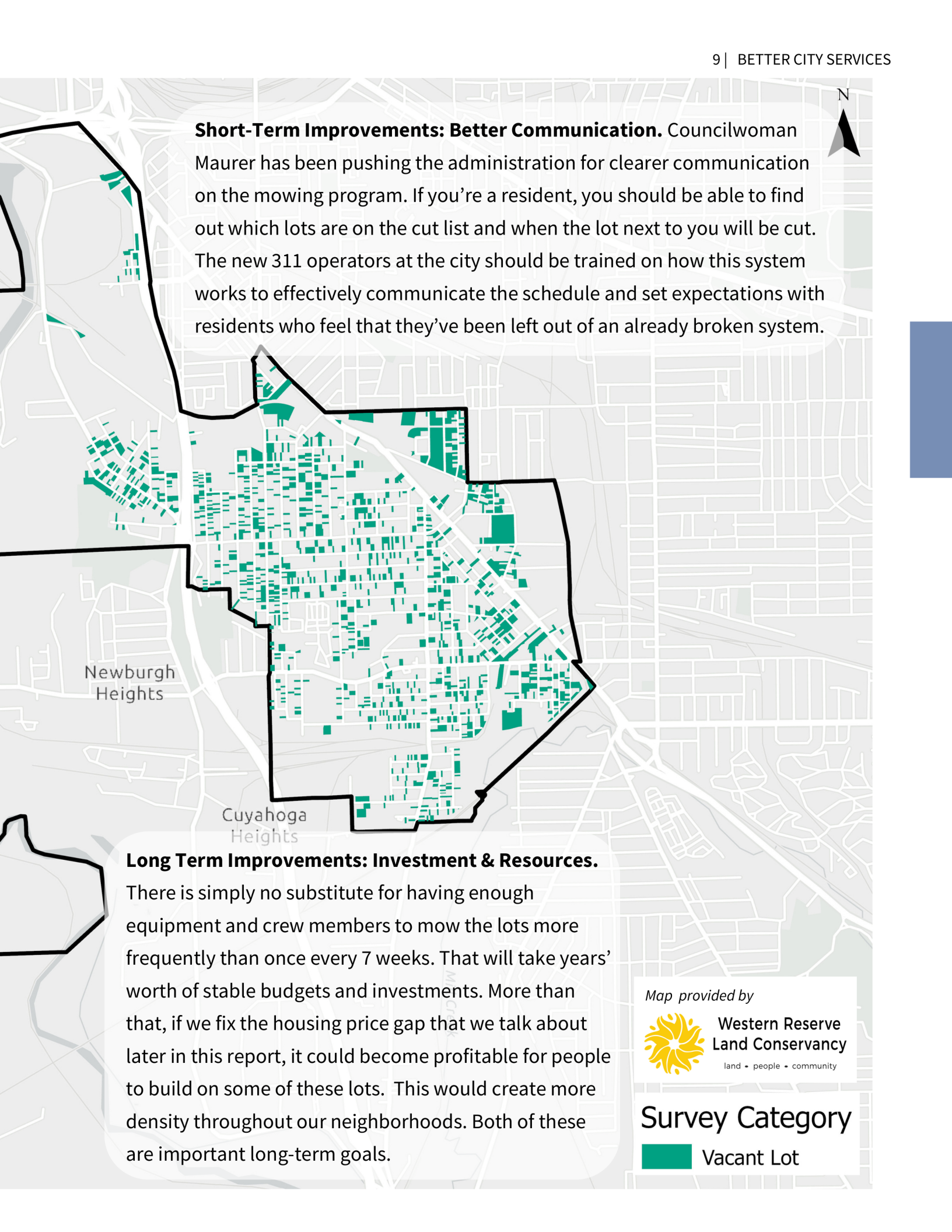
Cleveland uses a Pavement Condition Rating (PCR) to analyze our roads on a scale from A-to-F. As you can see from the map above, we have dozens and dozens of D- and F-rated streets. Our annual repaving budget in the city is \$12 million, which is split evenly among all 17 wards. This gives Ward 12 about **\$750,000 each year to repave those pothole-ridden streets**. Every cent of that money — and more from one-time ARPA and council contributions — has gone into Ward 12 roads since 2022. However, that money is not enough. According to our own pavement management study, **we need double that amount of money — \$1,470,000 per year — to succeed at repaving all of our D- and F-rated streets over the next 20 years**. At the rate we are going, we will only get to half the roads that we need to do in those 20 years. Simply put, roads will continue to be a point of pain in our Ward and around Cleveland until we set aside more in the budget each year for road repaving.

Managing Our Vacant Lots

The city owns and maintains hundreds of parcels throughout Ward 12. These vacant lots, along with abandoned homes with unmaintained yards, can be an eyesore and a safety hazard. They attract rodents and broadcast that the home is not being properly cared for. The City's system to maintain these lots is overwhelmed and under-resourced. **Under the current system, the city will mow these lots — at best — every 7 weeks.** That simply is not often enough.

What is the current plan: Each summer, the city has dozens of crews working from sun-up to sun-down. With more than 20,000 lots to mow, the fastest they can cycle through the whole city is 7 weeks. Not only is that a long time, but frustrations emerge because the trimming crews who do edges and tree lawns come days or weeks after the tractor crews, leaving residents even more confused.





Short-Term Improvements: Better Communication. Councilwoman Maurer has been pushing the administration for clearer communication on the mowing program. If you're a resident, you should be able to find out which lots are on the cut list and when the lot next to you will be cut. The new 311 operators at the city should be trained on how this system works to effectively communicate the schedule and set expectations with residents who feel that they've been left out of an already broken system.

Newburgh
Heights

Cuyahoga
Heights

Long Term Improvements: Investment & Resources.

There is simply no substitute for having enough equipment and crew members to mow the lots more frequently than once every 7 weeks. That will take years' worth of stable budgets and investments. More than that, if we fix the housing price gap that we talk about later in this report, it could become profitable for people to build on some of these lots. This would create more density throughout our neighborhoods. Both of these are important long-term goals.

Map provided by



Western Reserve
Land Conservancy

land • people • community

Survey Category



Vacant Lot

Managing Our Vacant Homes

More than 15 years after the foreclosure crisis, we still have many vacant and abandoned homes. They attract crime. They are an eyesore. And they drag down home values for hard-working neighbors maintaining their own homes. It is a key city service to address and manage these properties. The current system for this work is inadequate. It leaves the responsibility to residents (and, in turn, Councilmembers) to follow up on the same property over and over again with Building and Housing. And it leaves problem homes in the same condition for years.



Where we are now



Right now, everybody is caught in a cycle where the vacant house is not adequately addressed:

- Residents have to call in over and over again;
- A board up does not lead to further inspections;
- The boards are taken off or the property is sold between LLCs, restarting the process;
- It takes years to get anything to prosecution.

This cycle is frustrating and dangerous.

Where we're going



We need to improve this system so that residents and neighborhoods can see clear progress and results. Building and Housing needs to proactively case manage these properties instead of waiting for resident complaints. Changes under the new Residents First law will help, like civil nuisance tickets and vacant property inspections upon sale. But the most important measure of success is that we communicate a clear path and you see a difference.

Understanding Delays for Condemnation and Demolition

We will not fix all of our housing problems with condemnation and demolition alone. However, it is an important tool in the toolbox and understanding the pitfalls in this process will help us understand how the process of managing vacant properties gets delayed.

The current process takes 2+ years

However, many things can cause delays

1 Complaint Received

2 B&H Inspection

3 Condemnation violation issued
30 days given to appeal the condemnation

4 Condemnation sent to Law Dept for Demolition Approval

5 Property is condemned and placed on the city's demolition list

6 Property is demolished

Consent to Inspect

In certain circumstances, B&H needs a search warrant to perform an inspection. This has to be processed through housing court and can take months.

Property owner appeals a violation.

These cases go to the Board of Building Standards and Appeals (BBSA). An appeal can be a request for reversal or more time to bring the property back into compliance. In the meantime, **all action must be suspended.**

Permits are pulled to correct violations.

Once permits have been pulled, the property owner has 6 months to repair violations.

Property changes hands.

The condemnation violation must be resent to the new owner. This process starts again at step 3 and can add months.

Stronger Neighborhoods

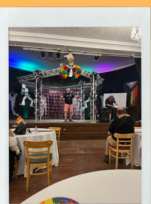
In addition to delivering quality city services, the other central responsibility of City Hall and the Council Office is to build stronger neighborhoods where everybody can live, work, and thrive.

Though we are a diverse community, we all have the same central vision of what a strong neighborhood might look like. Strong neighborhoods are **safe**. Strong neighborhoods have **good housing** and **open businesses** for people to shop at. Strong neighborhoods have good **parks and recreation centers**. We will talk about each of these categories in turn.

Strong neighborhoods also have something else we haven't talked about: strong schools. Because Council does not oversee the Cleveland Municipal School District budget or CMSD School Board, we won't be discussing this subject at length in this report. But it is a critical piece to the puzzle, particularly as we face down the budget deficit caused by the end of COVID-era relief money. Please know we follow this issue closely on City Council, even if we are not directly voting on operations at the District.

For now, let's turn to the topics we do work on at City Council to build stronger neighborhoods.

Bringing neighbors together to make Ward 12 stronger



Investing in Safety

One of our central beliefs in Ward 12 is that every resident deserves the right to live, work, and play in safe neighborhoods.

Strong neighborhoods are safe neighborhoods. What creates the sense of safety that so many of our residents are missing these days? So much of safety is interconnected. Tackling our vacant and abandoned housing stock that attracts crime is one way. Basic city maintenance is another. We want our streets to be clean and welcoming. We should also work to decrease response times from police and EMS so that when people call 911, they have a sense that a vehicle will show up — and quickly. That is why we've seen such a critical focus on increasing academy classes. We want our

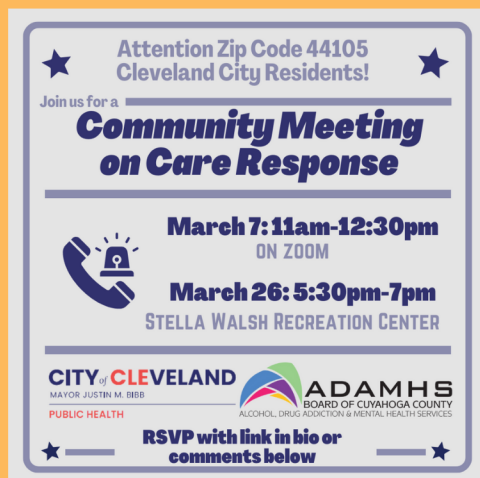
public safety divisions fully and adequately staffed. But we also need to do more than respond to crime — **we need to prevent violence before it happens.** Violence prevention is a task that has too often fallen by the wayside. There are some aspects of violence prevention that are outside the hands of anybody on City Council — like the federal and state laws that allow a stream of guns to flow into our streets. But there are many aspects that are within our hands and that we interact with every day. Here are some of the key issues around violence prevention that we engage with in Ward 12.

Funding Violence Prevention

Across the city we are refocusing our efforts to fund violence prevention. For the first time in 2023, the city supported more than **\$2 million dollars** in grants to grassroots, community-centered programs. These dollars will show up in Ward 12 through organizations like God's Vision Foundation, Golden Ciphers, Beat the Streets, and Building Hope in the City. What we know is that this type of generational violence prevention and intervention may take time to show results. But it is worth every penny.



Piloting “Care Response” for people in crisis



We are often asking our police to do jobs far outside of their traditional roles. One example is responding to non-violent calls from people in acute mental health crisis. Those individuals need behavioral health specialists, not police. That is why Councilwoman Maurer championed legislation that allowed the city to explore and invest in “Care Response” for the first time. The Councilwoman is glad that the 44105 zip code was selected for the ADAMHS Board of Cuyahoga County’s pilot of non-police response through 988 and Frontline Services.

Challenges in addressing quality-of-life issues like noise complaints



We are also asking police to manage a high volume of quality-of-life disputes between neighbors. We see this come up frequently in our office around noise complaints. We know that living in a city comes with some noise. But we need to have a way to handle repeated issues and late-night parties that keep residents up. Right now, calls over noise to the non-emergency line after hours rarely result in a quick police response. Residents get calls back

hours later asking if help is still needed. Councilwoman Maurer is committed to working with the leadership of Public Safety, Dispatch, and Community Relations to set clear paths and expectations for residents struggling with repeated noise issues.

Progress and challenges in traffic calming

We hear about speeding and reckless driving all over Ward 12. People treat many of our streets like racetracks and it seems nobody stops at stop signs these days. Throughout the country we have seen an increase in reckless driving after COVID. One theory is that people drove more recklessly when there were fewer people on the roads and the habit stuck. But we also have to face the fact that we simply are not enforcing traffic laws. In 2013, the City of Cleveland issued more than 120,000 traffic tickets. 10 years later we issued only 19,000. People are driving recklessly because we allow it. We need to change course, but it hasn't been easy. Here is what we are trying. We have speed-feedback display signs to warn drivers of speeding. After a years-long pilot, we are ready to deploy the first set of speed tables in Ward 12 in 2024. However, the speed tables will only be installed on a handful of streets with a proven track record of speeding. Dozens of residents who have reached out to us about speeding on their streets have been disappointed to find that the traffic count numbers do not qualify them for traffic calming. We are also investigating a truck-traffic camera program because so many of our streets have trucks illegally barreling down them. These are small steps, but we have much more to do.



We have two speed-feedback display signs to deploy in Ward 12. They rotate locations.



After piloting speed tables in a few locations, the City of Cleveland will be installing a few speed tables in every ward in 2024.

Investing in Master Plans

One of the biggest factors in building stronger neighborhoods is the question of development. The Councilwoman is pushing for community-centered development, driven by our current residents and their current needs, not trickle-down investment driven by the needs of just downtown. This work begins with a process called “Master Planning.”

A master plan is an important document that sets out the goals for the neighborhood years or even decades in the future. When the Councilwoman came into office, no Ward 12 neighborhood had an active master plan. We knew that had to change. Now, every neighborhood is on a path toward some form of plan. The **Brooklyn Centre** plan is starting with a micro-plan for the area around Calgary Park, anchored by our \$1 million investment in that park at the southern tip of the neighborhood. **Old Brooklyn** is part of the Middle Neighborhoods work being spearheaded by Cleveland Neighborhood Progress. **Slavic Village**

is partnering with the RTA to build a master plan that includes not just the neighborhood but a high-frequency bus line along Broadway. That line would run every 15 minutes and make Slavic Village a more transit-friendly neighborhood. In **Tremont** we are working with Tremont West Development Corporation to start a micro-plan for the area around Clark Ave and W 14th Street. Each of these plans and their execution will be a long process, but each one will provide important guideposts towards the future we want to create.



Part of the micro-plan for the area of Brooklyn Centre near Calgary Park

As we push for this long-term master planning, we still want to seize the opportunities that are before us now. One of our biggest barriers to basic development is the **housing price gap** — the idea that it can cost more to improve a building than you can sell it for in our weak housing markets. In all our housing and commercial work, we're trying to bridge the gap to generate better comps and make our markets self-sustaining in the future.

Understanding the Housing Price Gap

Let's say you buy a fixer-up house for \$100,000 and spend another \$100,000 making it move-in ready. In a healthy housing market, you could sell that home for \$250,000 and make a \$50,000 profit. But in most of Ward 12, our housing market is weak and you would have to sell the property for less than your total investment. If you could only sell the property for \$150,000, you would have a \$50,000 gap — meaning the incentives are not there for people to invest. In these conditions, the real estate market does not work well and sales are harder. In Ward 12, this price gap exists across new construction, commercial properties, and home rehabs. It affects both newcomers looking to buy and long-term residents trying to invest in their homes because it makes getting financing harder.

In a healthy housing market,
you can put in this much money:

Purchase: \$100k Rehab: \$100k

And get out more money than you put in:

Total Investment: \$200k

Profit: \$50k

Sale Price: \$250k

In a weak housing market with a price gap,
you can put in this much money:

Purchase: \$100k Rehab: \$100k

But you cannot sell it for enough to cover
your investments:

Total Investment: \$200k

Sale Price: \$150k

\$50k gap

Bridging the gap at

Large Development Sites



The Fullerton School Site and Memphis & Pearl (technically Ward 13, but central to Old Brooklyn and across the street from Ward 12) are both catalytic development sites that the city is supporting to close the gap and bring investment to the neighborhood.

Bridging the gap on our

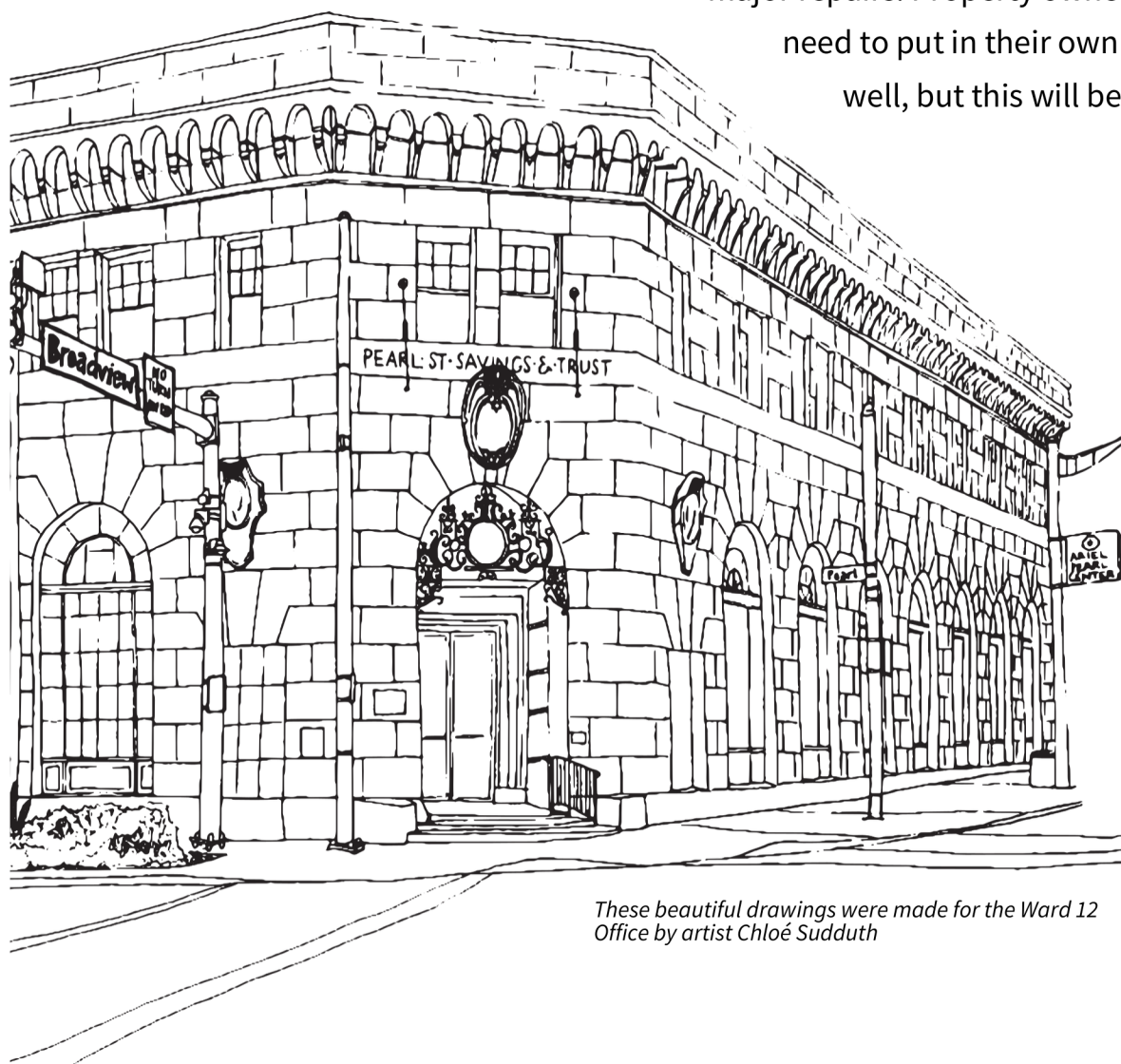
Commerical Corridors

Ward 12 has incredible historic corridors like Fleet, Broadview, Pearl, E 71st, Harvard, and Denison. Unfortunately, none of our corridors have returned to their historic density and too many of our store fronts are either underutilized or abandoned entirely. One of the goals of Councilwoman Maurer's first term is putting in dedicated dollars for our commercial corridor development across the ward. After years of work, we are on the

culsp of some very exciting developments.

Whiteboxing and Storefront Dollars:

Property owners along our commercial corridors will soon be able to apply for matching grant dollars to improve the exterior or interior of their buildings. "Whiteboxing" is the idea of making a commercial space clean and move-in ready so a small business doesn't have to do major repairs. Property owners will need to put in their own equity as well, but this will be once-

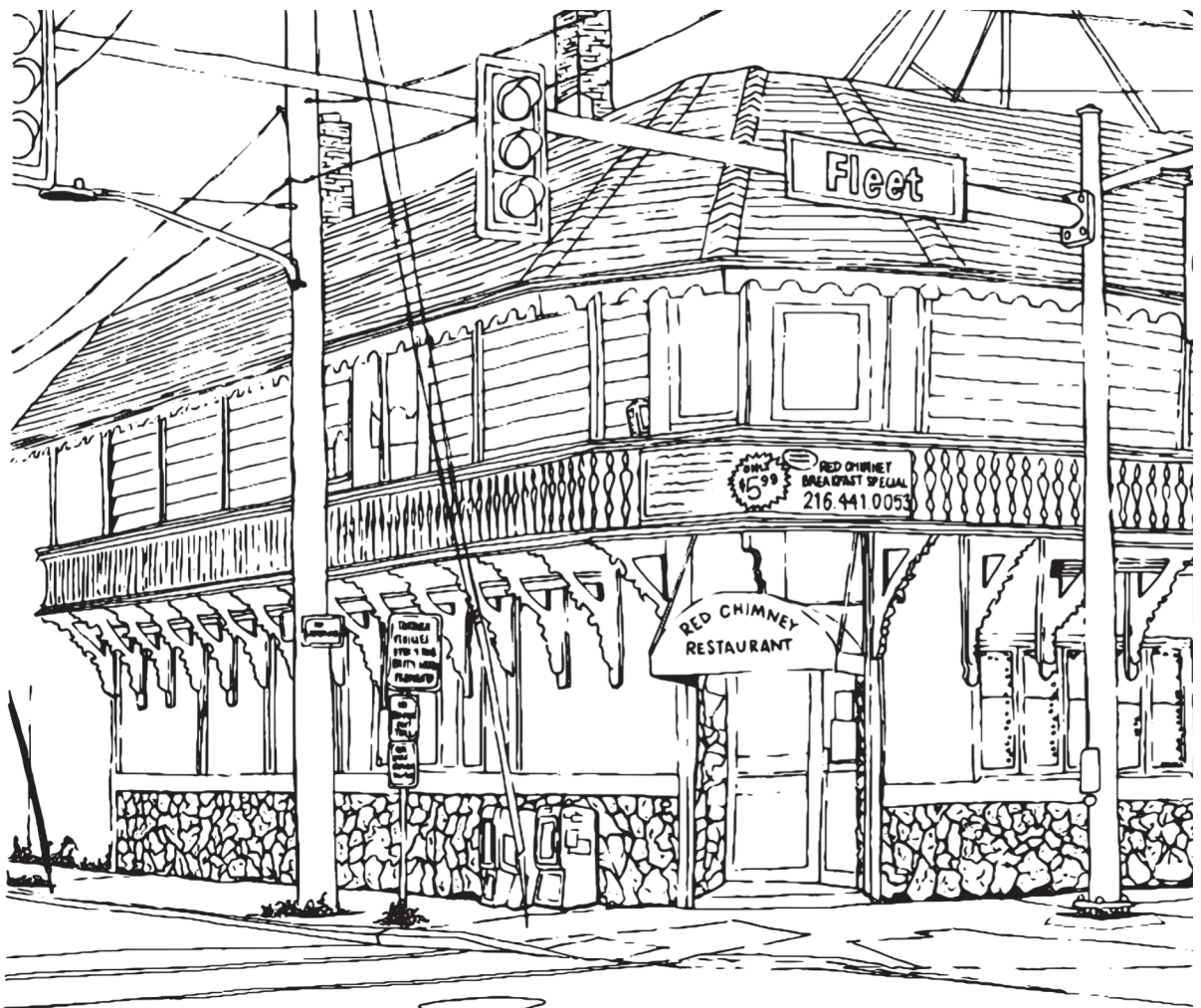


These beautiful drawings were made for the Ward 12 Office by artist Chloé Sudduth

in-a-generation money to help bridge the price gap and get our corridors up and running again.

Dedicated staff time: In the past, Ward 12 Community Development Corporations have had business development offices spread across many different commitments. For the next two years, Old Brooklyn, Metrowest, and Slavic Village will share a Commercial Corridor Coordinator whose only job is to get money into the streets and help open new businesses. Have a business or property? You can reach Kniel at knielc@mcleveland.com.

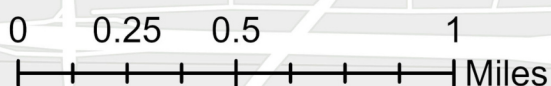
Code Enforcement: While we know that “carrots” are important, we also need “sticks” for bad-faith actors who are leaving their properties dilapidated, empty, and dangerous. It should cost owners something to leave their commercial properties empty. Our coordinated approach includes more code enforcement and ticketing for commercial corridor properties that are not being kept up. The City’s Vacant Property Registry passed under Residents First should be a huge step in the right direction to making sure these beautiful buildings are not allowed to deteriorate any longer.



Investing in Strong Housing

We need safe, healthy housing if we want Ward 12 to truly thrive. The recent housing survey, shown here, helps us get a snapshot of our housing conditions — both good and bad. Our strongest markets in Old Brooklyn are just on the cusp of closing the price gap entirely. But in our weakest markets in Slavic Village, we have a long way to go. Here's some of the ways we are investing in housing.

We need to make absentee landlords invest in their properties. Many of our housing issues stem from bad-faith, out-of-state landlords who want to collect rent from Clevelanders but not invest in their properties. Councilwoman Maurer championed Residents First — a sweeping bill to hold out-of-state landlords accountable. This includes requiring landlords to identify a **local agent in charge** — a living, breathing person who is responsible for the property and the conditions. The bill also puts in a system for civil tickets so we can begin to do systematic code enforcement for the first time in years.



Getting dollars into structures. The Council office supports many different initiatives to help get money into people's homes. The Age-Friendly Home In Place program makes significant home repairs for free so senior residents can stay in their homes. We also support low-interest home repair loans through the Cleveland Restoration Society that are open to anybody who wants to apply. Middle Neighborhoods and Construction Gap Financing programs in Old Brooklyn and Slavic Village are another way that we get money into properties to close the gap.

Newburgh Heights

Cuyahoga Heights

Investing in Properties to Make Them Lead Safe.

One of the most important aspects of healthy housing is lead-safe housing. Cleveland's lead poisoning numbers are still higher than those in Flint, Michigan. Councilwoman Maurer co-chairs the Cleveland Lead-Safe Advisory Board and has been instrumental in making sure that there are dollars available to fix windows, doors, and chipped paint that might cause harm to our children. For more information on grants to make properties lead safe go to leadsafecle.org





Map provided by



Western Reserve
Land Conservancy

land • people • community

Structure Grade

	A
	B
	C
	D
	F

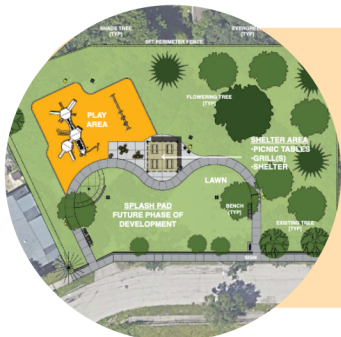
Investing in Parks & Rec

The residents of Ward 12 deserve dignified, well-maintained city parks and recreation facilities. We have some investments in the pipeline, but we have a lot more work to do.

Current Projects



Gym at Stella Walsh / Public Safety Complex: Stella Walsh is the only Rec Center in Ward 12. Overall, it needs a lot of love, but we got a huge win in the past year by opening the old South High Gym to residents for the first time in more than a decade. The gym was fully redone and will be shared between the Stella Walsh Rec Center and the Public Safety Training Complex.



Forest City Park: This small park in the part of Slavic Village tucked between I-77 and the steel mill has gotten a face lift. After years of community engagement and planning, we broke ground in 2023. We are expecting the park to open in early summer 2024 with a new playground, pavilion, green space, art installations, and more.



Calgary Park: After securing an investment of city and federal dollars, we used 2023 to redesign Calgary Park — a tree-lined park that was underutilized and full of mosquitos. The plan is now set and we're looking ahead to breaking ground in late 2024 or early 2025. We know this park can be an anchor of the Brooklyn Centre neighborhood.



Treadway Creek Trail: This trail connects Harmody Park in Old Brooklyn to the Towpath. However, the city does not own many similar trail paths and so has not always done a good job trimming branches and maintaining the asphalt. We are actively in the process of switching management of the trail to the Metroparks and expect that to take place by fall 2024.

Next Priorities



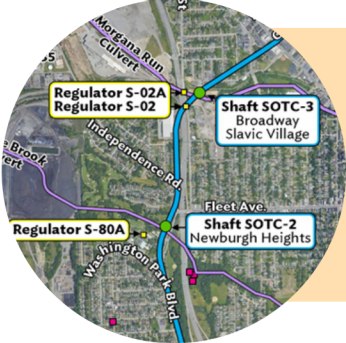
Weight Room at Stella Walsh: Above the gymnasium that is now open at Stella Walsh, there was a long-abandoned weight room that was previously used for the now-closed South High. Councilwoman Maurer has spearheaded an effort to fully re-do the weight room and get brand new equipment. We have secured funding and will be installing the equipment by fall 2024.



Harmody Park: Harmody Park in the heart of Old Brooklyn is heavily used but it is dated and under-resourced. We fully support a redesign. However, when that redesign happens will depend on the outcome of the Parks and Rec Master Planning Process. You can engage in that process and express your support for this and other Ward 12 resources at <https://cleparksrecplan.com/>



Morgana Baseball Field: Drainage and maintenance issues have made it hard to use this baseball field. Our office is working with the Mayor's Office of Capital Projects to look at the possibility of putting down synthetic turf. Luckily we have the support of Cleveland Central Catholic nearby, however we have not yet secured a source of funding for this project.



Maintaining Green Space During NEORS D Construction: The Northeast Ohio Regional Sewer District is doing construction in Old Brooklyn and Slavic Village to reduce combined sewer overflow into Lake Erie. Their next project will involve work along Washington Park in 2025-2026. We will be working with them to maintain as much greenspace access as possible during this time.



Downtown Connector Trail: The Downtown Connector Trail will connect Slavic Village to downtown and the Towpath Trail. We have secured more money for an important final step in planning. However, the trail work will not begin for a few more years because a large portion of the trail will be built by ODOT at the same time that they widen the shoulder along I-77.

Thank you.

At the beginning of this report, we talked about how Ward 12 is the one ward that is representative of all the ecosystems that make up Cleveland today. You cannot fix Cleveland without fixing Ward 12 and you cannot fix Ward 12 without fixing Cleveland. It is clear that despite the successes we have had, we have a lot of fixing left to do.

Every day, I am eager to get to City Hall and continue the work of bringing you better city services and stronger neighborhoods. These struggles are interlinked. And ultimately you will be the ones who measure our success.

But, truly, we cannot do this work alone. Each and every one of you is critical to the success of our ward and our city.

Our neighborhoods are stronger because of you. They are better because of neighbors like you who help each other dig out of a snowstorm, who look out for each other, and who check in when they haven't seen each other in a while.

Your engagement with your community makes a difference. Showing up for each other is so important in a society where we are increasingly disconnected from each other. I hope this report has helped you envision a way you can participate and make a difference in Ward 12. If you are looking for more resources, check out the next page, or you can always reach out to our office. We want to hear from you!



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Additional Ward 12 Resources

First call for help on social services: 211
First call for help on city services: 311
Suicide and Mental Health Crisis Line: 988

Animal Help:

Neighborhood Pets (Low-Cost Pet Food):
216-505-5853
Animal Control / Trapping: 216-664-3069
Animal Human Investigations: 216-377-1630

Arts Programs

Broadway School of Music: 216-641-0630
ArtHouse, Inc.: 216-398-8556

County Property Tax Reappraisals:

216-443-7420, option 3

CMUSD Enrollment: 216-838-3675

Food Support

University Settlement: 216-641-8948
Food Bank: 216-738-2265

Legal Aid

Main Intake: 216-861-5500
Tenants Rights Hotline: 216-861-5955

Library Branches in Ward 12

Fleet Branch: 216-623-6962
South Brooklyn Branch: 216-623-7067
Brooklyn Branch: 216-623-6920
South Branch (Tremont): 216-623-7060

Senior Services

Western Reserve Area Agency on Aging: 216-621-0303
Senior Citizen Resources: 216-749-5367
Cuyahoga County Senior Services: 216-420-6700
Cleveland Department of Aging: 216-664-2833

Utility Services

Cleveland Public Power: 216-664-3156
Illuminating Company (CEI): 800-589-3101
Cleveland Water: 216-664-3130
NEORS (sewer): 216-881-6600
Water Pollution Control: 216-664-2513
Dominion Gas (Enbridge): 800-3627557
Digital-C/Canopy (low-cost internet): 216-777-3859






Ward 12 Community Development Corporations

MetroWest CDC: 216-961-9073
Old Brooklyn CDC: 216-459-1000
Slavic Village CDC: 216-429-1182
Tremont West CDC: 216-575-0920

PREPARED BY **Councilwoman Rebecca Maurer**

Councilwoman Rebecca Maurer is a lawyer and community advocate. Councilwoman Maurer started her career with a passion for housing justice after having her own issues with absentee landlord. She graduated from Stanford Law School (JD '14), worked at Patterson Belknap Webb & Tyler, and clerked for Judge James Gwin of the Northern District of Ohio. She was a staff attorney at the Legal Aid Society of Cleveland, representing tenants in eviction and households facing high debts. After leaving to start her own law practice, she worked on federal student loan policy and worked with a community coalition pushing to reform Cleveland's lead-safe housing laws. In 2021 she was elected to serve Cleveland's Ward 12, which spans the historic and diverse neighborhoods of Old Brooklyn, Slavic Village, Brooklyn Centre and Tremont.

Stay in touch with our office:

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Average Number of Days to Deliver a New Garbage Bin

Based on work-orders from Cleveland's CityWorks system

