

## Neighborhood FAQ

### Emergencies

**Q: How do I contact the police or the fire department?**

A: Call 911 to report a medical, safety, or fire-related emergency.

Hamilton is included in the Northeastern District of the Baltimore Police Department. Their non-emergency line is (410) 396-2444.

**Q: Who should I call about a mental health emergency?**

A: In Baltimore, call [Behavioral Health System Baltimore](#)'s Here2Help Hotline at (410) 433-5175. This service is available 24/7/365, and is free and confidential.

During the COVID-19 pandemic, you can also call the [ProBono Counseling Project](#)'s WARMLine, which is staffed by a licensed mental health professional. Hours are Monday-Friday 10 a.m. to 6 p.m. Call 211 or (443) 608-9182.

**Q: I am in an abusive situation in my household. Who can I call for help?**

A: Call (410) 889-RUTH (7884). [House of Ruth Maryland](#)'s 24/7 hotline is a confidential lifeline to victims in need. Counselors are trained in crisis intervention, safety planning, counseling and legal referrals, and proactive advocacy to victims, as well as their families, friends, and the community in general.

**Q: Who should I call if I smell a natural gas leak?**

A: Leave the area immediately and call Baltimore Gas & Electric (BGE) at 1-877-778-7798 or 1-800-685-0123.

**Q: Who should I call if I see a downed power line?**

A: Stay away from the area and call BGE at 1-877-778-2222 or 1-800-685-0123.

**Q: Who should I call if I have a water or sewer emergency?**

A: Call 311 to report issues like a flooded street, no water in your home, or to request an emergency water shut-off. You can also report issues, view options, and track service requests at the [Baltimore 311 website](#) or by downloading the Balt311 mobile app (which requires a free account). After you submit a request, the Department of Public Works (DPW) will assess the situation.

### Local Services

**Q: Who do I contact about utilities for my home?**

A: BGE is Maryland's largest natural gas and electric utility. To start service at your address or to transfer your current BGE service, call 1-800-685-0123 or visit the [BGE website](#). To shop electric service providers in the State of Maryland, visit the [MD Electric Choice website](#).

[Water service] good question!

**Q: Why do I keep getting junk mail about water/sewer insurance?**

The city recommends getting the optional HomeServe Exterior Water Service Line and Sewer/Septic Line insurance due to the city's aging infrastructure. City is responsible for covering emergency repairs from your sidewalk to the street. Not all homeowners insurance will cover the rest. HomeServe is a private company. Visit <https://www.homeserve.com/sc/coverage> or look for discounts in your mail.

**Q: When is our garbage, recycling, and bulk trash collected?**

A: DPW issues each house in the city one green rolling can for garbage and (coming in 2021) one blue rolling can for recycling. To replace a missing can, file a service request through 311.

DPW collects garbage in Hamilton on Wednesdays starting at 6:00am. They also collect recycling on Fridays starting at 6:00am. You should place your cans on the curb in front of your house, handles out, and in plain view so a city employee can easily access them.

Bulk trash pickups for large items must be scheduled as service requests through 311. DPW requests no more than three items at a time; up to four tires without rims, no auto parts, and no building materials (including paint, flammable or hazardous waste). Requests must be made at least four days in advance. DPW will collect bulk trash on the third Wednesday of every month at your regular garbage location starting at 6:00am. (Please note: Bulk trash pickups have been suspended during the COVID-19 pandemic.)

If you are renting an apartment, contact your property manager about how to dispose of your garbage, recycling, and bulk trash.

## Baltimore 311 & Community Services

**Q: How can I report an issue to the city?**

A: Baltimore 311 connects residents, businesses, and visitors with city services, programs, and information. You can visit the [Baltimore 311 website](#) or download the Balt311 mobile app to browse the dozens of services offered. Requests via phone, website, or app will be forwarded to the appropriate department for assessment. A few popular requests include:

- Dirty Street Cleanings
- Housing Inspections
- Parking Complaints
- Potholes
- Rats/wildlife

**Q: What other community resources are available in Hamilton?**

A: Visit this [list of community resources](#) maintained by Hamilton-Lauraville Main Street.

## Health Care

**Q: Where is the nearest hospital?**

A: [Medstar Good Samaritan Hospital](#) is located at 5601 Loch Raven Boulevard.

**Q: Where is the nearest urgent care center?**

A: The ExpressCare Urgent Care Center is located at 7701 Harford Road in Parkville. Their number is (443) 438-5147. PM Pediatrics is located 9613 Harford Rd. Carney Village Shopping Center Parkville, MD 21234 Phone: 443.461.6767

**Q: Where can I dispose of old medication?**

A: [Text here.]

## Education

**Q: What are Hamilton's public schools?**

A: Hamilton students are zoned into the following schools from pre-kindergarten through 8th grade. These are operated by Baltimore City Public Schools, the city's public school district.

- [Hamilton Elementary/Middle School](#) (PK-8), located at 6101 Old Harford Road. Most elementary and middle students south of Northern Parkway attend this school. The school's number is (410) 396-6375.
- [Woodhome Elementary/Middle School](#) (PK-8), located at 7300 Moyer Avenue. Some elementary and middle school students north of Northern Parkway and near Old Harford Road attend this school. The school's number is (410) 396-6398.
- [Yorkwood Elementary School](#) (PK-5), located at 5931 Yorkwood Road. Some elementary students north of Northern Parkway and near Perring Parkway attend this school. The school's number is (410) 396-6364.
- Charter school application deadlines are typically in the winter and the placement lottery may be held between January through March. Contact each school for their application process and deadlines since they differ from school to school. The closest charter schools are: City Neighbors (K-12, two campuses), Baltimore International Academy (K-8), Afya (6-8), and The Green School (K-5).

Baltimore offers students in pre-kindergarten, middle school, and high school the choice to attend any school in the city. Some schools have competitive application processes. Visit the [Baltimore School Choice website](#) for more details. For high schools, visit the [Baltimore City Public Schools High School Choice website](#) or call (410) 396-8600 for more information.

Reginald F. Lewis High School (9–12), located at 6401 Pioneer Drive, and Success Academy (9–12), an alternative school located at 2201 Pinewood Avenue, are both physically located in Hamilton.

Visit the [list of public and private schools](#) maintained by Hamilton-Lauraville Main Street.

**Q: Where is our nearest library?**

A: The Enoch Pratt Free Library system, Baltimore's public library system, operates the [Hamilton Branch Library](#) at 5910 Harford Road. For questions about the branch, call (410) 396-6088 or email [HML@prattlibrary.org](mailto:HML@prattlibrary.org).

## Post Offices and Shipping

**Q: Where is our nearest post office?**

A: Visit the [USPS Post Office Locator website](#) and enter your address to find your post office. Hamilton is served by three USPS offices:

- The [Hamilton Post Office](#), located at 4901 Harford Road, delivers mail to most of Hamilton. The office's number is (410) 426-1662.
- The [Northwood Post Office](#), located at 1800 E Northern Parkway, delivers mail to blocks in the north and west sections of the neighborhood. The office's number is (410) 323-8896.
- The [Parkville Post Office](#), located at 8201 Harford Road in Parkville, delivers mail to some blocks north of Northern Parkway and west of Old Harford Road. The office's number is (410) 882-0390.

Wockenfuss Candies, located at 6831 Harford Road, is a convenient location with some USPS services — and candy. Their number is (410) 483-4414.

Also, did you know you can receive daily emails or notifications showing your mail before you receive it? Sign up for free at the [USPS website](#) or download the USPS Informed Delivery mobile app.

**Q: Where is the nearest UPS drop-off location?**

A: The CVS store located at 5407 Harford Road accepts UPS packages scheduled for drop-off. They do not offer a full range of shipping services.

## Getting Involved & Government

**Q: How can I get involved in the neighborhood?**

A: The Hamilton Hills Neighborhood Association (HHNA) is a group of volunteers who organize and advocate for Hamilton's residents. The HHNA is a 501(c)(3) non-profit organization. The association encourages residents and elected representatives to improve and protect the neighborhood, track crime and safety issues, and voice their concerns about local events.

The HHNA publishes a quarterly newsletter. Meetings are held the third Wednesday of every month from 7:30–8:30pm. Membership dues are \$10 per person, per calendar year. Learn more at the [HHNA's website](#). You can also sign up for the HHNA's e-newsletter and follow the association on Facebook, Twitter, and Instagram.

**Q: Where can I register to vote?**

A: You can use [Maryland's Online Voter Registration System \(OLVR\)](#) to register to vote, or you may complete a voter registration application in person at:

- The Baltimore Board of Elections, located at 417 E. Fayette Street, Room 129;
- The Baltimore City Department of Health, located at 1001 E. Fayette Street;
- Maryland Department of Human Services local offices;
- Maryland Motor Vehicle Administration (MVA) offices;
- The Baltimore City Division of Aging and Care Services, located at 417 E. Fayette Street, 6th Floor;
- The Maryland Transit Administration (MTA) Paratransit Certification Office;
- All public institutions of higher education;
- Recruitment offices of the U.S. Armed Forces;
- Marriage license offices; and

- Offices for students with disabilities at all Maryland colleges and universities.

You can also register to vote on election day in the State of Maryland. To prove where you live, bring your MVA-issued license, ID card, or change of address card, or your paycheck, bank statement, utility bill, or other government document with your name and new address.

Once you've registered to vote, you can check your voter registration record, find your designated voting locations, view sample ballots, and more at the [Maryland Voter Lookup website](#).

**Q: Who are my elected representatives?**

A: Baltimore's current mayor is Brandon M. Scott. He was elected to his first four-year term in 2020. He previously served on the City Council and as the City Council President.

Baltimore is legislated by its City Council, which has 14 members elected by district and a president elected at-large. Hamilton is represented within the 3rd council district. The neighborhood's current councilperson is Ryan Dorsey, who was elected to his first four-year term in 2016 and re-elected in 2020.

The Maryland General Assembly, which is the state legislature of Maryland, is divided into the Maryland Senate and the Maryland House of Delegates. Hamilton is represented within the 43rd district and the 45th district. Each district is represented by a senator and three delegates.

In the U.S. House of Representatives, Hamilton is represented north of Northern Parkway within Maryland's 3rd congressional district and south of Northern Parkway within Maryland's 7th congressional district. John Sarbanes represents the 3rd district (since 2006) and Kweisi Mfume represents the 7th district (since 2020).

For a more detailed list of Hamilton's elected representatives and how to contact them, visit the [My Reps representatives search tool](#) and enter your home address.

## Housing

**Q: I am a renter and I have a concern about my landlord. Who can I call?**

A: [Text here.]

**Q: I would like to buy a house in Hamilton. What assistance programs are available?**

A: The City of Baltimore provides incentives that can lower your closing costs and boost your down payment. Visit the [list of Baltimore's homeownership incentives](#) maintained by Baltimore's Office of Homeownership. Some employers in Baltimore also offer homeownership incentives as employee benefits — check with your employer. Hamilton Hills is a [Healthy Neighborhood](#) partner so there are grants and special loan products for purchase, renovations, or refinancing. Visit this [list of home buying resources](#) maintained by Hamilton-Lauraville Main Street.

**Q: What is the Maryland Homestead Credit?**

A: To help homeowners deal with large assessment increases on their principal residence, state law has established the Homestead Property Tax Credit. The Homestead Credit limits the increase in taxable assessments each year to a fixed percentage. For more information, see the [Maryland Homestead Tax Credit website](#) and [More info about State Tax Credits](#).

**Q: Is there a tax credit for renters?**

A: Yes, there is! You can find more information at the [State Renters' Tax Credit website](#).

## Transportation

**Q: Where can I get a Maryland photo ID or driver's license, or how can I register my vehicle?**

A: Visit the [Maryland Vehicle Administration \(MVA\) website](#). During the COVID-19 pandemic, you will need to schedule an appointment at an MVA office through the [MVA's Online Document Guide](#). The [MVA office nearest to Hamilton](#) is located at 8966 Waltham Woods Road in Parkville. Some services for pre-existing Maryland customers, such as updating your information, can be completed through the [MVA eStore website](#).

**Q: What is a vehicle emissions inspection? Do I need one?**

A: The State of Maryland requires emissions testing for most gas-fueled cars and trucks registered in Baltimore. Emissions from these vehicles have historically been the largest contributor to smog and ground-level ozone in the state. Regular vehicle testing helps reduce these emissions.

New vehicles, registered for the first time in Maryland, will be scheduled for Vehicle Emissions Inspection Program (VEIP) testing at least 36 months from your registration date. Vehicles are required to be inspected every two years. The VEIP will notify you by email 11 weeks prior to your vehicle's due date, providing your correct email address is on file with the MVA. Otherwise, you will be notified via mail about 6-8 weeks before your due date.

Hybrid cars and trucks are not exempt from emissions testing, but fully-electric and fully-diesel cars and trucks are exempt. See the [MVA's VEIP FAQ page](#) for more information. The closest testing station is located at 5900 Erdman Avenue in Baltimore.

**Q: What public transportation options are available?**

A: The Maryland Transit Authority (MTA) operates bus and rail systems in the Baltimore area. The following bus routes are available in Hamilton, which you can view on the [MTA's transit maps website](#):

- Local Bus Link 30: Rogers Avenue station of the Baltimore Metro SubwayLink to Rosedale, Maryland (Hollander Ridge)
- Local Bus Link 33: Overlea, Baltimore to the Mount Washington station of the Baltimore Light RailLink
- Local Bus Link 36: Essex, Maryland (Fox Ridge) to Towson, Maryland
- Local Bus Link 54: Carney, Maryland Park & Ride to the State Center / Cultural Center station
- Express Bus Link 154: State Center / Cultural Center station to the Carney, Maryland Park & Ride (Express Bus Link services were suspended on April 2, 2020, due to low ridership during the COVID-19 pandemic)

**Q: I would like to use public transportation in Baltimore. Where do I start?**

A: The MTA offers many options for purchasing ride fares, which they describe on the [MTA website](#). You must purchase your fare before boarding a bus or train in the city. One of the most convenient ways to purchase and manage your fares is by downloading the [MTA's CharmPass mobile app](#).

Another useful mobile app is the [Transit: Bus & Subway Times app](#). When you first open the Transit app, it will use your location to pinpoint the bus and rail routes closest to you. Transit will also show you how close in minutes the next bus or train is. This app can help you plan your arrival and departure times.

**Q: I have a disability and cannot use public transportation. What can I do?**

A: MobilityLink is a specialized transit service for people who, because of a disability, are functionally unable to get to a bus stop, wait unassisted at a stop or station, or board or ride a bus or train by themselves. MobilityLink is a shared ride service offered from the first exterior door of your home or pick up location to the first exterior door of your destination.

For more information and to apply for service, call (410) 764-8181 or visit the [MobilityLink website](#).

## Things to Do

**Q: What businesses are in our area?**

A: Hamilton-Lauraville Main Street (HLMS), a 501(c)(3) non-profit organization, maintains an online [directory of businesses in the Hamilton-Lauraville area](#). Visit the directory to browse what our community has to offer for dining, shopping, and entertainment.

**Q: What is there to do in the area?**

A: Multiple organizations plan community events throughout the year. [HLMS](#) provides quality-of-life experiences to retain residents and attract new neighbors. Annual events include the Tuesday Farmers Market, street festivals, First Fridays, home and garden tours, live music and events in collaboration with local businesses. [HARBEL](#) hosts the spring flea market and other social services. Communities such as [HHNA](#) often host block parties, movie nights, and community clean ups. Follow these organizations on Facebook for community events and news.

Explore nature at Herring Run Park which is the area's best green space. Sections are closed for bridge construction but the park has trails, playgrounds, and more. Join the [Friends of Herring Run](#) for park news, wildlife sightings, and clean up events. [Fairwood Forest](#) is Baltimore's newest community forest and hawk flyway. It's a biologically diverse 4-acre forest patch along the 5800 – 5900 blocks of Fairwood Avenue. Fairwood Ave looks like an alley, but the forest is on your left towards the middle of the block. New amenities and renovations are coming soon to the following parks: Burdick Dog Park and Hamilton Elementary's Play Yard.

Grab your family and friends to check out the [art, music, and entertainment](#) scene on Harford Road. Families can visit the [Family Fun](#) page maintained by Hamilton-Lauraville Main Street.

**Q: Where are the closest snowball stands?**

A: [One Sweet Moment](#) is located at 2914 Hamilton Avenue. It's Baltimore's best snowball and has over 150 flavors! There's also [Walther Gardens](#), which is located at 3501 Southern Avenue. Walther Gardens is a combination garden nursery, old-fashioned store, seasonal gift shop, and one of Maryland's oldest snowball stands.