

Community Cleanup FAQs

1. Why did the program change?

- a. Substantial increases in the volume of waste and debris over the years have increased program costs. Additional resources are required to address staffing shortages, opening of disposal facilities on weekends, and heavy use of contractors.
- b. Years of illegal dumping and improper setouts have made this program unsustainable. In order to continue to provide this courtesy service, rescheduling based on needs of the neighborhoods was necessary.
- c. In order to keep the program sustainable, the 62 individual areas that previously received Community Cleanups will now be served once every three years. Higher than expected setout volumes could also reduce the number of cleanups and lengthen this timeframe to four years.

2. Why is the Community Cleanup schedule not published?

- a. As a preventative measure to reduce the opportunity for illegal dumping, the schedule will not be published. This is a tentative schedule that may change if budgeted funds are expended before that year's schedule is completed (due to improper setouts and illegal dumping).

3. How will I know if/when my neighborhood is scheduled for a Community Cleanup?

- a. Citizens in a neighborhood that is scheduled for a cleanup will receive a brochure in the mail two weeks prior to their scheduled cleanup date.
- b. Cleanups will occur either in the Fall or Spring and each season will consist of up to eight weekends for a maximum of 16 cleanups. The first eight cleanup events have already been established for the Fall of 2021 and are listed as follows in **no particular order**:
 - i. Laburnum Gateway Area
 - ii. Lakeside Hatcher
 - iii. Sanburne Park
 - iv. Hechler Village
 - v. Hilliard Park, Ginter Gardens, S. Lourdes
 - vi. Highland Springs #2 & #3
 - vii. Lakeside Methodist
 - viii. Lakeside Bloomingdale
- c. The Spring cleanups will be announced the following calendar year.
- d. Of the 62 existing individual cleanup areas, neighborhood priority was determined by the following criteria:
 - Number of Real Estate Advantage Program (REAP) participants
 - Age of housing stock
 - Percentage of low/moderate income residents

- Percentage of seniors over the age of 65
- Located within an existing Revitalization Area
- Percentage of code violations pertaining to outside storage and trash/debris

4. What happens if my pile size is larger than 8' x 4' x 4' or contains items that are not on the acceptable items list?

- a. The pile will not be collected if it does not meet the program requirements. You could be cited for a code violation if the items are not removed from the curb within a reasonable time period.

5. How far in advance can I place items at the curb?

- a. Piles can be set at the curbside for pickup no earlier than 3 days before your scheduled cleanup.
- b. If you set your items prior to 3 days before the cleanup, you will be asked to remove your pile and could possibly be cited for a code violation.

6. What if I miss or am not able to participate in the cleanup?

- a. As an alternative, Henrico residents can schedule a Bulky Waste Pickup by calling Turbo Haul, Inc. at (804) 294-4443 or schedule online by visiting <https://henrico.us/services/bulky-waste-collections/>.
- b. Do not leave a pile at the curbside for pickup more than 3 days before your confirmed Bulky Waste pickup date with Turbo Haul.

7. Who do I contact if I have questions?

- a. Jon Clary for the Department of Public Utilities at (804) 501-4517 or commcleanup@henrico.us