

Community Cleanup Frequently Asked Questions

Why did the program change?

1. Significant increases in the volume of waste and debris over the years have increased program costs. Additional resources were required to address staffing shortages, opening of disposal facilities on weekends, and heavy use of contractors led to excess costs.
2. Years of illegal dumping have made this program unsustainable. To continue to provide this courtesy service, a revised schedule was necessary.
3. To keep the program sustainable, the 62 individual areas that previously received Community Cleanups will receive a cleanup once every three to four years.

Why is the cleanup schedule not published?

1. To prevent illegal dumping, the schedule will not be published. If your neighborhood is to receive a cleanup, you will receive a flier in the mail two weeks in advance.

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

1. 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.
2. 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.

How were the cleanup areas selected?

1. Cleanup areas were selected based on the following:
 - a. Number of Real Estate Advantage Program (REAP) participants,
 - b. Age of housing stock,
 - c. Percentage of low to moderate income residents,
 - d. Percentage of seniors over the age of 65,
 - e. Located within an existing Revitalization Area,
 - f. Percentage of outside storage or trash/debris code violations.

What if I have more stuff that needs to be collected?

1. The pile will not be collected if it does not meet the program requirements. Please refer to the brochure on the website or the mailer you have received for the cleanup to understand what can be collected. If your pile does not meet program requirements, you could be cited for a code violation if the items are not removed from the curb within a reasonable time.

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

1. Debris piles can be set at the curbside for pickup no earlier than 3 days before your scheduled cleanup.
2. 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.

What if I miss the cleanup or if I can't participate?

1. Henrico residents can schedule a Bulky Waste Pickup by calling Turbo Haul, Inc. at (804) 294-4443 for a fee.
 - a. REAP Program recipients can receive pickups free of charge. To learn more about this benefit, please call (804) 501-7632 or email us at CommRevit@henrico.us
2. Do not leave a pile at the curbside for pickup more than 3 days before your confirmed Bulky Waste Pickup date with Turbo Haul.