

ANSWERS TO FREQUENTLY ASKED QUESTIONS FOLLOWING HURRICANE IRMA

Hurricane Debris Removal

When will trees be cleared from my street?

Clearing the City's streets is a priority and the work began hours after Hurricane Irma passed. The clearing of approximately 3,000 miles of major roadways and local streets is primarily completed. Please call 311 if you identify any streets that were not cleared.

What do I do with my hurricane related debris?

The debris removal contractor will begin the first round of pickups on Monday, September 18. Residents are asked to use the following guidelines to ensure debris is removed in an efficient and timely manner. Storm debris should be placed curbside and should not be in the roadway as this could cause safety issues.

Storm debris is collected separately from household trash and recycling. Storm debris should be placed at the curb in separate piles: vegetative debris (e.g. tree branches, logs, plants) should be separate from construction debris (e.g. building materials, drywall, lumber, carpet). Do not place vegetative debris in plastic bags and storm related debris does not have to be bundled or cut into smaller pieces. The Federal Emergency Management Agency requires documentation concerning the volume and type of debris collected to reimburse the City for debris removal. Household chemicals should not be placed at the curb. (See FEMA debris removal guidelines illustration for more information)

The debris removal contractor will begin with major roadways and then pick up storm debris along local streets. It is estimated to take approximately one month to complete the first round of debris removal. Please be patient as it may take several weeks for debris to be picked-up. A pick-up schedule, including additional rounds of debris pickup, will be forthcoming and shared when available.

Is there a site for residents to drop-off hurricane debris themselves?

Yes, City of Cape Coral residents can drop off vegetative and construction debris at the residential drop-off area located at Pine Island Road and Andalusia Boulevard. Access to the site will be from NE 7th Street to NE 10th Avenue. The site will be open Monday through Sunday beginning on Saturday, September 16. Hours of operation are 7 a.m. to 7 p.m. Proof of Cape Coral residency will be required (e.g. driver's license, utility bill, etc.) (See Residential Debris Drop Off Site Map). This site is only available to City of Cape Coral residents. Commercial contractors will not be allowed to use this site and will be required to use their normal debris disposal sites.

Absolutely no household waste (solid waste, garbage, appliances) or hazardous chemicals (oil, paints, thinners, electronics, etc.) will be allowed at this site. Household chemicals can be taken to the Topaz Court Solid Waste Annex at 6441 Topaz Ct. Fort Myers, FL 33966.

Who is taking care of the trees down on residential developed property?

It is the responsibility of the property owner to place all hurricane related debris at the curb to be picked-up by the debris removal contractor.

Who is taking care of the trees down on residential vacant property/vacant lots?

The property owner is responsible to coordinate the placement of all hurricane related debris at the curb to be picked-up by the debris removal contractor. If debris is not removed in a reasonable time the City will remove the debris and bill the property owner.

Who is taking care of the trees down on commercial property?

It is the responsibility of the property owner/site manager to dispose of its debris. FEMA will not reimburse the City for this removal.

Will debris be removed from the City's 400 miles of canals?

Debris will be removed from the canals by the City; however, priority is given to clearing debris from roadways. Further information will follow on canal debris removal. Please call 311 to report any debris in the canals.

Solid Waste Removal

Will Waste Pro pick up my trash if I do not have a bin due to the Hurricane?

Waste Pro will pick up trash that is in plastic bags and is placed at the curb on the appropriate trash pickup day.

What day will they be picking up my trash?

Residential service began Tuesday (9/12) and Waste Pro is picking up household trash only based on the normal service schedule. No recycling or yard waste is being picked up yet because the trucks are needed for trash pickup.

When can I put my recycling out to the curb again?

Collection of recycling by Waste Pro will resume on Sept. 18.

How can I dispose of my wooden shutters?

Leave them at the curb for Waste Pro to collect. They need to be smaller than 4 foot x 4 foot pieces and less than 50 lbs.

What do I do with my old furniture that got damaged in my home?

Place furniture at the curb for bulk collection pick up by Waste Pro, per the normal process.

What do I do with my white goods?

Put them at the curb for Waste Pro to collect, as normal. Refrigerators must be empty of food material and the door removed.

How do I get a replacement trash and/or recycle bin?

If your cart/bin went missing due to the storm, please visit the Waste Pro website at the following link: <https://www.wasteprousa.com/cart-replacement-form/> or call (239) 337-0800. A new cart will be delivered by Waste Pro staff as soon as possible.

Other Questions

I think my seawall is damaged and/or is collapsing who should I call?

The maintenance and repair of a seawall is the responsibility of the homeowner, IF a resident has an outflow pipe to a canal in/near their seawall they are asked to call 311 and report it to the City.

What should I do if I see a stop sign, street sign or channel marker damaged or missing?

Report the issue to 311

I live out of town and cannot reach a family member. Can someone check on her to make sure she is okay?

Please call the Police Department's non-emergency number at (239) 574-3223.

I have a winter home in Cape Coral but live out of state. Who do I call to have someone check the condition of my house?

Please call the Police Department's non-emergency number at (239) 574-3223.

How am I advised if I need to boil water?

The City utilizes several methods to communicate boil water notices. Please visit the following link:

http://www.capecoral.net/departments/utilities_department/boil_water_notice.php#.WbmWn2epW70

What gas stations are open?

Please utilize the GasBuddy app on a mobile device for information concerning available gas stations.

For wastewater/sewer backups who should I call?

Call 311

Will I receive a late fee if my water bill is not paid on time?

Late fees on water bills will be waived through Sept. 25, 2017

Can my water be turned on if it was turned off for an unpaid balance?

The water may be turned on through Sept. 25, 2017 for unpaid balances.

How can I get potable water if my well isn't working?

The City is providing free potable water at two locations for Lee County residents; Mariner Middle School and the Northwest Regional Library. Locations are open Tuesday from 4:30 p.m. until 8 p.m. and Wed through Sunday 8 a.m. through 8 p.m.

I need assistance clearing my private property can someone help me?

Residents can call the United Way at 211 or DisasterAssistance.Gov. For residents who do not have internet access they can call 800-621-FEMA.