

ANSWERS TO FREQUENTLY ASKED QUESTIONS FOLLOWING HURRICANE IRMA

What do I do with my hurricane related debris?

The second and final pass for hurricane debris removal began November 13.

Storm related debris should not be mixed with non-storm related yard waste. Residents should separate hurricane debris, in accordance with the FEMA guidelines and place it curbside. Vegetative debris should be separated from other debris (e.g. construction and demolition debris). Storm debris does NOT have to be bundled and/or cut down into smaller pieces and should not be in bags or containers. Storm debris is being picked up by Tag Grinding. Providing specific timelines for debris pickup is difficult to determine with any accuracy because the number of crews can vary day to day. Additionally, equipment that may be used in one neighborhood might be different from equipment used in another.

Is Waste Pro picking up trash/recycling/yard waste?

Waste Pro has resumed normal collection services. Non-storm related yard waste should not be mixed with hurricane related debris. Waste Pro will be collecting trash, recycling and yard waste that is stacked, cut, bundled, and/or containerized in accordance with their normal guidelines <https://www.wasteprousa.com/cape-coral/residential-collection/>. Non-storm related yard waste that is not prepared in accordance with these guidelines or is mixed with hurricane related debris will not be picked up. To report any missed pickups please call 3-1-1. Please provide specific location information. All reported issues will be addressed.

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

The public drop-off site is closed.

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

Debris removal began the week of October 10 in the canals and is expected to take approximately three months to be completed. Please call 3-1-1 to report any debris in the canals.

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.

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.

My seawall or dock is damaged and/or is collapsing who should I call?

Damage to docks, boat lifts, seawalls, and other marine improvements is the responsibility of the property owner, property association, and/or management company. All inquiries regarding damage should be directed to a local licensed marine improvement company to assess the damage and discuss options and resources for repair, temporary and long-term, with the responsible party. While the City's Building Division cannot recommend which companies an entity should hire, we do maintain a list of up-to-date licensed companies that is available for public review please visit the City's post-Irma website to search for a licensed contractor. Next to insurance, residents should consider applying for FEMA assistance and/or a SBA low-interest loan to repair or replace seawalls but the deadline to register is November 24, 2017. Visit www.disasterassistance.gov

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

Report the issue by dialing 3-1-1. Please include specific location information.

TO REPORT ANY NON-EMERGENCY ISSUES OR FOR MORE INFORMATION, PLEASE DIAL 3-1-1. PLEASE HAVE SPECIFIC LOCATION INFORMATION AVAILABLE IF REPORTING A DAMAGED STREET SIGN, POTHOLE, MISSED WASTE PRO PICKUP, ETC.