



BALTIMORE

CLEAN



CITY
GUIDE







Welcome to the neighborhood!

The Baltimore City Clean Guide was made by neighbors for neighbors. This guide gives residents more detailed information about trash removal, recycling, and rat prevention. We hope that you will use the ideas and tools in this guide to keep your street, alley and backyard clean and healthy and share these tips with your neighbors. It has become part of the Clean Corps Baltimore initiative to make Baltimore a cleaner city.

Clean Corps Baltimore is a peer-to-peer network of city neighborhoods, working in partnership with the City and nonprofits to reduce trash and litter in their communities. Clean Corps uses a peer-to-peer network to distribute information and resources to City residents who are committed to having clean streets and alleys; train engaged community leaders to provide them with the tools and knowledge necessary to educate their neighbors; and engage them in community cleanups, art projects, and advocacy.

Clean Corps Captains are residents in neighborhoods who want to make a difference and commit to keeping their neighborhoods clean and healthy! By making the choice to be a Clean Corps Captain, you will receive:

- Clean Corps Kits - gloves, trash grabber, name badge & lanyard, Clean Corps safety vest, trash bags, t-shirt, pledges
- Yard & window signs
- Organizing support
- Flyer templates
- Small grant funding for block events
- Help with follow-up with city agencies when you need it!

For more information on how to become a Clean Corps Captain in your neighborhood, or to order copies of this guide, visit: www.cleancorpsbaltimore.org or call: 410-989-1216.

Trash Basics

There is a lot to learn about how you can help keep our neighborhoods clean. Start with these trash basics.

Use durable trash cans with tight-fitting lids

Bags of trash that are NOT in a can are illegal and feed rats

You can have up to 3 (32 gallon) trash cans per address

Place cans out for collection no earlier than 6 p.m. before your collection day

Do not block alleys and/or sidewalks with your cans

Never pile bags on the corner of your block or end of your alley

Keep your sidewalks, street gutters and alleys trash free

Violations can cost you as much as \$500 per citation

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Where to Report

Phone - It is best to CALL 311

to make sure that your service request is reported in the right way and so that the operator can answer your questions.

Online - 311 online (<https://baltimore.customerservicerequest.org>)

Mobile Device - the FREE 311 mobile app.

311 Services for Non-Emergency Requests

What You can report

The 311 service phone line and online system has many FREE City services such as:

- **Trash, high grass, and weeds**
- **Illegal dumping**
- **Dirty alleys**
- **Rats**
- **Corner trash cans**
- **Vacant homes**
- **Bulk trash pickup** (see the Bulk Trash section) a FREE service
- **Missed trash and recycling pick-up**
- **Graffiti removal**
- **Fallen or dead tree**
- **Street light repair**
- **Sidewalk repair** (no charge if caused by City tree roots)

For an investigator to determine and fine a responsible party, it is best to call 311 and speak to a city 311 operator.



311 Services for Non-Emergency Requests

How to make a Service Request (SR):

- Report your problem and record your Service Request (SR) number.
- Follow up on your problem using your SR number to see what action was taken.
- Check your SR status at <http://csr.baltimorecity.gov/Search.aspx>
- To look up citations, check your SR status, find Code Enforcement officers, check on court orders, and more online, go to http://www.baltimorehousing.org/code_enforcement
- If you need assistance, call your community leaders, your Council member's office, or the City's community liaisons.
- To look up your legislators, go to www.mdelect.net

The easiest way to learn more is to talk to your neighbors!

Most common 311 service requests:

REPORT "Trash, High Grass, and Weeds"

This service request is for loose trash in yards, trash bags not in cans, high grass, and weeds on a property or any other sanitation complaints on private or public property.

- This 311 service request means that a Housing and Code Division (HCD) sanitation inspector will visit the site within 10 days.
- After the inspection, the Baltimore City Department of Public Works (DPW) will remove the items within 30 days if unoccupied.
- Citations or a violation notice will be issued, if the inspector can determine who is responsible for the trash.

REPORT "Dirty Alley"

This is a service request for pieces of trash and bulk items that are left in the alley.

- For big, bulk items use "Illegal Dumping" and for bags filled with trash use "Trash, High Grass, and Weeds."
- Dirty alley requests are sent to DPW's Bureau of Solid Waste.
- DPW will send a cleaning crew out within 3 days to clean the alley.

REPORT “Illegal Dumping”

This is a service to try to determine who is responsible for illegal dumping and to remove the items.

- Call 311 to report illegal dumping of large quantities of trash bags, building materials, or bulk items that you think are big problems and should receive high fines.
- Do not use illegal dumping for neighbors that need education to learn how to properly dispose of trash and big items. This option is for chronic dumpers that represent a bigger problem in the City and therefore has a much higher fine.
- If you want to report illegal dumping and the operator says this is not an option, ask for a supervisor.
- Inspectors will try to determine who dumped the items within 5 days and then ask DPW's Bureau of Solid Waste to remove the items within 10 days.

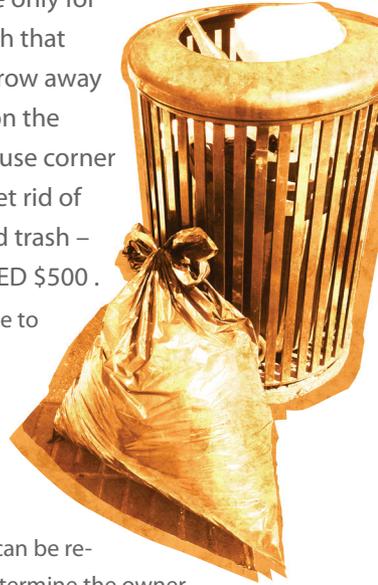
REPORT “Bulk Trash” to 311

- See Bulk Trash Section.

REPORT “Corner Can Collection”

Corner cans are only for disposal of trash that you need to throw away while you are on the street - Do not use corner trash cans to get rid of your household trash – You will be FINED \$500 .

- This is a service to request DPW to empty an overflowing street corner can.
- An inspector can be requested to determine the owner of household trash.



REPORT “Vacant Residential Properties” to 311

All vacant homes should be identified by Housing Code Enforcement and have an open “Violation Notice.”

- You can request a vacant home's doors to be boarded, report rat infestations, and more.

REPORT “Rats” to 311

- Call 311 and request the “Rat Rubout” program.
- *See the Rat Prevention section, next.*



Rat Prevention

You know you have a rat problem when you...

- Hear rats crawling around inside your walls or ceiling—they are loud!
- See fresh rat droppings.
- Find burrows or holes under hard surfaces, such as the back yard or the alley.
- See areas of fresh dirt (possibly next to a hole), this is the rat burrow entrance.

Do not feed rats...

- Rats like to eat the same food that you do!
- Keep rats out by putting trash in a bin with a tight-fitting lid.
- Keep your yard and alley free of trash, standing water, or other debris.
- Keep your yard and alley free of high weeds and grass.
- Remove all items that collect water.
- Clean up dog feces! Feces is the number-one food source for rats in cities.
- Dog feces contains Vitamin K, which when eaten makes rats resistant to poison.

What YOU can do...

- Request the FREE Rat Rubout Program! Call 311 to request the program.
- Fill out Public Works Right of Entry Form , request it via 311.
- The City's Rat Rubout Inspector will examine the property for rat burrows and treat. Only rat burrows may be treated.
- You may also need to hire an exterminator and fill holes where rats live in your back yard or the alley.
- Landlords are responsible for making sure there are no rats in your home or yard.
- Landlords are required to provide trash bins with lids for tenants.
- Contact your local community leaders, your Council member's office, and other neighbors for more support if you need it.



What YOU can do....QUICK GUIDE

Start with using a can with a tight-fitting lid especially if your trash is out at night!

NO Poo!



Cuts off food supply.
Yes, rats eat it.
Clean up immediately.
Dispose of properly.

**NO Bags
out at night**



Cuts off food supply.
Rats eat what we eat.
Rats are out at night.
Put trash out in the morning or use a can with a tight-fitting lid at night.

Use Lids!



Cuts off food supply.
Rats eat what we eat.
Rats are out at night.
Use a can with a tight-fitting lid at night.

**NO weeds &
tall grass**



Cuts off places to live and hide. Rats like to stay under cover - they do not like to be out in the open.

Call 311



The Rat Rubout Program will treat rat infestations / burrows for FREE.

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Bulk Trash

How It Works

The City collects bulk items for FREE. Bulk collection helps residents avoid hefty fines that can range from \$150 to \$500. The City will collect up to three of your bulk items for FREE once a month, not including holidays.

- Bulk items are your big personal items that you want to dispose of, including furniture, appliances, and tires (up to 4 rimless tires).
- Bulk item disposal is the owner's responsibility.
- Bulk items do not include:
Building materials such as wood or drywall, auto parts, or hazardous waste.
- Separate collection facilities are available for items such as electronics.
- You can also take bulk items to citizen drop-off centers.

What YOU can do to Get Your Bulk Items Picked Up

- Bulk routes are determined by location. You must schedule three business days prior to your scheduled date.
- Call 311 to Schedule your personal pick up date and time.
- Bulk items are placed for collection where your trash is collected. Items should be clearly marked for bulk collection.

Citizen Drop-off Centers

Eastern Sanitation Yard

6101 Bowleys Lane, 410-396-9950

NW Citizens - Convenience Center

2840 Sisson Street, 410-396-7270

Quarantine Rd. Sanitary Landfill and Convenient Citizen Drop-off

6100 Quarantine Road, 410-396-3772

Western Sanitation Yard

701 Reedbird Avenue, 410-396-3367

Eastern Sanitation Yard

6101 Bowleys Lane, 410-396-9950

NW Transfer Station

5030 Reisterstown Road, 410-396-2706

Recyclable Items Only:

York Road Substation

4325 York Road, 410-396-6551

Calverton Road Substation

239 N. Calverton Road, 410-396-0228

Lewin Substation

4410 Lewin Avenue,
410-396-0210

General Hours:

Monday through Saturday
9 a.m. to 5 p.m.

Extended summer hours,

Memorial Day - Labor Day

Monday through Saturday

9 a.m. to 7 p.m. for select locations.

For specific hours, call the number listed for individual yard.

How It Works - Drop-off tips:

- Citizen drop-off centers are for Baltimore City residents only. You must show proof of residency.
- The drop-off center workers will check your driver's license and write down your vehicle tag number to verify that you are a current Baltimore City resident.
- Commercial and rental vehicles are prohibited.

Learn more about these citizen drop-off centers:

<http://publicworks.baltimorecity.gov/Recycling/CitizenDrop-OffCenters.aspx>



Recycling

Recycling is a FREE service that can reduce the amount of trash you produce by more than half! AND it helps protect the environment.

How It Works - The ABCs of Recycling

A - Always place your recycling in the proper container.

- You can put your recycling in any container EXCEPT plastic bags as long as it is marked "RECYCLE."
- "Single Stream" Recycling means you can mix together paper, plastic, soda cans, glass bottles, and anything that has a triangle with a number 1 through 6 printed on the bottom.
- Recycle bins with lids may be purchased at 111 Kane Street, select ACE Hardware locations, and Falkenhan's Hardware.

B - Be aware of your recycling days.

- Recycling is picked up once a week. Ask a neighbor or call 311 about your recycling day.
- Place your recycling outside by 6 a.m on the day of your collection. You also have the option of placing your recycling out by 6 p.m the day before.
- Recycling is unlimited! You can put out as much recycling as you want. Recycling is FREE.

C - Care about our community by making recycling a priority in your home! Call 311 or the Office of Recycling at 410-396-4511 for all recycling questions.

Recycling Styrofoam

- Styrofoam products can ONLY be recycled at the Northwest Citizens' Convenience Center that is located at 2840 Sisson Street.
- No packing peanuts
- No straws, lids, stickers, , or insulation material.
- Lightly rinse the Styrofoam containers
- Styrofoam must be placed in clear see-through plastic bags and dropped off at the Northwest Citizens' Convenience Center. (Plastic bags are available at Sisson street for Styrofoam recycling.)

What YOU can Recycle...QUICK GUIDE

YES - ANYTHING that has a triangle with a number 1 through 6 printed on the bottom.

YES - Recycle in a bin with a lid, a cardboard box, or a paper bag.

NO - DO NOT PUT YOUR RECYCLABLES IN A PLASTIC BAG.

YES Paper/Newspapers/Books

YES Paperboard (unwaxed cereal box type paper)

YES Cardboard

YES Pizza Boxes

YES Plastic Bottles/Milk Jugs

YES Soda Cans/Canned Goods Cans

YES Glass Bottles/Jars

YES Plastic Cups

What YOU can't Recycle...

NO Styrofoam

NO Plastic Bags

NO Take-out Food Containers

NO Plastic Six Pack Rings

NO Soiled Aluminum Foil

NO Light Bulbs

NO Drink Boxes

NO Combination Mail Envelopes

NO Pressurized Spray Cans



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Consequences – Fines & Enforcement

Fines

There are citations and fines associated with rat and trash problems that can help prevent and stop rat and trash problems in your community.

Enforcement

Housing Code Enforcement officers issue these citations and violation notices, including violations both inside and outside homes and businesses, vacant homes, fire code, registration and licensing, and they run the Special Investigation Unit.

Here are some of the common citations that they issue:

- No trash can or no lid on the trash can.
- Trash accumulation.
- High grass and weeds.
- Failure to provide sufficient number of cans.
- Dumping trash (also known as Illegal Dumping).
- Residential trash issues are generally dealt with by issuing citations.
- Most of these citations are a fine of \$50.
- Illegal dumping fines are \$500 to \$1,000 .

Citations on Rentals

- If a landlord has registered their property, the tenant responsible will get the citation (if the owner provides the City Housing Code Division (HCD) with the occupant's information).
- If property is not registered the citation will go to the owner.
- After 2 citations to the tenant, the third ticket will be sent to the owner.

Environmental Control Board

Challenges to environmental citations are heard at the Environmental Control Board (ECB) which is an independent City agency. Important facts about the ECB process:

- A hearing must be requested within 30 days from the date that the citation was issued.
- Hearings are conducted by hearing officers who are licensed attorneys.
- The issuing agency will submit documentation and/or testimony about the cited violation.
- The respondent (person cited) has the opportunity to question the agency and to present any documents or testimony.

Violation & Citation Definitions

- The hearing officer will decide whether the respondent is responsible for the violation and the appropriate fine amount.
- The respondent has the right to appeal the decision of the hearing officer to the full board.
- If a respondent fails to request or appear for a hearing, or pay the fine, the citation will be subject to default penalties.
- The laws, rules, and regulations that apply to the ECB can be found on the ECB's website.
- The ECB is located at 200 E. Lexington Street, Suite 100.
- Please call with any questions at 410-396-6909.

What YOU can do...

- Contact your housing code enforcement officer to discuss where there are trash and rat problems in your neighborhood.
- Call 311 to find the Housing Inspection area offices in your area and for help.
- Call 311 to talk to your enforcement officer, your enforcement officer supervisor, or a Superintendent.
- Cameras can be placed in high trash and rat areas – talk to your neighborhood leaders and to your housing code enforcement officer about this option.
- Invite housing code enforcement officers to your community meetings and to walk through the neighborhood to discuss any problems together.

A Violation Notice

Violation notices can be issued instead of citations. A violation notice places the responsible person on notice that a violation exists and orders them to correct the violation(s). The responsible person is given a time period to correct the violation. If not corrected, the responsible person could face a citation for failing to abate the violation notice and can also be referred to the Code Enforcement Legal Section for additional prosecution.

Violations give a person time to correct the problem. If the problem is not corrected a citation could be issued, the person can go to court and a lien can be placed on the property.

A Citation

Citations are like parking tickets and are civil in nature. If a citation is issued to the owner of a property and the fine is not paid it will result in a lien on the property. If the responsible party is not satisfied with the outcome they can request a hearing with the Environmental Control Board.

For a full Housing and Enforcement Handbook go to http://static.baltimorehousing.org/pdf/code_handbook.pdf

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Landlords and small businesses need to connect to the neighborhood to keep their areas clean and to support the local residents.

Here are a few tips for you as landlords and as small businesses.

Landlords and Business Trash & Recycling Information

Business Trash

- Businesses that have City trash pickup service, should put their trash out by 6 a.m. on trash day.
- Trash can be taken out the night before **ONLY** if the trash is in trash cans with secure lids.
- Pickup is no more than three 32 gallon containers of trash. Most businesses produce more trash than this per week and are required to use a private vendor.
- Your business can model positive behavior for the neighborhood. Litter near your business can result in a \$50 fine.
- If you have problems with trash dumping near your business call 311 and ask for a housing code inspection officer to inspect the trash. They may be able to find the responsible person.

Business Recycling

- The City will pick up recycling, for **FREE**, from your business.
- You must call the Recycling Office at 410-396-4511.
- See the Recycling section for what can and cannot be recycled.

Landlord Responsibilities

While landlords may not live on the premises, the landlord is still responsible for these things on the property:

- Trash and rats.
- Rat proofing the home and removing rat burrows.
- Removing rat infestations inside the home (if multiple unit).
- All trash problems.
- Providing trash bins with secure lids to the tenants.
- Communicating with the tenants to ensure the property is clean of trash, debris, and rats.

Landlords will receive fines for problems at their property. Landlords should coordinate with the community association and community leaders to keep our community clean and healthy.

Code Enforcement

Talk to your code enforcement officer to get the right services. Call 311 to find out who the code enforcement officer is in your area. There are Spanish translation services that you can request for you and your tenant/customer.

See the relevant sections in this guide for more details and specific information. There are many resources that the City and the neighborhood have that will support you.

311 City System

Call 311 to ask questions or find resources. See the 311 Services section in this guide.

Municipal Trash Cans & FAQs

As part of the ongoing effort to keep our neighborhoods and waterways cleaner and healthier, Baltimore City is providing Municipal Trash Cans to every residential address that currently receives trash collection by the City. These durable, wheeled trash cans are equipped with attached, tight-fitting lids that have proven effective in keeping streets and alleys clean, and in deterring rodents.



Frequently Asked Questions What Should I Know?

1. The cans are for trash only.
2. The cans are assigned specifically to each address, remain the property of the City, and should not be altered or defaced with letters, names, stickers, numbers, or symbols.
3. Failure to properly dispose of trash in a durable can with a tight-fitting lid is subject to a City fine.
4. If your can is damaged through normal wear and tear, call 311 to have it repaired or replaced. If the can is stolen, a police report must be provided for a one-time free replacement.
5. To keep the can clean, please put your trash into trash bags and then into the can.

Why Municipal Trash Cans?

Containing trash in a durable can with a tight-fitting lid is one of the best ways to reduce debris and litter, keep food away from rats, and make our neighborhoods clean and safe. Each can comes with an attached lid, so trash won't blow away and critters won't climb in. Trash trucks

fitted with special lifting mechanisms will quickly and easily dump the cans, reducing strain on our workers. Each can will have wheels, making them easy to move, as well as a radio frequency identification (RFID) tag, making them easy to identify.

How does this work?

The Citywide Municipal Trash Cans will remain the property of the City, and will be assigned to the specific address. Residents will not be charged for the cans, but are expected to place their trash into bags before putting the trash in the cans. The cans should not be altered or defaced with letters, names, stickers, numbers, or symbols.

What is the replacement policy?

If your can is damaged through normal wear and tear, call 311 to have it repaired or replaced. If the can is stolen, a police report (you may file one at www.BaltimorePolice.org) must be provided for a one-time free replacement.

May I use additional, personal cans?

Collecting trash from additional cans is possible as long as the total amount of trash per address does not exceed 96

gallons, the legal limit for the City to collect. Regular recycling helps to minimize the amount of waste that is thrown away. Trash set out in bags is not an acceptable means to contain trash.

Will there be collection from multi-family dwellings?

Every address in Baltimore City is eligible for collection service under the restriction that they may only set out 96 gallons of mixed refuse per week. Addresses that generate above this limit must contract with private waste collectors. Any address currently receiving sanitation collection services from DPW's Bureau of Solid Waste will participate in the Municipal Trash Can Program.

What do I do with the municipal trash container if I move?

The city-issued municipal trash container is the property of the City of Baltimore. Please leave it in the rear yard of the residence when you move.

For more information about the City's Municipal Trash Can program or for answers to frequently asked questions, please visit our website: <http://publicworks.baltimorecity.gov>.

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Mechanical Street Sweeping Program

Citywide Mechanical Street Sweeping is here! DPW's Bureau of Solid Waste is working to make Baltimore City neighborhoods cleaner by sweeping neighborhoods EVERY WEDNESDAY! Please do your part to help make Baltimore cleaner and greener by moving your cars so street sweepers can provide a "clean sweep" of our streets. Street Sweeping schedule is as follows.

NW & SE Quadrants:

Odd Sides: 1st Wednesdays

Even Sides: 2nd Wednesdays

SW & NE Quadrants

Odd Sides: 3rd Wednesdays

Even Sides: 4th Wednesdays

Volunteer Street Sweeping Signs are available. Please call the Office of Recycling at 410-396-4511 to request signs that you can post on your street sweeping days.



Street Sweeping

This Wednesday
8 a.m. to 4 p.m.

Please move your vehicle

Baltimore City
Office of Recycling
410-396-4511

Better Schools. Safer Streets. Stronger Neighborhoods.

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Stormwater Fee Reduction

Have you noticed that you are paying a Stormwater Fee as part of your water bill? Would you like to reduce your bill? Save \$\$\$ on your water bill by volunteering for Stormwater Participation Events!

Here are 4 easy steps to save \$\$\$ and help your community.

1. Register and/or Volunteer for a Stormwater Participation Event. These are activities that help to reduce polluted stormwater runoff, like community clean-ups and tree plantings. To register an Event call 311 or go online <http://www.baltimorecity.gov/311-services>.
2. Receive a certificate. When you volunteer for an event you receive a certificate. Keep these certificates; they are proof of your having volunteered. Certificates can be combined - a husband and wife volunteering each get a certificate. Kids can get certificates, too. Don't want your certificate? You can give it to a friend, neighbor, or church.
3. 8 volunteer hours = \$10 credit on your stormwater fee
Each certificate includes the number of volunteer hours.
4. Apply for your credit. Once you have enough certificates that total 8 hours, then simply make a copy of them and submit to DPW with a Stormwater Fee Credit Application. You can get up to \$30 credit each year.

Questions? Call 410-396-0732 and ask for the Watershed Liaison.

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Holiday Schedule

When a holiday or weather event falls on your trash pickup day or recycle day, the trash or recycling will be picked up on Saturday.

Snow Day or Extreme Weather Event

If a snow day or extreme weather event occurs on your recycle or trash pickup day, check your local news to find out the next pickup day.

Christmas Tree Collection

Residents should set out trees on their regularly scheduled trash collection day at the same location where their trash is collected. Trees are collected on trash day through the month of January. All tinsel and ornaments must be removed from trees.

Christmas Tree Mulching Services

Where:

Reedbird Avenue Citizens' Convenience Center, 701 Reedbird Avenue.

When:

The month of January, Mon to Sat, 9 a.m. to 2 p.m.

(Bring your own bag if you want to take mulch home with you.)



Note to Self -
No trash pick
up on Fourth of July

Yard Waste

Collection of bagged leaves will be picked up on regular scheduled trash days. Up to five (5) clear or labeled bags will be picked up at each home.

Residents can drop off bagged leaves and yard waste at their local citizens' drop-off center.

12 Templates and Flyers that Work

If you want to view and use our templates or flyers that we think are great to educate others on waste, recycling, alley clean ups, pet waste, and more visit baltimorewaterfront.com/healthy-harbor/trash-free-neighborhoods/.

Use these resources to support your neighborhood cleaning efforts:

- Baltimore City Department of Public Works.
- Housing and Code Enforcement, Sustainability Office websites.

13 Contact and Resources

Use these resources to support your neighborhood cleaning efforts:

DPW's Bureau of Solid Waste, Housing and Code Enforcement, and Sustainability Office websites; find them all from here: www.baltimorecity.gov.

Baltimore Clean Corps Network:

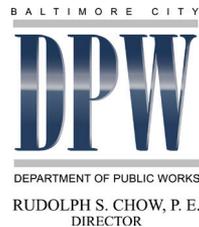
Clean Corps is new citywide network of residents, non-profits, and city government that offers resources and tools geared towards a cleaner Baltimore. To get involved call 410-989-1216 or go here:

www.cleancorpsbaltimore.org

Also, you find us on Facebook at Clean Corps Baltimore.

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To order copies of this guide, visit: www.cleancorpsbaltimore.org
or call: 410-989-1216

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