


CLEAN-UP AND ASSISTANCE TIPS FOR DORAVILLE RESIDENTS IN THE WAKE OF TROPICAL STORM IRMA

As normalcy returns to the city in the aftermath of tropical storm Irma, Doraville Public Works and Georgia Power crews have been canvassing the city to assist with any clean-up and power line repair as quickly as possible.

Neighbors Helping Neighbors


Since city work crews are limited in size, please check on your senior or disabled neighbors to see if they need help in cleaning their yards or property. Also, to help the city document damage as a result of the storm, please forward any photos you have taken of storm damage to the Doraville Public Works Department to (Chris.LaFleur@doravillega.us). We, in turn, will be sending this information to DeKalb County as they prepare FEMA Reports.

 **Clean up tip:** Residents may find getting together to hire tree removal and landscape contractors may get you better pricing than individual selection of contractors. Unfortunately, the city is not able to recommend or secure contractors for private resident clean up.



Tree removal

To make tree removal easier and more affordable for residents, the city has waived the tree removal permit fee of \$25 for the next 30 days if you have a tree that was damaged by the storm. Although no fee will be charged, you must still apply for a permit to remove a downed trees. Please submit a picture of the tree with your application to expedite the process.

 **Clean up Tip:** Tree removal companies usually include removal of the cut-up trees as part of their clean-up work and residents are encouraged to make sure this is included in arrangements with removal contractors. The grinding of stumps may be an additional cost that, individually, residents will need to decide whether they want grinding done.

Debris Removal

City staff have spent the past few days scouting the city to observe downed tree/debris accumulation. We are temporarily increasing yard debris from our bi-weekly schedule to weekly pick up. Comprehensive debris pickup

and follow-up street sweeping will begin Monday, September 18, and continue over the next four weeks until everything is restored to normal.

Please remember each resident's responsibility to properly prepare for pickups. It would help tremendously and accelerate clean-up if, as much as possible, yard debris is containerized in either Advanced Disposal Service provided bags or resident-owned containers. This includes all leaves, grass clippings, plant material, small limbs, vines, hedge trimmings, etc. that can be fully containerized.

Tree limbs/trees and large debris that will not fit in containers must be placed at the curb in accordance with City Codes which require that limbs be placed at the curb in a separate pile and all limbs/trees larger than 6" dbh (diameter at breast height) must be cut into lengths not longer than 5 feet.

The city will access the removal of downed trees over the next couple of weeks to see how resident clean-up is going and determine if other assistance may be offered within the city's existing resources for cut up trees.



Power Line Removal

Currently, Georgia Power has whittled the number still without power throughout DeKalb County. If you still have power lines down in your area, treat all power lines as if they are live! Georgia Power is responsible for collecting downed electrical wiring, but the phone and cable companies need to be contacted by homeowners to pick up their respective wiring if it was taken down by trees or wind.

If your power is still off, you can contact the Georgia Power Outage & Storm Center – available at www.georgiapower.com/storm--to sign up for outage alerts, report and check the status of outages, and access useful safety tips and information. Customers can report and check the status of an outage 24 hours a day by contacting Georgia Power at 888-891-0938.



Additional Clean-up Tips

Doraville city officials encourage residents to keep safety in mind throughout the restoration process: As you continue to pick up debris around your home, here are some safety clean-up tips from Home Depot

- Wear sturdy shoes or boots, long sleeves, and gloves when handling or walking on or near debris and be careful when entering any structure that has been damaged.

- Don't attempt salvaging things from wreckage or debris. You may be placing yourself in more danger with unstable debris and roofs that can cause further injury. Wait until cleanup crews arrive and assess that it is safe.
- Watch for downed wires. Downed power lines may be hidden by debris or fallen trees.
- Never touch any downed wire or attempt to remove tree branches from power lines – it can kill.
- Don't step in standing water or saturated ground where downed lines may be present. They could be electrified.
- Avoid chain link fences. They may be electrified by a downed line out of sight and conduct electricity over great distances.

Home Repair Tips

While first assessments show that wind damage in Doraville was not as bad as other parts of Atlanta, many here will find themselves having to handle repairs to homes battered by the storm's winds

The National Insurance Crime Bureau (NICB) offers a warning to those who may need to hire contractors to repair damage to homes and roofs. "Most of these people are reputable, but many are not," the bureau said of contractors soliciting work after storms. "The dishonest ones may execute schemes to defraud innocent victims."

According to the bureau, scammers often will take payments then never show up again, or start a job but never complete it. They also sometimes will use inferior materials and perform shoddy work that is not up to code in order to pocket more money for themselves.

The NICB offers the following tips for hiring a contractor for storm repairs:

- Get more than one estimate.
- Get everything in writing. Cost, work to be done, time schedules, guarantees, payment schedules and other expectations should be detailed.
- Demand references and check them out.
- Ask to see the salesperson's driver's license and write down the license number and their vehicle's license plate number.
- Never sign a contract with blanks; unacceptable terms can be added later.
- Never pay a contractor in full or sign a completion certificate until the work is finished and ensure reconstruction is up to current code.
- Make sure you review and understand all documents sent to your insurance carrier.
- Never let a contractor pressure you into hiring them.
- Never let a contractor interpret the insurance policy language.
- Never let a contractor discourage you from contacting your insurance company.

As always please feel free to contact Public Works at 770-936-3855 or City Hall at 770-451-8745 if you have any questions or concerns.