City of Raleigh
Storm Response
Frequently Asked Questions

For updates to greenway and other storm-related municipal closings, visit the City of Raleigh website at www.raleighnc.gov. Also, any inquiries about storm recovery can be emailed to the City of Raleigh at StormRecovery@raleighnc.gov or by contacting the City's Public Affairs Department at 996-3100.

A neighbor's tree fell in my yard, what do I do?

It is your responsibility, not your neighbor's, for any damage on private property. Call your homeowners insurance company for guidance.

A City tree fell in my yard. What do I do?

It is the homeowner's responsibility for any damage on private property. The City of Raleigh is not responsible for any damage that is not on City property, and will not cut down and/or remove trees on private property. Contact your homeowners insurance company for guidance.

Who will pick up storm debris? What will they pick up?

City of Raleigh Solid Waste Service Department crews will work normal schedules and service all areas that are passable and safe. Yard waste crews will be collecting only normal yard waste material, not storm debris. All yard waste storm debris should be piled separately at your curbside and will be collected by a contractor. The contractor has begun work and will make three separate sweeps in the areas affected by the storms.

Do not place storm debris in the street or gutter. Keep debris away from overhanging tree limbs, low utility wires, hydrants, mailboxes, trees or other structures that might hinder collection. Please do not mix any construction material with yard debris; it will not be collected. Do not put yard waste or construction debris in garbage carts; they will not be collected. The City will not collect construction debris.

Raleigh residents, businesses and contractors may take yard waste debris directly to the City's Yard Waste Recycling Center at 900 N. New Hope Road. Fees will be waived. The Yard Waste Recycling Center will be open six days a week (Sundays excluded) from 7 a.m. to 6:30 p.m. until further notice.

Owners of residential and commercial properties can take construction and repair debris to Wake County disposal sites:

- Red Rock Landfill, 7130 New Landfill Dr., Holly Springs; and,
- Shotwell Road Transfer Station, 5509 Thornton Rd., Raleigh.

Owners of residential property can dispose of construction and repair debris at the following Wake County sites:

- 10505 Old Stage Rd., Raleigh;
- 3600 Yates Mill Pond Rd., Raleigh;
- 8401 Battle Bridge Rd., Raleigh;
- 3913 Lillie Liles Rd., Wake Forest;
- 9008 Deponie Dr., Raleigh; and
- 2001 Durham Rd. - NC 98, Wake Forest.

All disposal sites will operate daily from 7 a.m. to 7 p.m.

How should I dispose of construction debris?

Raleigh residents who need to dispose of construction debris should contact a private waste hauler that provides dumpsters for disposal in an appropriate manner. Check the phone book for listings for dumpster rental, garbage collection or waste containers. Costs of the dumpster may be reimbursed by the residents' homeowners insurance. Homeowners are advised to check their policy or with their insurance claims agent.

Do I need an inspection from the City before power can be restored to my damaged home?

Residents who had storm damage to their homes must first make structural repairs before electrical power can be restored by Progress Energy. If City of Raleigh electrical inspector discover structural damage to the dwelling that could negatively impact the safety of the occupants, the City's Housing and Environmental Inspections Division will be called to assess damage before power will be restored. The Housing and Environmental Inspections Division will determine what additional permits are required and what work will need to be performed before electrical service can be restored. To schedule an inspection, call 516-2500. The City's Inspections Department will be expediting these inspections.

How can I volunteer to help with recovery efforts?

The City of Raleigh Community Services Department is organizing volunteer cleanups in hard-hit neighborhoods that have been deemed safe for volunteers by the City and Progress Energy.

To volunteer, call 996-6100 or sign up at *www.surveymonkey.com/s/stormvolunteer*. The City's website at *www.raleighnc.gov/stormhelp* has information on how people can donate to various private recovery efforts.

What City of Raleigh greenways are closed due to the storm?

The following greenway sections are closed:

- Lake Johnson segment of Walnut Creek Trail;
- The Middle Walnut Creek segment of Walnut Creek Trail from Lake Wheeler Road to South Saunders Street;
- Rocky Branch Trail from South Wilmington Street to South Saunders Street;
- Little Rock Trail north of Martin Luther King Jr. Boulevard; and,
- The Buckeye segment of Crabtree Creek Trail from Raleigh Boulevard to Milburnie Road

The following City facilities are closed because of the storm:

- Carolina Pines Dog Park;
- Mount Hope Cemetery;
- City Cemetery; and,
- O'Rouke Cemetery

For additional information, please visit www.raleighnc.gov, email stormrecovery@raleighnc.gov or call (919) 996-3100