



November 9, 2018

Dear Need Assistance Program Customer:

You are receiving this letter because our records show that you are enrolled in the Solid Waste Services Need Assistance Program. This program provides backyard pickup of garbage and recycling for residents who are physically unable to wheel their carts to the curb.

The Need Assistance Program is changing, and you will need to take action if you wish to remain enrolled in the program after June 28, 2019. You will need to file an enrollment application by January 31, 2019. Instructions are provided on page two of this letter.

Program Background

When the Need Assistance Program began in 2005, residents could qualify for backyard garbage service if they met one of three requirements:

- Over 65 years of age;
- Permanently or temporarily disabled; or
- Topographical challenges at the resident's property impaired movement of carts to the curb.

Requirements changed after a Public Works Committee review discovered that Raleigh's program was more lenient than surrounding municipalities. The Raleigh City Council adjusted requirements for participation in the Need Assistance Program in 2013 (City Ordinance No. 2013-171). The ordinance says that the following two groups are eligible:

1. Citizens with a permanent disability, and no able-bodied person residing with them to move containers to the curb; and
2. Citizens with a temporary disability, and no able-bodied person residing with them to move containers to the curb;

Further, the ordinance states that a physician's statement is required to document permanent or temporary disability for the purposes of qualifying for the Need Assistance Program.

Enforcing Program Changes

A 2017 internal review of the Need Assistance Program identified the need for administrative changes to assure that residents who are served by the program meet the requirements. The program is for residents who are not physically able to wheel their carts to the curb and have no one living with them who can do it for them.

Action You Need to Take If Your Wish to Remain in the Need Assistance Program

- Complete the enrollment application. A copy of the application is included in this mailing and a downloadable version is available on the City’s website at raleighnc.gov. Enter the search term “Need Assistance Program”.
- PLEASE NOTE: Part B of the application must be completed by a physician or physician’s assistant.
- Submit your completed application by mail, fax, or email.

Mail

Need Assistance Program
Solid Waste Services
PO Box 590
Raleigh, NC 27602

Fax:

Attention Need Assistance Program
919-212-4290

Email

nap@raleighnc.gov

- **APPLICATION DEADLINE: January 31, 2019**

All applications received by the Jan. 31, 2019, deadline will be reviewed by the Solid Waste Services Department. **Decisions on eligibility will be sent to applicants by March 31, 2019.** As part of the application review process, Solid Waste Services staff will work with applicants to schedule a site visit to assure that backyard garbage and recycling carts are accessible to City crews.

If My Application is Denied, Can I Appeal the Decision?

Yes. Instructions on how to file an appeal will be included with the notification of the decision on your application for enrollment in the Need Assistance Program.

What if I No Longer Require the Need Assistance Program?

If you no longer require the Need Assistance Program, please alert us by phone or email so that we may remove your account from the program. Call our Customer Care Center at 919-996-3245, or email us at nap@raleighnc.gov.

Thank you for your attention and understanding. Our goal is to assure that eligible Raleigh residents intended to be helped by the Need Assistance Program continue to receive backyard garbage pickup. If you have any questions, please feel free to contact our Customer Care Center at 919-996-3245 or by email at nap@raleighnc.gov.

Sincerely,



Stan Joseph
Director | Solid Waste Services Department