



DEBRIS HOTLINE MOST COMMON REQUESTS/ISSUES

Harris County would like to provide residents of Unincorporated Harris County useful information related to debris management after Hurricane Ike. Here's a list of questions and answers to help you.

Please call (800) 207-2325 between the hours of 8 am and 8 pm. City of Houston residents, please call 311. You may leave a message and someone will return your call within one business day.

DEBRIS ON PRIVATE PROPERTY

Q: What do I do if there is a:

- Tree blocking my driveway? • Tree down in my yard? • Tree that has fallen on my house? • Tree in/on roof?

A: County debris haulers are **not allowed** to remove debris from private property. Debris must be placed on the right-of-way for pick up. The right-of-way is defined as the property generally located between the edge of the private property line, a sidewalk, or ditch and the street.

Options for Residents

- Move debris to the right-of-way
- Hire a private contractor to move the debris to the right-of-way
- If you have a **disability**, please contact volunteer groups to move the debris to the right-of-way

Volunteer Group Contact Info:

CERT

Misty Gunn, CERT Coordinator

Misty.gunn@oem.hctx.net

(832)276-7696 cell

(713) 881-3100 (ask for Misty Gunn)

DEBRIS

DEBRIS TYPES: Vegetative Debris (branches, limbs, and shrubbery) & **Construction Debris** (shingles, sidings, treated wood, etc.).

Q: Why was my debris not picked up, but my neighbor's was?

A: Vegetative debris and construction debris should be kept in separate piles and stacked away from water, meters, utility lines, etc. Tree limbs should be cut in 10' pieces. Household Hazardous waste should be gathered and disposed of at Household Hazardous Waste events. Call 713.290.3000 to find the next scheduled event.

POWER LINES/POWER POLES

Q: What do I do if there is a:

- Tree resting on power line? • Power pole down?

A: Residents should contact their Power Company. If life threatening, call **911**.

Power Company Contact Info:

Centerpoint Energy

(713)207-2222

BLOCKED ROADS

Q: What do I do if there is a tree across the roadway?

A: Please report this to the hotline. It will be routed to appropriate County personnel.

INSURANCE/FUNDING

Q: What do I do if I don't have:

- Property insurance? • Available funds to fix the damage?

A: Resident may contact FEMA IA (Individual Assistance) Program

FEMA IA Contact 1-800-621-FEMA (3362) or www.fema.gov