



MAYOR LUKE A. BRONIN

City of Hartford Services Resident Guide

Fall and Winter 2017

A dark blue silhouette of the Hartford skyline, featuring various buildings and structures, including a prominent spire on the left and a large, multi-story building in the center.

One Hartford

A communication from the Community Engagement Office of Mayor Luke A. Bronin



A Message from the
Office of Community Engagement

Dear Residents,

As we go through Fall and Winter, we want you to have all relevant information about city services in one place. This booklet includes seasonal service updates in English and Spanish regarding leaf collection schedules, the new bulky waste collection program, snow removal, and more.

If you have any questions, please don't hesitate to reach out to our office.

There are multiple ways to stay connected with us:

- **One Hartford Newsletter – weekly updates from the City**
Sign up at: <http://eepurl.com/cRa9j5>
- **Follow us on Facebook**
Visit us at www.facebook.com/hartford311
- **Download the Hartford 311 app**
- **Visit the 3-1-1 Service Center at Hartford City Hall, 550 Main St, Ground Level**
- **Call us directly at 3-1-1 from a landline OR (860) 757-9311 from a cellular phone**

Our team is available Monday – Friday: 8:00am – 5:00pm.

Thank you and have a great Fall & Winter Season.

Janice C. Castle

Director, Office of Community Engagement

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Table of Contents

Public Works

NEW! Bulky Waste Program	P. 3
Fall Leaf Collection Program	P. 4
Snow/Ice Information	p. 6

Development Services - Housing

Housing Code Enforcement	P. 7
Cold Weather Heating Requirements	P. 8

General Information

Hartford 311 Services	P. 9
Important Phone Numbers	P. 10
Volunteer Income Tax Assistance	P. 11
Neighborhood Revitalization Zone Information	P. 12



CITY OF HARTFORD BULKY WASTE CURBSIDE COLLECTION PROGRAM



In response to residents' concerns and to increase efficiency of the collection process, the City of Hartford is adopting a new **APPOINTMENT ONLY** Bulky Waste Curbside Collection Program.

Beginning **January 1, 2018**, qualified residential properties will have to schedule the collection of approved bulky items. Each residential property, 6 units or fewer is allotted **two (2) free collections per year**, of **five (5) or fewer approved bulky items**. Residents with additional items for disposal can schedule additional collections at a cost of \$75 per collection, or obtain a \$10 permit (max 4 visits) and transport items to the transfer station directly.

This program is NOT available to commercial properties, apartment complexes or multifamily properties with more than 6 units.

Residential Bulky Waste Curbside Collection Process:

DOs:

1. Determine if you are eligible:

YES

- Occupant, owner or tenant of a single family home
- Occupant, owner or tenant of a multifamily with 6 or fewer units

NO

- x Commercial Property
- x Apartment Complex
- x Multifamily with more than 6 units

2. Call the Department of Public Works Dispatch at (860) 757-4955, Monday – Friday 7:30am – 2:30pm to schedule a collection.
 - Provide dispatch with a list of items for collection – call Hartford 311 for a complete list of eligible items.
 - The next available collection date will be provided. Please confirm collection date prior to disconnecting.
3. Place approved items curbside **AFTER 4 PM** the night before or **BEFORE 7 AM** on **collection date** as scheduled.
 - Items should not be placed in roadways or blocking sidewalks.

DON'Ts:

1. Do not place items curbside without first scheduling a collection. Doing so can result in fines.
2. Do not place more than the maximum of five (5) allowed items curbside for collection. Additional items will not be collected.
3. Do not place items different than the ones specified with DPW Dispatch curbside for collection. Items not listed will not be collected.

BULKY WASTE is defined as large solid waste including appliances, tree limbs, tires, furniture, demolition debris and other items too large to fit reasonably in standard-issued collection containers. Bulky waste does not include any hazardous or toxic materials.



CITY OF HARTFORD DEPARTMENT OF PUBLIC WORKS FALL LEAF COLLECTION PROGRAM



The City of Hartford Fall Leaf Collection Program is designed to allow residents to dispose of fallen leaves prior to the first heavy snowfall. During the Program, residents are asked to identify the disposal options that work best for their household as listed below and follow the zone schedule for curbside collection.

The City is divided into three (3) zones for easy, fast and convenient collection.

North

North - consists of areas north of Albany Avenue, including all of the Blue Hills and North East NRZs.

Central

Central - consists of central areas that fall south of Albany Avenue, north of New Britain and Flatbush Avenues and east of Prospect Street.

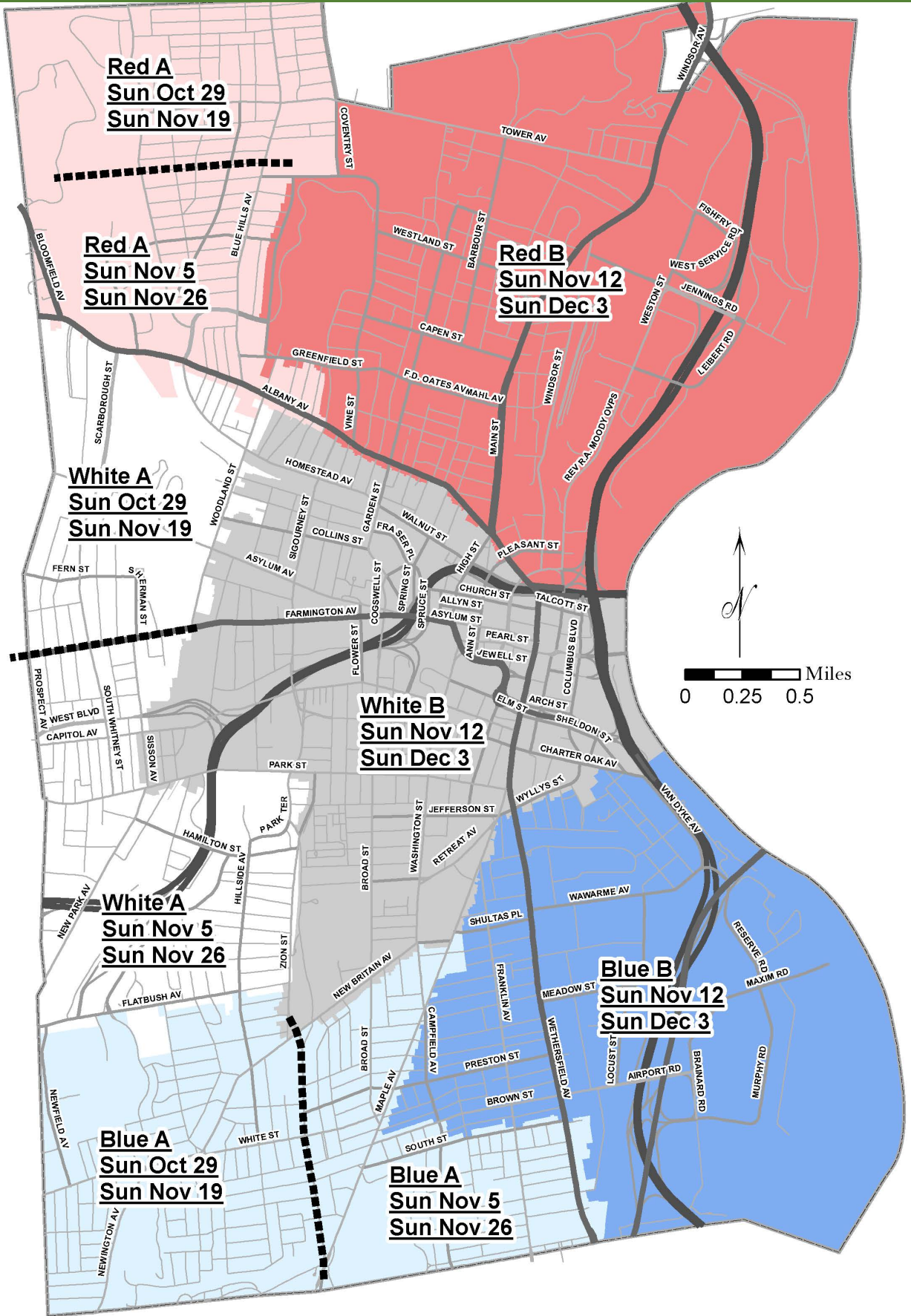
South

South - consists of areas south of Flatbush Avenue and the Sheldon/Charter Oak, Maple Ave, South End and South West NRZs.

There are three (3) options for residential leaf disposal:

- 1. CURBSIDE COLLECTION: Twice between October 29th and December 10th**
 - Coordinated by zones, residents can rake leaves curbside for pick up
 - Residents are to rake leaves to curb, **NOT STREETS**, by Sunday prior to week of collection
 - See map on back or visit www.Hartford.gov/leaf-collection for street by street collection dates
 - Leaves **MUST** not be raked to curb after week of collection, it will not be collected
- 2. PAPER LEAF BAG COLLECTION: October 29th to December 10th ONLY**
 - Place paper leaf bags curbside during collection period
- 3. LEAF BAG DROPOFF: Year-round (GREEN PERMIT REQUIRED)**
 - Obtain Green permit: Visit 50 Jennings Road, Monday - Friday, 8:30 am – 5:00 pm
 - Bring paper leaf bags to Waste & Recycling Center
180 Leibert Road: Tuesday - Saturday, 9:00 am – 2:00 pm

Curbside Leaf Collection Dates





CITY OF HARTFORD DEPARTMENT OF PUBLIC WORKS SNOW/ICE INFORMATION SHEET



The City of Hartford’s Department of Public Works, would like to remind property owners, both businesses and residential, of their responsibilities in response to a snow or ice event as mandated by City ordinances ***Hartford Municipal Codes Sec. 31-143–151.***

Property Owner’s Responsibilities:

All property owners must do the following within **six (6) hours after the completion** of a snow or ice event, or within **three (3) hours of sunrise** when the snow has fallen overnight.

- Clear all sidewalks of snow and/or ice including curb cuts if located on a corner lot.
Throwing of snow or ice onto City streets is PROHIBITED.
- Sand/salt sidewalks, as necessary, to provide a safe and convenient path for pedestrians.
- Clear fire hydrant(s) of any snow and/or ice.
- Remove snow from roofs near street line that may slide and endanger public transit.

Violation of the above Municipal Codes can result in a \$99 per day fine until corrected.

Snow Emergency Parking Bans:

- When heavy snowfall of 4 inches or more is predicted, the Mayor may declare a snow emergency parking ban.
- During a snow emergency parking ban, all on-street parking is prohibited throughout the City of Hartford, and cars left parked on City streets will be ticketed and towed. **\$100 fine plus \$93.59 tow fee** – additional storage fees applied after three (3) days.

Available Parking:

The City of Hartford has authorized the following Blue Light Lots for residential parking before the start of a parking ban. City Parks are also available during a parking ban.

- | | | |
|--------------------|-------------------|------------------------|
| ● 130 Sisson Ave | ● 125 Main St | ● 11 Flower St |
| ● 20 Francis Court | ● 547 Park St | ● 80 Coventry St |
| ● 50 Curcombe St | ● 60 Chadwick Ave | ● 45 Evergreen St |
| ● 2434 Main St | ● 2 Holcomb St | ● Morgan Street Garage |



CITY OF HARTFORD HOUSING CODE ENFORCEMENT SUPPORTING SAFE AND HEALTHY HOMES

Hartford Housing Code Enforcement is a team of Housing Code inspectors assigned to help protect the public health, safety and welfare of Hartford residents living in:

- Two-family dwellings that are not occupied by the property owner
- Three-family or more dwellings
- Mixed use residential/commercial structures

WHAT CAN RESIDENTS REPORT

Residents can request a housing inspection for any of the following items as well as any additional concerns related to unsanitary and unhealthy living conditions within an apartment complex and/or residential unit:

- ✓ No Heat or Hot Water
- ✓ Non-Functioning Windows or Missing Window Screens
- ✓ Rodent or Pest Infestation
- ✓ Mold and Mildew Overgrowth
- ✓ Malfunctioning Ventilation Systems
- ✓ Malfunctioning Electrical Systems
- ✓ Security Issues like Non-Locking Doors
- ✓ Trash Accumulation
- ✓ Certificates of Apartment Occupancy

HOW TO REPORT AN ISSUE OR REQUEST AN INSPECTION

To request an inspection, please contact **Hartford 311 at 860-757-9311**. Staff is available Monday – Friday: 8:00am – 5:00pm. Requests can also be submitted via the Hartford 311 App (available at the Android & Apple store).

PLEASE NOTE: Inspectors cannot enter and inspect any unit without a submitted request from occupant. **CALL HARTFORD 311, HELP STARTS HERE!**



CITY OF HARTFORD HOUSING CODE ENFORCEMENT ESSENTIAL SERVICES REQUIREMENTS

As the cold weather season approaches, The City of Hartford's Housing Code Enforcement, would like to remind property managers and owners of their responsibilities in response to providing essential services as mandated by City and State ordinances. **Essential services includes heat, cooking gas, electricity, hot water or water.**

Heating Facilities (*Hartford Municipal Codes Sec. 18-96*)

- Heat must be provided for every dwelling and every dwelling unit by owner.
- Heating system must be properly installed and maintained in safe and good working condition and are capable of safely and adequately heating all habitable rooms, bathrooms and water closets within the dwelling.
- ***Between October 1 and October 30 of each year***, a heating system inspection report for multiple dwellings, hotels and rooming houses shall be filed with the Department of Licenses and Inspections.
 - The heating system must be inspected within six (6) months from the date of filing.
 - Inspection must be conducted by a person licensed to design, construct or repair a heating system.

Heating of Rental Residential Structures

Any rental residential structure must be provided heat so that a minimum temperature of 65^o Fahrenheit is maintained at all time whenever the outer or street temperature falls below 50^o Fahrenheit.

Heating and provisions of utilities for buildings (*CT State Statute Sec. 19a-109*)

- Any building occupied as a home or place of residence or as a business establishment with temperature of less than 65^o Fahrenheit, requires the furnishing of heat, cooking gas, electricity, hot water or water to any occupant of such building.
- Interference in such amenities can result in a fine not more than \$100 or imprisonment not more than sixty days or both.
- Service termination with respect to any such leased or rented property requires the owner or lessor to furnish a statement signed by the lessee agreeing to such termination or a notarized statement signed by the lessor to the effect that the premises are vacant.



Hartford 311 is a toll-free, non-emergency call center, designed to connect Hartford residents, businesses and visitors to City services.

- ✓ Trash not picked up?
- ✓ Noticed a pothole?
- ✓ Need a housing inspection?
- ✓ Questions on where and how to get a birth certificate or marriage license?
- ✓ Sign up for City Snow Parking Ban and other Emergency Alerts

Call 311 To Get It Done!

Download the Hartford 311 App for easy, convenience access and submit your requests for service today!



For further information, please call 311 or dial (860) 757-9311 from a cellular phone. Staff Available Monday – Friday: 8:00am – 5:00pm.

Important Numbers

911	For all emergencies that require immediate assistance from the police, fire department or an ambulance.
211	For 24/7 statewide resources such as emergency housing/shelter, utility assistance, food, child care, elder care and crisis intervention.
311 Cellular: (860) 757-9311	Toll-free, bilingual, non-emergency call center, for information and City services.
(860) 757-4000	Non-emergency Police Dispatch
(800) 286-2000	Eversource - Power Outage
(877) 944-5325	Eversource - The Smell of Gas
(860) 278-7850	Metropolitan District Commission (MDC)
(860) 246-5325	Connecticut Natural Gas (CNG)
(800) 222-1222	CT Poison Control Center
(860) 695-8000	Hartford Public Schools
(860) 247-2732	Capitol Region Education Council (CREC)
(860) 695-6300	Hartford Public Library

VITA

Volunteer Income Tax Assistance

MAKE AN APPOINTMENT

Starting on January 9, 2018:

Sign up at

www.211ct.org
click on "Tax Help"

Or dial 2-1-1
press 3 then 6

For free tax sites in New Britain,
call 860-612-3983.

VITA partners include:



United Way of Central and
Northeastern Connecticut

VITA is also generously supported by the Hartford Foundation for Public Giving.

FREE Professional Tax Help

If your household income is up to \$54,000:

- Save an average of \$200 or more in tax preparation fees
- Get your refund in 7-10 days
- Sites are located throughout Hartford:

Appointments required – sign up online at www.211ct.org or call 2-1-1

- Capital Community College, Main Street
- Community Renewal Team (CRT), Market Street and Wethersfield Avenue
- Hartford Public Library, Main Street
- Metzner Recreation Center, Franklin Avenue
- Mi Casa, Park Street
- Parker Memorial Community Center, Main Street
- Pope Park Recreation Center, Pope Park Drive
- The Village, Wethersfield Avenue
- Upper Albany Neighborhood Collaborative, Albany Avenue
- Urban League, Woodland Street
- University of Hartford, Bloomfield Avenue
- YWCA, Broad Street
- and more...

And in Enfield, East Hartford, Manchester, West Hartford, Willimantic, Danielson, Putnam and Stafford Springs

If your household income is up to \$66,000, prepare and file your taxes at:
Online help is available.



Do you know your Neighborhood Revitalization Zone (NRZ)?

Attend a local monthly meeting to help make decisions about your community.

Blue Hills NRZ

1st Thursday, 6 PM
Mt Sinai Hospital
Community Room
490 Blue Hills Ave.

Upper Albany NRZ

1st Monday, 5:30 PM
Albany Branch Library
1250 Albany Ave.

North East NRZ

3rd Monday, 6:00 PM
Parker Memorial Community Center
2621 Main St.

West End Civic NRZ

1st Tuesday, 7:30 PM
United Methodist Church
571 Farmington Ave.

Asylum Hill NRZ

1st Monday 6:15 PM
224 Eco Space
224 Farmington Ave.

Frog Hollow NRZ

3rd Tuesday, 5:30 PM
Odd months: Lyceum,
227 Lawrence St.
Even months: Trinity
70 Vernon St.

Parkville NRZ

2nd Wednesday, 6 PM
Parkville Community Center
11 New Park Ave.

South West/Behind the Rocks NRZ

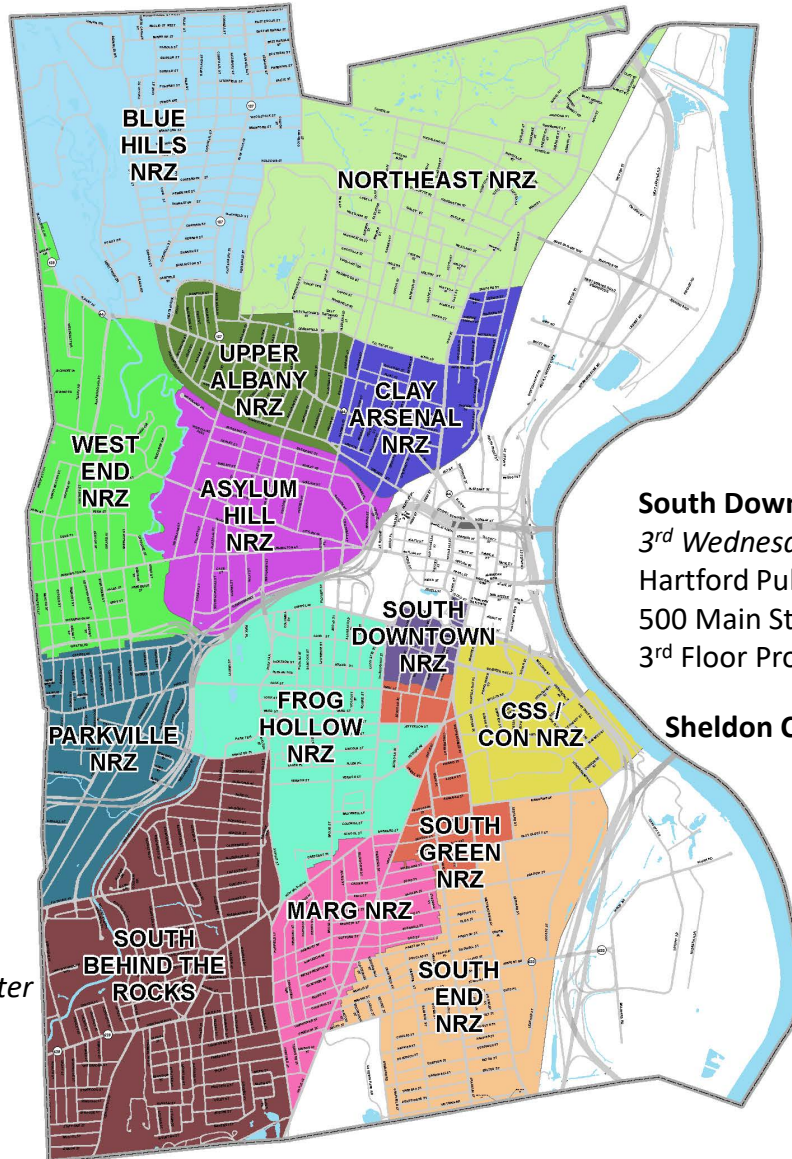
2nd Tuesday, 6 PM
Broadview Community Church
45 Oliver St.

Barry Square/MARG

2nd Thursday, 6 PM
St. Augustine's Church
10 Campfield Ave.

South End NRZ

1st Thursday, 6 PM (Sept. – May)
Metzner Center
680 Franklin Ave.



Clay Arsenal NRZ

1st Tuesday, 5:30 PM
Community Health
Services
500 Albany Ave.

South Downtown NRZ (SODO)

3rd Wednesday, 6 PM
Hartford Public Library
500 Main St.
3rd Floor Program Room

Sheldon Charter Oak (CSS/CON)

1st Monday, 5:30 PM
CREC
111 Charter Oak Ave.