

MEMPHIS **CLEAN CITY** GUIDE



City of
MEMPHIS



Memphis is a great place to live, work and play.

Together, we can all be more conscientious and proactive in helping to establish a clean, safe and visually attractive city. Information compiled in this guide will make it easier for residents to contribute, take action, educate others and work alongside City Government to enhance the quality of life for all.

— Memphis City Beautiful

First in the Nation - Established 1930



**MEMPHIS CITY
BEAUTIFUL**

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Want to Remove clutter and debris
from your home, yard, and neighborhood?

PROHIBITED ITEMS

- Fuel Tanks/drums
- Motor Oil
- Hazardous Or Toxic Waste
- Paint/paint Thinner
- Anti-freeze
- Pool Chemicals
- Commercial Waste
- Pesticides/herbicides
- Batteries
- Liquids Of Any Kind
- Animal Carcasses



COLLINS YARD CONVENIENCE CENTER

304 COLLINS ST, MEMPHIS, TN 38112

OPEN 9 AM - 3 PM | FRIDAYS, SATURDAYS, AND SUNDAYS

City of
MEMPHIS

**Memphis Residents only. Must present ID as proof of residency. No Commercial Haulers, Contractors, or U-Hauls. Single-axle trailers only. One trip per day/per citizen or address. Maximum of 10 rimless tires per day.



When you see drivers tossing out trash or
cigarette butts, please note and report:

License plate numbers | Type of vehicle | Type of trash
Time and date of occurrence | Location

Call 901-522-5326 or submit online
at memphiscitybeautiful.org



**MEMPHIS CITY
BEAUTIFUL**

LITTER & DUMPING

Littering is illegal and is the improper disposal of solid waste.

Illegal dumping is the act of disposing of solid waste or trash in unauthorized areas. It is an environmental crime. If the dumping occurs anywhere but a location designated for trash disposal, that constitutes illegal dumping. Depending on the circumstances, charges can range from misdemeanor to felony, and the fines can be quite costly.

Local and state governments spend millions of tax dollars annually to pick up litter and clear dumpsites. Clean, litter-free communities generally have lower crime rates, a better economy and healthier environments.



WHAT TO DO?

- Put garbage in the nearest trash can or proper recycling receptacle.
- Organize a neighborhood cleanup.
- Carry a litter bag and portable ashtray in your car.
- Report littering motorists to **52-CLEAN at (901) 522-5326** or **memphiscitybeautiful.org/littering-motorist-hotline/**
- Cover loads that can be blown onto the streets/highways when carrying items in trucks or other vehicles.
- Report illegally dumped garbage and debris to the **311 Call Center at (901) 636-6500** or dial **311** from your smartphone.

WHAT HAPPENS WHEN REPORTED?

- When littering motorists are reported, Memphis City Beautiful sends the offender an official warning letter detailing criminal penalties, a brochure on littering, and a car litter bag.
- If someone is caught littering by an Environmental Enforcement officer, a \$50 ticket will be issued if five pounds or less. If the offense is greater, fines can reach up to \$3,000 and may require community service or jail time.
- The Environmental Enforcement Department examines illegal dump sites to help identify the possible offender.

Memphis Code, Section 9-56-21; Memphis Code, Section 9-60-2; Shelby County Code, Chapter 28, Article II, Section 28.77; Tennessee Code 39-14-501 through 39-14-511; IPMC Code Section 302.1

HIGH WEEDS AND GRASS

Every property owner — whether the property is vacant or occupied — is responsible for controlling the height and density of weeds, grass, brush, vines and trees. This is also true for citizens with native or community gardens.

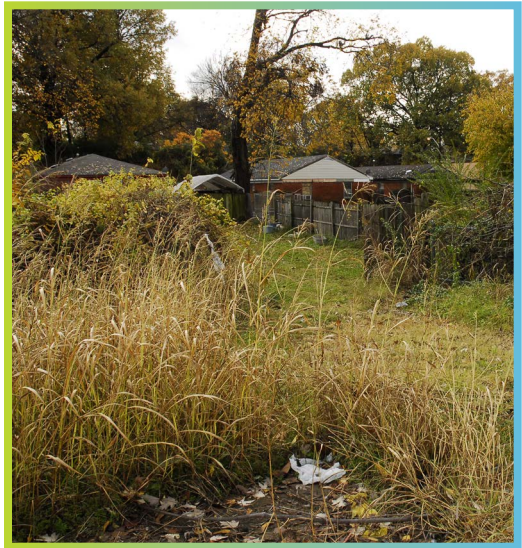
WHAT TO DO?

- Keep weeds and grass cut. It is a violation of the International Property Maintenance Code (IPMC) to allow it to grow twelve (12) inches or higher.
- Register native or community gardens with Memphis City Beautiful to ensure compliance. The Garden Registry is available at memphiscitybeautiful.org/community-garden-registry/
- Report high weeds and grass on vacant or occupied properties to the **311 Call Center** or call **(901) 636-6500**.



WHAT HAPPENS WHEN REPORTED?

- For occupied properties, City of Memphis Code Enforcement will issue a violation order to the property owner/tenant to seek compliance. For vacant lots, City of Memphis Grounds Services will identify and cite the property owner, allowing the owner fourteen (14) days to mow. If the owner does not comply, the property will be mowed and a bill issued for the services rendered.



Memphis Code, Section 9-96-2 through Section 9-96-3 and IPMC Code Section 302.4; Shelby County Code Section 25-189; Shelby County Health Codes, Section 16-457 and Section 16-458; Shelby County Housing Code, 48-49

PROBLEM PROPERTIES

Poorly maintained properties can affect a community's overall appearance and reduce property values by seven percent (7%) citywide.

VACANT

Vacant or blighted properties often lower neighborhood property values, are tax-delinquent, harbor health hazards and illegal activities or can cause injuries. Vacant lots can be problematic with high weeds, litter and illegal dumping. Owners of vacant properties (residential or commercial) are required by law to maintain them so that they are clean, safe, secure and closed to casual entry.



OCCUPIED

Residential or commercial property owners who reside in the property or who have tenants, operators or lessees with a legal or equitable interest in the property also have a legal obligation to properly maintain their properties.

REVERSE FRONTAGE

Reverse frontage refers to property that backs up to a street and, specifically, the strip of land between a back fence and sidewalk or street. It is the property owner's responsibility to keep this land mowed and free of any debris, even if it is separated by a fence.

WHAT TO DO?

- Keep your own property clean and well maintained; if vacant, be sure that it is secured and closed to casual entry. Board all windows and doors, if necessary.
- Contact the owner directly about maintaining and securing the property. Property ownership can be searched by contacting the Shelby County Assessor of Property at **901-222-7001** or by visiting **shelbycountyttn.gov/68/Assessor-of-Property**.



- If it is a public nuisance, file a legal complaint or lawsuit under the Neighborhood Preservation Act T.C.A. §13-6-106(a) & 13-6-104. Learn more about how the City of Memphis files NPA suits at memphis.edu/law/experiential-learning/neighborhood-preservation-clinic.php
- Report problem properties to the **311 Call Center** at **(901) 636-6500** or simply **311**.

WHAT HAPPENS WHEN REPORTED?

- In the case of single or multi-family residential property, a vacant lot or reverse frontage, City of Memphis Code Enforcement will issue a violation order for compliance. Failure to comply may result in an appearance before the Memphis & Shelby County Environmental Court. Violators may also be subject to fees and penalties for activities and services performed by the City of Memphis Code Enforcement Department.
- In the case of commercial property or a building with more than two (2) stories, City of Memphis Commercial Code Enforcement will issue notices for corrective action. Failure to comply may result in court summons and fines.
- Shelby County Code Enforcement is responsible for ensuring that building construction conforms to local zoning regulations and to the safety standards set forth by the City of Memphis and Shelby County.

MOST COMMON CODE VIOLATIONS



City of Memphis Code Enforcement works to protect public health, safety and welfare in existing buildings used for dwelling purposes. The department administers and enforces sections of the International Property Maintenance Code (IPMC) relating to unsafe housing conditions, excessive vegetation/weeds, illegal or inoperable vehicles, etc. Some of the most common code violations reported by citizens are listed here.

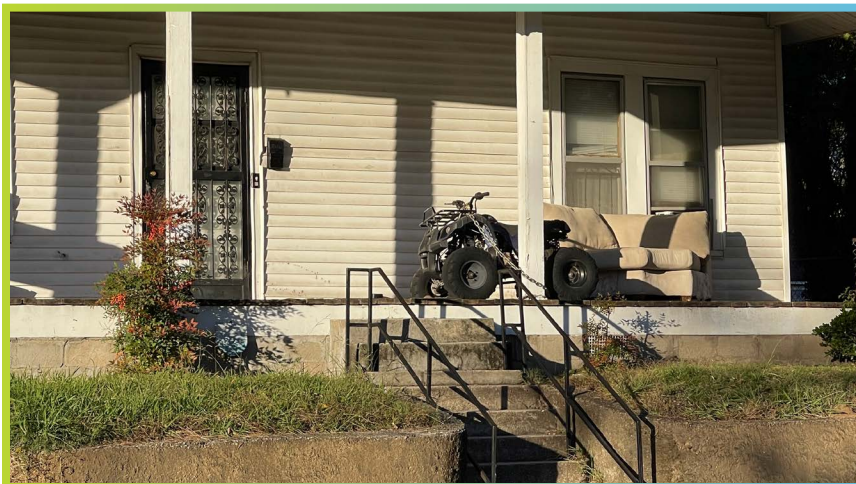
1

THE ACCUMULATION OF JUNK, TRASH AND DEBRIS

It is a violation to accumulate junk, trash and other debris on residential property. This includes, discarded items, auto parts, appliances, furniture, building materials, tires, paper, cardboard, plastics, dead limbs and branches. All garbage should be disposed of by placing in the appropriate container and placing on the curb for collection.

IPMC Code 302.1, 308.1



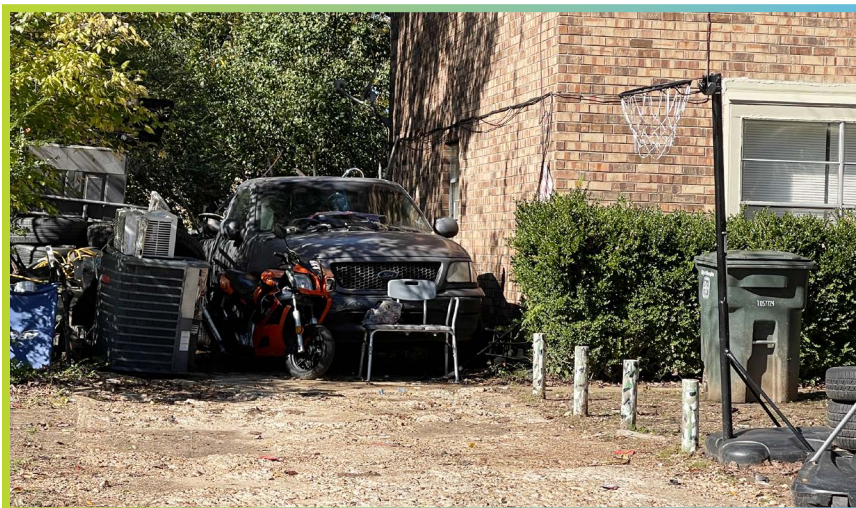


2

OPEN STORAGE OF MATERIALS AND FURNISHINGS

It is a violation to openly store on residential property any equipment, materials or furnishing that is dangerous to public health, safety or welfare or that creates an unsightly condition that would reduce property value or promote urban blight. This may include, but is not limited to, outdoor use of indoor furniture, outside storage of household appliances, auto parts or building materials.

IPMC Code 302.1, 308.1, 308.2.2



3

PARKING AND STORING INOPERATIVE (JUNKED) MOTOR VEHICLES

It is a violation to park, store or leave any vehicle that is rusted, wrecked, junked, partially dismantled, inoperable or abandoned upon any property for ten (10) days unless the vehicle is completely enclosed within a building.

IPMC Code 302.8



4

EXCESSIVE WEEDS, GRASS, TREE AND SHRUBBERY

It is a violation to allow grass or weeds to grow over twelve (12) inches high, or allow plants, shrubs or trees to grow in a manner that will obstruct traffic or the visibility of motorists. This includes overgrowth to trees and vegetation that blocks sidewalks or hang into public streets or utility services.

IPMC Code 302.4, 302.5

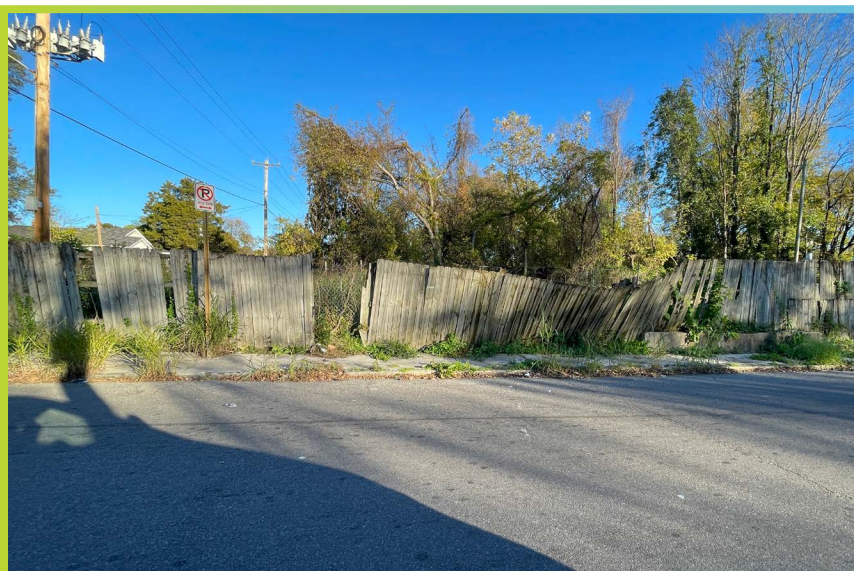


5

SUBSTANDARD STRUCTURES AND FENCES

It is a violation to neglect accessory structures, including storage sheds, garages and fences. They are to be maintained structurally sound and in good repair to serve their intended purpose. This includes damage to any framing, walls, ceilings, floors, decking and roofs.

IPMC Code 302.7



6

OFF-STREET PARKING

It is a violation to park or store any vehicle on the lawn/grass of any residential property. All vehicles must be parked on concrete, asphalt or other hard, dustless surface that is approved by the city. The number of vehicles parked at a residential dwelling shall not exceed more than four (4).

IPMC Code 302.8



7

SPECIAL USE/RECREATIONAL VEHICLES AND EQUIPMENT

No person shall park or store any non-motorized vehicle such as boats, campers and trailers on an unimproved surface. No person shall park or store more than one (1) boat and boat trailer and no more than one (1) camping trailer or recreation vehicle per household. No parts of such parking or storage area shall be located in the front yard. It shall also be unlawful for any person to park or store any such vehicles on any residential street.

IPMC Code 302.8



8

COMMERCIAL VEHICLES AND EQUIPMENT

It is a violation to park, stand or store any commercial truck exceeding 8,000 pounds in weight or truck/tractor on a residential property or a residential street.

IPMC Code 302.8



9

ABANDONED AND DERELICT STRUCTURES

It is a violation for any property owner to refuse to properly secure any structure he or she owns to prevent loitering by vagrants or criminal activity. This includes, but is not limited to any vacant house, building or structure, where the doors and windows are broken or open to casual entry.

IPMC Code 304.1.1, 109.2



10

GENERAL SERVICES AND REPAIR SHOPS

It is a violation to own or operate a commercial business in a district zoned residential without proper permits. Certain commercial establishments are strictly prohibited in residential zoned areas. This includes any for-profit general repair services, such as automotive, equipment or appliance repair shops. Contact Shelby County Code for further information at **(901) 222-2300**.



CLEAN STREETS AND PUBLIC SPACES

City streets and right-of-ways are maintained by the Division of Public Works Maintenance Department. This includes street sweeping, asphalt paving and resurfacing and patching potholes. The Public Works Maintenance Department is also responsible for ensuring that streets and rights-of-way are clear for travel, which may include cutting grass and the trimming or removal of fallen trees.

STREETS, ALLEYS AND CURBS

Residents and businesses are encouraged to keep streets and curbs adjacent to their properties clean and free of fallen leaves and debris.

The City of Memphis does not maintain alleys in residential areas. It is the responsibility of the property owner to maintain the alley adjacent to their property by keeping it clear of debris and properly mowed if grass exceeds twelve (12) inches.



The Public Works Division Sweeper Department provides street sweeping services twice a year for all City of Memphis streets. Requests made to 311 for street sweeping are granted when deemed necessary.

Curbs are six (6) inches of concrete at the edge of streets, just before sidewalks or grassy medians. The City of Memphis maintains curbs.

WHAT TO DO?

- Contact the **311 Call Center** to request a street sweeper or to report damaged curbs.

SIDEWALKS

It is property owners' responsibility to keep sidewalks adjacent to their property in good condition and free of obstacles. This includes any costs for repairs or maintenance. In addition, the grassy median strips between sidewalks and curbs/streets should be kept clean and mowed. The City of Memphis may only address sidewalk issues relative to curbs, gutters, wheelchair ramps, drains and issues caused by utility poles or signs.



WHAT TO DO?

- Report damaged, missing, impassable or overgrown sidewalks to the **311 Call Center**.

WHAT HAPPENS WHEN REPORTED?

The City of Memphis Division of Engineering will send a notice to the property owner requiring him/her to repair the sidewalk within 30 days.

- After 30 days, the City will issue a citation and summons for the owner to appear before the Memphis & Shelby County Environmental Court.
- If a judgment is received, the City will have a contractor repair the sidewalk and will then place a tax lien on the property for the cost of repairs.

Memphis Code, Section 12-24-1 through Section 12-24-9; Shelby County Code, Chapter 26.5 through Chapter 26.53 IPMC Code 302.3

STORM DRAINS

Storm drains are only for rainwater! To prevent blockage and flooding, keep streets free of litter and debris, including yard waste such as grass clippings, leaves and tree limbs. Lawn chemicals, pet waste, paint, oils/grease and antifreeze can also cause serious damage and threaten human health, pets, wildlife and the environment and should not be disposed of in storm drains. It is illegal to pollute and clog storm drains!



WHAT TO DO?

- Properly dispose of all hazardous waste.
- Do not blow leaves or grass clippings into the street.
- Report flooding to the **311 Call Center**.
- Report improper waste disposal to the Storm Water Pollution Hotline at **(901) 636-6721**.

WHAT HAPPENS WHEN REPORTED?

- The City of Memphis Storm Water Department will come out to investigate the call. If there is flooding, Public Works Drain Maintenance will be called to unclog and clean the drain.

Memphis Code Title 13, Section 13-40-5. Ordinance 4538 Sections 33-207

GRAFFITI

Graffiti is an act of vandalism that greatly affects most urban areas. It is defined as words, colors and shapes that are drawn, scratched or etched onto public or private property without consent. The presence of graffiti implies indifference, further attracting other forms of crime, lowering property values, contributing to declining neighborhoods and heightening fear among citizens.

WHAT TO DO?

- Document. Take pictures of the graffiti before it is removed. Photographs will assist law enforcement with an investigation, if one is necessary.

- Remove graffiti quickly. Rapid removal is the best way to protect your property and to preserve your neighborhood. Work with law enforcement on removing any identified gang graffiti to help ensure safety.
- If you actually witness graffiti vandalism, contact Memphis Police at **545-COPS**. Otherwise, contact the **311 Call Center** to report graffiti in your community.
- Organize a neighborhood watch to work with residents and help law enforcement keep tabs on your neighborhood.



WHAT HAPPENS WHEN REPORTED?

Public Works Street Maintenance Department will address graffiti on public rights-of-way and City-owned property.

In the case of private property, Code Enforcement will issue a notice to the owner requiring that he/she remove the graffiti. Failure to comply could result in a summons to the Environmental Court.

Memphis Code Chapter 20, Section 20-151 through 161; Shelby County Code, Chapter 22 Article 1, Section 22-1

ILLEGAL SIGNS

It is illegal to place signs of any kind on a public property. This includes, but is not limited to, any street, right-of-way, crosswalk, curb, utility pole, traffic sign or control box, under/overpass, bridge or even a tree on a public easement (the grassy area between the street and a sidewalk).

WHAT TO DO?

- Place signs only on private property with the consent of the owner or occupant.
- Report illegal signs to the **311 Call Center**.

WHAT HAPPENS WHEN REPORTED?

The Public Works Environmental Enforcement Department will investigate the complaint. If the sign is found to be in violation, it will be removed immediately, or the sign owner will be allowed to move it to a legal location. Warnings are issued to repeat offenders and/or a summons to appear before the Environmental Court.

City of Memphis Illegal Code Ordinance: City Code of Ordinances, Chapter 10, Article 12, Section 9 and amended by Ordinance No. 5073 in 2004

WASTE HANDLING

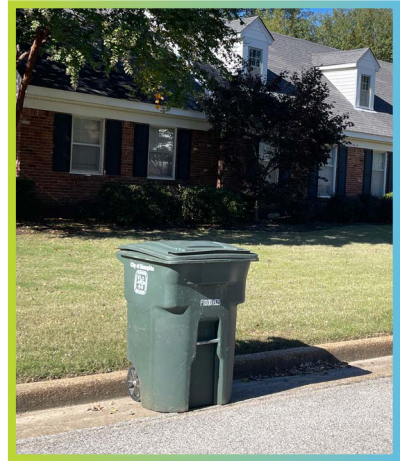
HOUSEHOLD GARBAGE/SOLID WASTE

The Division of Solid Waste Management is responsible for collecting and disposing of solid waste in accordance with state and federal laws. The City of Memphis provides a 96-gallon receptacle to Solid Waste fee-paying customers for the disposal of household garbage/solid waste.

Special Note: It is against the law for residents to burn trash within city limits.

WHAT TO DO?

- Carts should be placed at curbside for trash pickup after 5:00 pm the day before or before 7:00 am the day of collection. Carts should be removed from curbside by 8:00 am the day after regularly scheduled collection.
- Handle trash responsibly by bagging it, sealing/tying the bags and closing/securing the lid on the cart.
- Every week, customers are allowed to place up to two 60-gallon bags of yard waste outside of their cart.
- If a residential customer needs more space to store their waste, they can lease a second garbage cart for \$10.00 each per month.
- Make sure to provide unobstructed access to your carts at the curb by clearing surrounding vehicles, objects, powerlines or overhanging tree limbs.



WHAT HAPPENS?

- Household solid waste is collected weekly on the customer's designated collection day.
- Up to two (2) 60-gallon bags of yard waste is collected weekly alongside regular cart collection.
- Outside the cart bulk waste is collected twice per month on designated weeks.

RECYCLING

Curbside recycling is provided for all single-family homes and multi-family housing complexes of seven (7) units or fewer.

The Solid Waste Management Division provides fee-paying households a 96-gallon recycling

cart to collect paper, cardboard, plastics (#1 - #7), aluminum and steel cans, glass bottles and jars, and clean milk/food cartons. It is all “single stream, no sort” recycling.



To find out if a waste item is recyclable, use the Waste Wizard in your Memphis Curbside Collection App or the City of Memphis website under the Solid Waste Management page.

WHAT TO DO?

- Request a recycling cart by contacting the **311 Call Center**.
- If your gray recycling cart is not serviced on your regular collection day, please contact the **311 Call Center**.
- If you see an OOPS sticker placed on your cart, that is a warning that non-recyclable material was found in your recycle cart.
- In order for Solid Waste Management to service your recycling cart, the violating materials must be removed.
- Three recycling convenience drop-off centers are available for apartments and private developments that Solid Waste Management does not serve. They are listed below:
 - **Downtown** - Located in the gravel parking area on Mud Island Drive at the North entrance to Mud Island Park
 - **East Memphis** - Located on Moore Road, approximately 300 yards from Germantown Parkway South, south of Shelby Showplace Arena at Agricenter International
 - **Southeast** - Located at Hickory Hill Community Center at 3910 Ridgeway Rd.

WHAT HAPPENS?

Curbside recycling is collected weekly, along with household solid waste.

The City recycles in part as a response to the Tennessee Solid Waste Processing and Disposal Rule 0400-11-01-09 Waste Reduction & Planning. Effective September 17, 2012.

BULK WASTE COLLECTION

Residents can place appliances, bulky items and yard waste that will not fit inside the cart curbside for pickup on designated Bulk Collection Weeks. These items must be safe and secured on the curb to prevent safety hazards. The Division of Solid Waste Management provides a “Bulk Week” service twice a month.

WHAT TO DO?

- Bulky item piles are limited to half a cubic yard, and bulky item piles should be placed within three (3) feet of the street.
- Please do not place bulky item piles near mailboxes, parked cars, power lines, fences, trees and low-hanging tree limbs.
- Tree debris must be less than five (5) feet in length and less than thirteen (13) inches in diameter.
- Secure items, such as refrigerators, by removing doors or sealing them with tape.
- Do not place material at the curb after crews have passed by your home.
- Check the Memphis Curbside Collection App or City of Memphis Website (Solid Waste Management page) for proper disposal and your designated collection day.
- Memphis residents can take one load of bulk waste to the **Collins Yard Convenience Center** at **304 Collins St.** Open hours are Friday, Saturday and Sunday 9:00 am-3:00 pm.



WHAT HAPPENS?

- Solid Waste Management Division will retrieve and remove the item(s) on your scheduled bulk collection week. In some cases, an additional truck must be sent for the pickup. To learn your designated Collection Days, Bulk Weeks and/or proper disposal methods please refer to the Memphis Curbside Collection App (available on all mobile devices) or visit the City of Memphis’s website under the Solid Waste Management page.

Tennessee Code, Section 39-14-505; Memphis Code, Section 9-56-10; Memphis Code, Article 1, Division 2, Section 9-56-17 through 9-56-18

TIRE DISPOSAL

City of Memphis residents can place up to four (4) rimless tires (in sizes up to 22.5 inches) at curbside during your assigned Bulk Collection Week to be picked up by Solid Waste Management.

WHAT TO DO?

- Memphis residents can take up to 10 rimless tires to the **Collins Yard Convenience Center** at **304 Collins St.** Open hours are Friday, Saturday and Sunday 9:00 am-3:00 pm.
- For a nominal fee, take additional or larger tires to **Liberty Tire Recycling Center** at 3000 Elvis Presley Blvd., **(901) 396-5448**.
- Residents may also contact a private waste disposal company or a tire company to dispose of used and old automobile tires.



YARD WASTE

Leaves and grass clippings should be bagged and placed at the curb for pickup. Tree limbs trimmed by the owner/resident may also be left at curbside; however, limbs must not exceed thirteen (13) inches in diameter or five (5) feet in length. The Solid Waste Management Division will not pick up any tree limbs cut by private contractors, according to the law.

WHAT TO DO?

- Bag leaves and yard clippings and place at the curb. Up to two (2) bags of yard waste will be accepted weekly outside the cart. Anything more than two bags should be placed at curbside only on designated Bulk Weeks.
- Consider composting to help reduce the amount of waste going to landfills. For more information, contact the **Shelby County Agricultural Extension Center at (901) 752-1207**.
- Make sure private landscapers and tree professionals take tree limbs and yard waste with them for proper disposal.



WHAT HAPPENS?

- The Division of Solid Waste Management will send out a supervisor to investigate and tag any yard waste left by private contractors. A notice for removal will be issued to the property owner or resident.
- Solid Waste Management will collect and recycle residents' yard waste. It will become mulch and compost that is occasionally offered for free to Memphis residents and to Memphis City Beautiful community improvement projects.

Memphis Code, Sec.9-56-10; Tennessee Code Section 39-14-504 and 505

CONSTRUCTION DEBRIS

Commercial builders and contractors are responsible for removing all trash resulting from any demolition, remodeling or construction project(s). For do-it-yourself home improvement endeavors, landfills are available for disposal of construction waste.

WHAT TO DO?

- Request that commercial contractors remove any and all construction debris.
- Refer to the Waste Wizard in your Memphis Curbside Collection App to learn more about what is accepted at the curb for disposal.
- Take do-it-yourself construction debris — one load at time — to one of the two Memphis-area landfills. Only Memphis residents are allowed. Present a valid driver's license or MLGW bill as proof of residency.

REPUBLIC SERVICES MEMPHIS-AREA LANDFILLS:

South Shelby Landfill
5954 Malone Road
Memphis, TN 38118
(901) 794-8071

North Shelby Landfill
7111 Old Millington Road
Millington, TN 38053
(901) 872-7258

Special Note: Landfills are not owned or operated by the City of Memphis.

Shelby County Code, Section 26.5-51; Memphis Code, Chapter 12, Section 12-24-3



PET WASTE

Memphis City Ordinance requires pet owners clean up after their pet(s). Pet waste can be hazardous, lead to water pollution and attract rodents.

WHAT TO DO?

- When walking your dog, take a plastic bag to pick up your dog's waste, and throw it in the trash.
- Report irresponsible pet owners to the Storm Water Pollution Hotline at **(901) 636-6721**.

Memphis Code, Chapter 8-16, Sections 6-9; Shelby County Code, Chapter 3, Section 3-40, Paragraph (D) and Section 3-41; Tennessee Code, Section 44-8-408



CIGARETTE WASTE

Although cigarette smoking in America has decreased, cigarette butts remain the most littered item in the U.S. Dropping cigarette butts and cigar tips to the ground, putting them into planters or disposing of them into waterways is littering. Cigarette butts have a big negative impact on a city requiring additional sidewalk and street sweeping, greenway and park maintenance, storm drain cleaning and increased maintenance of storm water filters.

Cigarette butt litter can also pose a hazard to the environment, namely when animals and marine life mistake filters for food. Filters from cigarettes are composed of cellulose acetate, a form of plastic that degrades slowly; in many cases, it takes years.

WHAT TO DO?

- Use receptacle urns or portable ashtrays when smoking outside.
- Call Memphis City Beautiful's **52-CLEAN (522-5326) Hotline** to report littering motorists.
- Educate smokers about proper disposal.



SET-OUTS/EVICTIONS

Part of the eviction process dictates that a tenant's belongings may be placed on the premises where the tenant is being removed. This process can generate litter and create an unsightly eyesore for the entire community. To minimize the impact of evictions, a City of Memphis Ordinance regulates the manner in which landlords and/or management companies may dispose of tenants' property.

WHAT TO DO?

- Bag or box the tenant's discarded property.
- Place all items
 - On the premises from which the tenant is being removed;
 - In an appropriate area clear of the entrance to the premises;
 - At a reasonable distance from any sidewalk, street, utility easement, public right of way or public property appurtenant to the premises.
- Notify the **311 Call Center** to report an eviction.
- Remove and dispose of all items within 72 hours.
- After 72 hours, concerned citizens should report illegal set-outs to the **311 Call Center at (901) 636-6500 or by dialing 311 on your smartphone.**



WHAT HAPPENS WHEN REPORTED?

If the owner/management company fails to report and remove the debris within 72 hours, the City identifies the violation and issues a notice to the occupant and/or property owner of the address for the items to be removed from the right-of-way and property. If the discarded property is not removed within five (5) business days after the eviction, Solid Waste or Environmental Enforcement will collect it and will invoice the owner or management company for services rendered.

Memphis Code, Ordinance Number 5091 and Ordinance Number 5790; Memphis Code, Chapter 9, Article 1, Division 4, Section 9-56-30 through 9-56-33

HOUSEHOLD HAZARDOUS WASTE

All residents must properly dispose of paint, insecticides, fertilizers, household cleansers, automotive liquids and any materials that may be flammable or contain chemicals that are harmful to humans or the environment.

WHAT TO DO?

- All Memphis and Shelby County residents may use the **Household Hazardous Waste Facility** at **6305 Haley Rd., (901) 222-7729**. Currently, the facility is open to residents on Tuesdays, Thursdays and Saturdays from 8:00 am to 1:00 pm (limit 15 gallons or 100 pounds). No business or commercial waste is accepted.
- Solidified latex paint or empty paint containers can be left at curbside for regular trash pickup. However, residents must loosen the lids of paint cans, and leave them in a secure place until they dry up naturally. Place cans in a bag and inside the green trash receptacle.
- Businesses must contract with private companies to collect hazardous waste.
- To learn what is accepted at the Household Hazardous Waste facility refer to the Waste Wizard in your Memphis Curbside Collection App or the City of Memphis website under the Solid Waste Management page.
- To report the improper disposal of hazardous household waste, contact the **311 Call Center**.

Shelby County Code, Section 28-51, Section 28-54; Tennessee Code Section 68-212-104; Shelby County Code, Chapter 28, Article 2, Section 28-118



PESTS AND RODENTS

Owners and occupants of single or multi-family dwellings are responsible for the extermination of insects, vermin, rodents and other pests inside and outside of all structures.



WHAT TO DO?

- Remove all debris from the area that may serve as food or habitat for unwanted pests or rodents.
- Contact **Shelby County Health Department Vector Control** at **(901) 222-9715**.
- Hire an exterminator to eliminate pests and rodents.

Memphis Code Chapter 9, Article 1, Section 9-80-7

UNSECURED LOADS

Transporting unsecured loads is hazardous and illegal. Trucks and other vehicles that carry materials that can be blown onto the roads are required to secure and cover their loads. Environmental Enforcement will gather evidence and issue a citation to the vehicle owner.



WHAT TO DO?

- When transporting debris and materials, properly secure and cover your load using tarps, bags and ties. Strap your items to your vehicle.

Memphis Code, Chapter 8-16, Sections 6-9; Shelby County Code, Chapter 3, Section 3-40, Paragraph (D) and Section 3-41; Tennessee Code, Section 44-8-408

SUPPORT AGENCIES AND CONTACTS

CITY OF MEMPHIS

311 CALL CENTER

The 311 Call Center facilitates requests for city services and citizen concerns.

Citizens can speak with staff at the **311 Call Center by dialing 311 or (901) 636-6500**, entering a service request online at **311.memphistn.gov/public** or using the See, Click, Fix application.

Notes to consider for 311:

- Provide the address of the problem or the address located next to it. If it is a corner lot, please provide the main cross streets and any visible landmarks.
- A Service Request will be entered into the system, and you will be provided a reference number to check on the status of your complaint.

DIVISION OF NEIGHBORHOOD IMPROVEMENT

901-636-2136

The mission of Neighborhood Improvement is to make a noticeable and sustainable improvement in every City of Memphis neighborhood through Education, Engagement and Enforcement. They work with citizens to improve the quality-of-life conditions for our residents by eliminating blight related to the City's housing and commercial code of ordinances, high weeds and grass, litter and illegal dumping.

DIVISION OF PUBLIC WORKS

901-636-6762

The Division of Public Works houses several departments whose function is to provide a high level in citizen care. Departments within Public Works are responsible for the operation and maintenance of the City's infrastructure, which includes streets, sanitary sewers, storm drains, bridges and flood control.

DIVISION OF SOLID WASTE MANAGEMENT

311

The Division of Solid Waste is responsible for the weekly collection and disposal of all Solid Waste within the City of Memphis in accordance with state and Federal laws. Service is provided to most single-family homes, apartments with less than seven (7) units and many small businesses. Solid Waste provides a recycling program and utilizes yard waste and autumn leaves for compost and mulch production.

MEMPHIS POLICE DEPARTMENT

901-545-2677

The Memphis Police Department is a great way to start a Neighborhood Watch Group and become more involved in your community. Working with MPD can create safer and cleaner communities. Citizens can call the Non-Emergency line at 901-545-COPS (2677) to report non-critical issues such as basketball goals in the street, abandoned vehicles, and loud music or disturbances.

SHELBY COUNTY

MEMPHIS AND SHELBY COUNTY OFFICE OF CONSTRUCTION AND CODE ENFORCEMENT

901-222-8300

The Memphis and Shelby County Office of Construction and Code Enforcement issues permits for business advertisements, and residential and commercial constructions. This office also enforces building and zoning codes in Memphis and Shelby County. This agency also monitors and responds to commercial business code violations only. The officers can issue citations that order business owners directly to court when they are in violation.

SHELBY COUNTY ENVIRONMENTAL COURT

901-222-3500 (General Sessions Court Clerk)

The Court hears cases involving properties that violate health, fire, building, zoning, and animal codes. Often these properties rise to the level of public nuisance. The Court aims to achieve compliance, and as a result create a safer, more livable environment for Memphis and Shelby County citizens.

SHELBY COUNTY HEALTH DEPARTMENT

901-222-9000

The Health Department works to improve the quality of life in Shelby County by controlling pollutants in the air, assuring a safe supply of water and food and eliminating general environmental hazards. This bureau uses diverse methods and programs for a wide variety of purposes, such as enforcing sanitation codes in swimming pools and restaurants, inspecting healthcare facilities such as nursing homes, inspecting water fountains for lead poisoning, inspecting vacant or abandoned property to prevent pests from breeding and controlling mosquitoes, rats and other pests.

WHO TO CALL TO REPORT?

Loose or Abused Animal

MPD Non-Emergency Line 901-545-2677

Dead Animal Pickup

Solid Waste 311

Flooding Storm Drain

Drain Maintenance 901-357-0100

Storm Drain Pollution

Memphis Storm Water (Pollution Hotline) 901-636-6721

Sewer Overflow or Blockage

Environmental Maintenance 901-636-8025

Littering Motorist

Memphis City Beautiful (52-CLEAN Hotline) 901-522-5326



**MEMPHIS CITY
BEAUTIFUL**

**DIVISION OF NEIGHBORHOOD
IMPROVEMENT**

664 Adams Avenue
Memphis, TN 38105
MemphisCityBeautiful.org
901-636-4410



*Working together for clean,
green, beautiful city*

