Solid Waste Collection Guide
Please place your recycling, trash, bulk, and brush out for collection before 7:00 a.m. on your collection day.

**Recycling Bin**
- Aluminum beverage cans
- Steel and tin cans
- Plastic beverage bottles
- Glass bottles and jars
- Mixed paper, newspapers
- Cardboard
- Plastics #1 and #2

For a full list of recyclable materials, please visit roanokeva.gov/recycle

**Trash Bin**
- Food waste
- Plastic bags and wrap
- Styrofoam
- Pieces of wood
- Rope, wire, hoses
- Clothing and fabric
- Plastics #3 - 7
- Small brush pile

Loose trash bags beside your bins will not be collected

**Bulk & Brush**
- Place large piles of brush up to 6’ x 6’ x 6’ at the curb for weekly collection. Place a max of three bulk items, such as furniture, per week. Please put bulk and brush at the curb.

**Hazardous Waste**
Please dispose of hazardous materials, such as batteries, paints and cleaning supplies, at the Roanoke Valley Resource Authority on the third Saturday each month. For more info, visit www.rvra.net.

**Alley Maintenance**
Property owners are responsible for cutting vegetation back to the property line and maintaining overgrowth.

**Roanoke City Apps**
- **iROANOKE**
  See something that needs to be fixed or improved? Submit service requests from your smartphone.
- **RECYCLECOACH**
  Find your collection day, recycling schedule, collection guidelines, and even set automated reminders in seconds online.

Have a question? We’re here to help.

**City Services Help Center**
Citizen Call Center: 530-853-2000
Request services, provide feedback, and more.

**iRoanoke Service Requests**
Download the iRoanoke app, Tweet to @iRoanoke, or submit a service request form at roanokeva.gov.

**Social Media**
Connect with staff through more than 50 pages on Facebook, Twitter, Nextdoor, and Instagram.

**Local Utility Providers**
- **Appalachian Power**: 1-800-956-4237
  Report power outages or downed lines.
- **WVWA**: 540-853-5700
  Report a water or sewage emergencies to the Western Virginia Water Authority.
- **Roanoke Gas**: 540-777-0623
  Report gas leaks or emergencies.

Reminder: Please only call 911 during medical, fire, environmental, or police emergencies. To report suspicious activity to the police, please call 540-853-2212.
Clearing Streets
After snowfall ends, the city’s first goal is to clear 95% of major streets and Valley Metro bus routes within 24 hours. After the primary streets are cleared, the goal is to clear 90% of neighborhood streets within 24 hours. More than 100 city staff work around the clock before and after a snow event, striving to meet these goals.

How You Can Help
Property owners are responsible for clearing snow from sidewalks that are adjacent to the property after snowfall. Please do not push snow into the street when you clear your driveway and try to clear snow from stormdrains to prevent flooding. Pre-salting walkways before a storm makes shoveling safer and easier!

Street Parking Before Snow
If you park on the street, please park on the side of the street with odd house numbers and coordinate with your neighbors to ensure there is space for snow plows to pass. If you can, please park in a driveway.

For more winter weather FAQ, please visit roanokeva.gov/snow

Flood Preparedness
Flood Prevention at Home
If your home is prone to flooding due to stormwater runoff, you can help protect your property by clearing leaves and debris from stormdrain inlets, roof gutters, and ditch lines near your property. If heavy rainfall is anticipated, remember to elevate all valuable items off the ground, particularly in basements. Store important items and documents in waterproof bags or containers.

Protect Your Property
Flood damage is not covered by most homeowners insurance policies. Check with your agent to add a flood insurance (NFIP) policy. Twenty percent of all NFIP claims come from outside the floodplain.

For more flooding FAQ, please visit: roanokeva.gov/flood

Time to Equip Your Emergency Kit!
In the event of an emergency, you should have 72 hours worth of necessary provisions:

- Three gallons of drinking water per person
- Three days worth of non-perishable food
- Flashlight and extra batteries
- First aid kit
- Battery-powered radio and NOAA Weather Radio
- Battery charger for cellphones
- Prescriptions
- Cash (Cards won’t work during an outage)
- Pet food and extra water for your pet
- Written list of your family and friends’ phone #s
- Waterproof container for storing important documents

For more information, please visit: www.ready.gov

Emergency Needs Registry
If you require special health or medical accommodations in emergency situations and power outages, please complete a confidential form online at: roanokeva.gov, or call 540-853-2327.

Reverse 9-1-1 Phone Alerts
For immediate updates during an emergency, please enter your phone number into the city’s Reverse 9-1-1 citizen phone alert system online at roanokeva.gov/emergency.

MyRoanoke Alerts
Enter your email online at roanokeva.gov/myroanoke to sign up for a variety of news alerts from the City.

Turn Around, Don’t Drown!
If you see a street covered with floodwater, do not attempt to drive through it. Just 12” of water can carry your vehicle downstream.