

Town of West Hartford

50 South Main Street
West Hartford, CT 06107-2431

FOR IMMEDIATE RELEASE

Town of West Hartford Improves the Residential Leaf Voucher Process *New Online Form Available in October for Residents Who Hire Private Contractors*

WEST HARTFORD, CONN. (October 1, 2018) – The Town of West Hartford will soon improve and streamline its Residential Leaf Voucher system.

Leaf vouchers allow private contractors to dispose of leaves from residential properties at the Town's Yard Waste and Recycling Center free of charge. Residents using the voucher system should only be charged for the cost of transporting their leaves for disposal and for the labor charges associated with cleaning their property.

Beginning on October 29, 2018, residents will be able to apply for residential leaf vouchers online, by phone or in person. The old process required residents to download the leaf voucher form, print and complete it, and then give it to private contractors. Now, residents can fill out the form electronically and submit it through the Town's website, <https://westhartfordct.gov/leafvoucher>. The new process will cut down on paperwork and improve customer service.

The online process is simple and easy. In just three steps, residents can obtain their vouchers:

1. Go to <https://westhartfordct.gov/leafvoucher>
2. Fill out the online form
3. Click 'Submit'

The form asks for the resident's name, address and contractor's information. Once the information is submitted, it will be available to the staff at the Yard Waste and Recycling Center. No paperwork is necessary.

Private contractors will be required to provide the Yard Waste and Recycling Center with the name and address of their residential customer represented on the voucher. Leaves cannot be disposed without a valid voucher. Vouchers are valid for seven (7) business days from receipt. After 7 days, the resident would need to reapply for a new voucher which gives the contractor permission to make another disposal of leaves from their property. This process would be repeated throughout the nine-week leaf collection season.

(more)

Residents may use as many vouchers as needed during the 9-week collection period but must obtain the voucher prior to the contracted work. This year's collection period runs from October 29 through December 28, 2018.

Contractors should note the program is for leaves only. Loads with material other than leaves, including sticks and brush, are subject to rejection.

Residents who wish to obtain their voucher in person, may do so at any of the locations listed below:

- Town Hall, 50 South Main Street, Monday-Friday, 9:00 AM-4:30 PM
- Public Works, 17 Brixton Street, Monday-Friday, 7:30 AM-3:30 PM
- Yard Waste and Recycling Center, 25 Brixton Street, Monday-Friday, 7:00 AM-4:30 PM, and on Saturday, 8:00 AM-1:00 PM
- West Hartford Senior Center (Bishops Corner), 15 Starkel Road, Monday-Friday, 9:00 AM-4:30PM
- Elmwood Senior Center, 1106 New Britain Avenue, Monday-Friday, 9:00 AM-4:30 PM
- Noah Webster Library, 20 South Main Street, Monday-Thursday, 10:00 AM-9:00 PM, Friday 10:00 AM and 5:00 PM, and Saturday, 10:00 AM-5:00 PM
- Faxon Branch Library, 1073 New Britain Avenue, Monday and Wednesday, 1:00-8:00 PM; Tuesday and Thursday, 10:00 AM-6:00 PM, and Friday and Saturday, 10:00 AM-2:00 PM
- Bishops Corner Branch Library, 15 Starkel Road, Monday and Wednesday, 10:00 AM-6:00 PM, Tuesday 1:00-8:00 PM, Thursday, 10:00 AM-5:00 PM, and Friday and Saturday, 10:00 AM-2:00PM

Residents are reminded to keep leaves out of the roadway. Leaves in the road can become a traffic hazard, especially in windy or rainy weather, and can clog storm drains and drainage areas, which may cause flooding.

For more information call 860-561-8100 or visit www.WestHartfordCT.gov/PublicWorks.

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