

## ***Deerbrook Residents' Frequently Asked Questions***

### **Utilities: Gas emergencies, electric, water, septic, and drainage problems**

**Q. How do I report a suspected gas leak in my house?**

**A.** Georgia Natural Gas manages natural gas delivery, regardless of vendor. Get out of the house to a safe location ASAP, then call the 24-hour emergency number at 770-907-4231, or 1-877-427-4321.

**Q. How do I report water leaks, loss of water pressure, running fire hydrants, or a water emergency?**

**A.** Call 678-376-7000 (24 hours a day).

**Q. What department handles drainage problems?**

**A.** The Gwinnett County Stormwater Management Department handles drainage problems, at 678-376-7000; you can also report problems online. Keep in mind that if you have a storm drain on your property, the **homeowner** is responsible for keeping it clear of leaves, trash, and other debris so that it drains clean. When drains get clogged, even brief rains can cause street flooding. If someone else cares for your lawn, be sure that they don't blow leaves and debris into them.

**Q. Whom do I call about power outages?**

**A.** Walton EMC will respond to power outages, and should be called for complete or partial power outages (when you find the power is out in different places within your home, even though no circuit breakers are tripped.) Their 24 hour emergency number is 770-267-2505. You can also report it from your smart phone at waltonemc.com mobile.

**Q. Whom do I call to have my utilities marked before digging or excavation on my property?**

**A.** You are required by Georgia law to notify the Utilities Protection Center at 811 at least 48 hours before any mechanized excavation begins. They will contact all utilities, who will respond to mark buried lines. You can call up to 10 working days before you start to dig. The call and the service are free.

**Q. Whom should I contact to set up new water service or to transfer my current service from one location to another?**

**A.** Call the Gwinnett Department of Water Resources at 678-376-6800. You can also visit them online at <http://gwinnetth2o.com>.

**Q. Are there restrictions on outdoor watering, car or pressure washing?**

**A.** Gwinnett County has special outdoor water use schedules depending on the level of drought within the state. The days, hours, and activities allowed may vary during droughts. During non-drought times, car and pressure

washing are restricted to certain hours and an odd/even schedule (odd numbered addresses on Tu/Thu/Sun and even numbered addresses on M/W/Sat), even though plant and lawn watering is OK between 4 p.m. and 10 a.m. any day. Restrictions are enforced by the County. For more details, visit [www.gwinnettcounty.com](http://www.gwinnettcounty.com) and search “watering restrictions,” or call 678-376-7100.

**Q. Who can I get to pressure wash my home or driveway?**

**A.** The county now requires that pressure washers collect their used water rather than letting it run into storm drains if it contains soap or chemicals. Before you hire someone, be sure that they can do this. Homeowners can be fined for allowing anything other than stormwater to go into storm drains.

**Q. I've never lived in a home with a septic tank. How is it different?**

**A.** All Deerbrook homes have septic tanks. They are designed to absorb water and break down human waste, but must be pumped out every 2 to 10 years depending on how many people live in your house and what goes down your drains. Avoid putting sanitary products, insecticides, paint residue, animal fats, and other foods down drains or toilets. Use only toilet tissue that is safe for septic tanks; paper towels and even facial tissues break down very slowly. There are garbage disposals that are designed for use with septic tanks, but they require your tank be pumped more often. Baffles and other parts must be checked at each pumping to be sure they're working properly to keep solid wastes out of your drain field. It's much cheaper to keep them working than to replace them.

**Q. How can I find out about septic tanks?**

**A.** Georgia has a Guide and other helpful information about septic tanks online at <http://dph.georgia.gov/wastewater-management>. It tells you about additives, where to find certified pumpers, and videos on dealing with septic tanks. You can find the Homeowners Guide to Septic Tanks there or go directly to the Guide at <http://dph.georgia.gov/sites/dph.georgia.gov/files/EnvHealth/Sewage/OnsiteHomeownersGuide.pdf>.

**Q. Where is my septic tank?**

**A.** Although some Deerbrook homes have online septic tank records with the county showing where the tank is on the property, most do not. You can check at [www.gwinnettcounty.com](http://www.gwinnettcounty.com); choose GIS Data Browser from the dropdown menu Top Links and follow the instructions. If you can't find your septic tank property map online, call Gwinnett County Environmental Health at 770-963-5132.

**Q. Who can pump out my septic tank?**

**A.** You need an expert for this job. You can find a list of state-certified septic tank pumpers by visiting <http://dph.georgia.gov/wastewater-management>;

scroll down to Homeowner Resources, then choose “Hire a certified pumper.” You will need to know generally where your septic tank is before they come out (see above).

## **Property upkeep requirements and how to report violations**

### **Q. Where can I find out about county property maintenance requirements and other laws pertaining to homeowners?**

**A.** On the web, go to

[https://www.gwinnettcounty.com/static/departments/police/quality\\_of\\_life/pdf/PropMaintenance\\_Zoning\\_Sign%20Info.pdf](https://www.gwinnettcounty.com/static/departments/police/quality_of_life/pdf/PropMaintenance_Zoning_Sign%20Info.pdf) for Property Maintenance information including fences, accessory buildings, parking, pool, and sign requirements. Or you can call 770-513-5020 and press 0 to speak with a live person on regular business days between 7 a.m. and 4 p.m.

### **Q. What department handles County code compliance and zoning issues?**

**A.** The Gwinnett Police Department's Quality of Life Unit handles violations (homes in disrepair, tall grass, junk vehicles, etc.). Report violations 24 hours a day, 7 days a week on the automated hotline at 770-513-5004. Give the address of the house and describe the problem in detail. Or, you can report violations online. From [www.gwinnettcounty.com](http://www.gwinnettcounty.com), choose Departments, then Police, then select Quality of Life. Scroll down to “Report Code Violation Online.”

### **Q. What if I want to replace my deck, add to my house, or remodel?**

**A.** The County Planning & Development Department must look over and approve your plans. They issue building permits from 8 a.m. to 4 p.m. Bring copies of your plans to the first floor of the Gwinnett Justice and Administration Building at 75 Langley Drive in Lawrenceville; they can be reached at 678-518-6020. If you are planning any changes or additions to your property, the covenants also require that you submit a request to the Deerbrook Architectural Committee before you start work. Contact any DHOA officer for information or email DHOA at [mail@deerbrookhoa.org](mailto:mail@deerbrookhoa.org). See more below on this.

### **Q. What if I just want to paint my house or shutters, or add awnings?**

**A.** You will still need to submit a request to the Deerbrook Architectural Committee for any exterior changes before you start work, although you shouldn't need to involve the county unless you plan structural changes. This step should not take more than a day or two. Contact any DHOA officer for information or email DHOA at [mail@deerbrookhoa.org](mailto:mail@deerbrookhoa.org). In general, the Architectural Committee makes sure that the change is consistent with the Colonial style of other homes in the neighborhood so that it doesn't change its character or affect neighboring property values.

## **Disposal of trash, recycling, and burning information**

### **Q. How do I dispose of appliances, trash, trees, paint?**

A. Furniture, mattresses, appliances can be scheduled for pickup by Waste Pro at no extra charge if you call them at 770-542-0800. For more on trash and curbside recycling go to [www.gwinnettcountry.com](http://www.gwinnettcountry.com); choose Departments from the top bar, then select Solid Waste and Recycling. (Frequently Asked Questions contains a lot of helpful info.) To learn how to dispose or recycle everything from paint to Christmas trees, get free mulch, and more, call Gwinnett Clean and Beautiful at 770-822-5187 or visit them online at [gwinnettcb@gwinnettcb.org](mailto:gwinnettcb@gwinnettcb.org).

### **Q. Which garbage collection companies can I use?**

A. Gwinnett County has set up garbage collection by region. We are assigned to early morning pickups on Tuesdays, by the private hauler **Waste Pro**. The bill is paid annually along with property taxes in November. Call Waste Pro to arrange a pickup time for bulky goods or appliances. Their local number is 770-451-9395.

### **Q. What can I recycle at the curb on trash day?**

A. We have limited curbside recycling, which is picked up on Tuesday as well. (Waste Pro will drop off an extra recycling bin if you need one, but you can **use any box or container to put out recycling as long as it's clearly marked "Recyclables."**) Waste Pro picks up cardboard, paper, catalogs, newspapers, magazines, and phone books, brown paper, junk mail, aluminum drink cans, steel food cans, glass, plastic soda and water bottles, milk jugs, nearly anything plastic if it's marked with a #1 - #7 (Items marked #4 can only be squeezable bottles), as long as it didn't hold hazardous materials like pesticides, solvents or antifreeze. They also cannot use Styrofoam, broken glass, plastic bags, dirty air filters, mirrors, etc, even though those may be recyclable elsewhere.

### **Q: What can I do with recyclables that the trash haulers don't take?**

A: The Gwinnett County Web site ([www.gwinnettcountry.com](http://www.gwinnettcountry.com)) offers suggestions for recycling other materials that are not recycled at the curbside; choose Departments from the top bar, then select Solid Waste and Recycling for more.

Or you can visit Gwinnett Clean & Beautiful (GCB) at [gwinnettcb@gwinnettcb.org](mailto:gwinnettcb@gwinnettcb.org)

(770) 822-5187 for more ways to recycle. GCB also offers free shredding of sensitive documents. See their website for details on what, when, & where.

### **Q. What can I do with yard waste?**

A. You may be able to find ways to compost yard waste or put it to other uses. If you want the trash hauler to pick it up, you will need to call Waste Pro

at 770-542-0800 and set it up. There is an extra monthly fee for this service, and you must use special paper bags.

**Q. I'm having problems with Waste Pro that I can't resolve. What now?**

**A.** You can call the Gwinnett County Solid Waste and Recycling Center at 770-822-7141 or e-mail [gcsolidwaste@gwinnettcountry.com](mailto:gcsolidwaste@gwinnettcountry.com).

**Q. Where can you contact landfills for disposing of items not picked up?**

**A.** All landfills in Gwinnett County are privately owned and charge a fee for dropping off trash. Please call for hours of operation, fees, and items accepted or not accepted. BJ Landfill at 6461 Corley Rd is in Norcross, at 770-448-3997. Oak Grove Sanitary Landfill is in Winder, at 967 Carl-Bethlehem Road, 770-867-2499. Waste Management Transfer Facility is at 350 Maltbie Industrial Blvd, Lawrenceville, 770-513-2442. Central Gwinnett Transfer Station is at 535 Seaboard Industrial Drive, Lawrenceville, 770-237-8477. There are also less costly "inert landfills" for trees, branches, and other natural materials. The closest are: 81 Inert Landfill at 6444 Hwy 81, Loganville, 770-466-3676; and Kent Rock Inert Landfill at 5261 Kent Rock Road, Loganville, 770-385-0666.

**Q. What are the rules for outdoor burning?**

**A.** They vary by weather conditions and time of year. Please call the **County Fire Marshal at 678-518-4979 for daily recorded information**. Open burning is prohibited from May 1<sup>st</sup> through September 30<sup>th</sup> due to fire risks. From October through April, small fires for pine straw, leaves, and small twigs are allowed, but only Mon-Sat if weather conditions are OK. Fires must be at least 50 feet from structures/fences, attended by an adult with a water hose, and completely out by dark. There are other requirements as well. See web site at [www.gwinnettfiremarshal.com](http://www.gwinnettfiremarshal.com). For bonfires or land-clearing fires, you must get a permit from the Fire Marshal's Office. To report violations call 911.

## **Property information, taxes, and exemptions**

**Q. Where do I pay property taxes?**

**A.** You may pay property taxes online at <http://gwinnetttaxcommissioner.com>, or contact 770-822-8800 with questions. The Tax Commissioner's office is located in the Gwinnett County Justice and Administration building on the first floor, at 75 Langley Drive, Lawrenceville; they're open from 8:00 a.m. until 5 p.m.

**Q. Who do I contact about a homestead exemption?**

**A.** Contact the Tax Commissioner's office at 770-822-8800; to speak with a Customer Service Representative press "0". Or you can visit <http://gwinnetttaxcommissioner.com>.

**Q. Does Gwinnett County have property records online?**

**A.** Yes. Visit at <http://gwinnetttaxcommissioner.com>, go to View/Pay your taxes. Search by mailing address, but enter only your house number and the first word of your street address. Or you can contact the Gwinnett County Tax Assessor's office at 770-822-7200 for property record information.

**Car tags, passports, and serving permits**

**Q. Whom do I contact to transfer a car tag?**

**A.** You may call 770-822-8818 for 24 hour information or visit them on the Web at <http://gwinnetttaxcommissioner.com>. There are tag offices in Snellville and Norcross for in-person registrations, transfers, and renewals.

**Q. Where can I obtain a passport?**

**A.** Passports can be obtained from some nearby post office locations. You can get passports between at the post office at 4370 Lawrenceville Hwy, NW, Lilburn; their phone number is 770-923-3391. The usual waiting time is 4-8 weeks for routine applications. You may call 1-877-487-2777 for more information, or visit <https://iafdb.travel.state.gov/>.

**Q. I need a serving permit for my job. Whom do I contact?**

**A.** Please call the Police Permit Division at 678-377-4300. Alcohol serving permits are \$50. Pool room service, locksmiths, solicitors, burglar alarm installers, and other types of permits can cost more. Find more online at [gwinnettcountry.com](http://gwinnettcountry.com). Click on "Departments" and choose "Police", then "Permits."

**Q. Where do I change my address on my Georgia Drivers license?**

**A.** Call 678-413-8400 or visit the Georgia Department of Driver Services online at <http://www.dds.ga.gov>. The nearest office is at 2211 Beaver Ruin Road in Norcross. They're closed Sunday & Monday, but you can do some changes and renewals online.

**School & County Commission districts, post offices**

**Q. What commission district do I live in?**

**A.** Deerbrook is in Gwinnett District 2. You may contact the office at 770-822-7002 to contact the District 2 Commissioner. Visit [gwinnettcountry.com](http://gwinnettcountry.com) and choose "Government" for information on the Gwinnett County Commissioners.

**Q. Which schools serve Deerbrook?**

**A.** The schools for Deerbrook as of 2016 are R.D. Head Elementary, Five Forks Middle, and Brookwood High School, except for Wheatley addresses

which are in the Parkview cluster. You can visit the Gwinnett County Public Schools web site at [www.gwinnett.k12.ga.us/](http://www.gwinnett.k12.ga.us/) -- if you select "Schools" from the top bar, you'll be taken to a page with school lists. Scroll down to "Newcomer Information" at the bottom, or call 678-301-7085. Their main number is 678-301-6000.

**Q. How can I get in touch with a post office?**

**A.** The USPS toll free number is 1-800-275-8777, or visit [www.usps.com](http://www.usps.com). Our nearest post office is at 4370 Lawrenceville Hwy, NW, Lilburn. Another one nearby is at 1785 E. Park Place near Rockbridge Road off Hwy 78.

## **Health Department and CPR classes**

**Q. How do I contact the County Health Department?**

**A.** The main number for the Gwinnett County Health Department is 770-339-4260. Health Centers are in Lawrenceville, Norcross, and Buford. Information about all their programs is available on the web at: [www.gnrhealth.com](http://www.gnrhealth.com).

**Q. What department holds CPR courses for citizens?**

**A.** CPR/AED courses for citizens are held by the Fire & Emergency Services. You may contact them during business hours for a class schedule at 678-518-4850. You can also register for their programs by emailing [fireprograms@gwinnettcountry.com](mailto:fireprograms@gwinnettcountry.com). Note that these classes are informational only and do not meet job certification requirements. You can learn more online: from [gwinnettcountry.com](http://gwinnettcountry.com), click on Departments, then choose Fire and Emergency Services, then Community Education.

## **Police problems, animals, and other county issues**

**Q. What number do I call for non-emergency police problems?**

**A.** You can call 770-513-5700 for Gwinnett County Police non-emergency issues, including loose dogs. General Police information is 770-513-5000. The Crime Tip Line is 770-513-5390. The 911 number is used for police, fire, and health emergencies.

**Q. A traffic light is out. Whom do I notify?**

**A.** You may contact the Georgia Department of Transportation's Service Request line for this and other traffic concerns at 770-822-7474. Or online, start at [gwinnettcountry.com](http://gwinnettcountry.com); choose "Departments" and then "Transportation".

**Q. A stray dog or cat is on the street. Where can I reach animal control?**

**A.** Call the Gwinnett Non-Emergency line, 770-513-5700 for loose dogs, bites, or other animal issues. Animal Control, at 770-339-3200, can give more information about animal bites or filing a complaint about barking dogs.

**Q. Who is responsible for loose pets, dog droppings, and animal welfare?**

**A.** Owners are responsible for immediate removal if their animal leaves solid waste on the property of others. There are also laws that your dog must be on a leash with a competent handler, or otherwise under full control, if outside your home or fence. Owners are legally liable for any damage or injury their pet causes. There are a number of other laws about pet ownership in Gwinnett regarding fencing, tie-outs, immunizations, abandonment, and more. From [Gwinnettcountry.com](http://Gwinnettcountry.com), select “Departments”, then “Police” Choose “Animal Welfare,” and “ordinances” to find information.

**Q. Where can I find out if a pet has been picked up by Animal Control?**

**A.** You can see pictures of dogs and cats that have been checked in to the shelter at [www.gwinnettcountry.com](http://www.gwinnettcountry.com); choose “Services” from the top menu bar. Then select “Animal Services” from the left navigation bar. Or, call the shelter during office hours at 770.339.3200 and press option 7 to reach the front office.

**Q. How can I adopt a pet from the Gwinnett Animal Shelter?**

**A.** To review available pets and get more information, visit [gwinnettcountry.com](http://gwinnettcountry.com), and choose “Services” from the top menu bar. Then select “Animal services” from the left navigation bar. Or call their main number, 770.339.3200.

**Q. Our mailing address says that we live in Lilburn, but the information here refers to Gwinnett County. Are we not part of Lilburn?**

**A.** Deerbrook is not part of any city or town as of 2015, although it shares a postal code and post office with Lilburn. Deerbrook is in unincorporated Gwinnett County. There are no city police, city codes, or city taxes that apply to us because we are in the county’s jurisdiction.

**Q. What is the main number for Gwinnett County Government offices?**

**A.** Most departments can be reached M-F, 8 am – 5 pm by calling 770-822-8000.

*To read more, go to [www.gwinnettcountry.com](http://www.gwinnettcountry.com) and click on FAQ’s.*

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