



Adopt-A-Block Adopter and Citizen Resource Guide

Program Website: <https://charleston-sc.gov/AdoptABlock>

One of Mayor John Tecklenburg’s core focus points for the City of Charleston is to “preserve and protect the neighborhood livability and resident quality of life that makes our city so special.” We are fortunate to be residents of this great city and the Adopt-A-Block program provides an avenue for citizens to become actively involved in the most basic livability and quality of life issues – preservation, upkeep, and improvement of our physical surroundings. This resource guide is designed to assist those who adopt a block and all citizens of Charleston, in keeping our city clean and inviting for the benefit of its citizens but also for our many visitors and guests.

This resource guide provides information and resources to help you in keeping our city clean and frames each area of focus, where appropriate, into three sections:

- **Responsibility** – who is responsible and what are they responsible for; what laws, ordinances, or other tenets define the particular area of focus
- **Assistance** – where can an adopter or citizen, if needed, receive assistance or help in meeting their obligations to the citizens of Charleston
- **Accountability** – if responsibility and assistance are not accepted, then what steps can be taken to ensure that action is taken by the accountable party

The approach should follow these guidelines in order:

- 1) **Educate** – inform property owners about their expected responsibility
- 2) **Help** – offer assistance or resources when feasible
- 3) **Report** – if all else fails and no action is taken, then hold the property owner accountable

Index

1. **Adopt-A-Block Program Overview**
2. **Keep Charleston Beautiful Organization and Contact Information**
3. **Neighborhood Association Contact Information**
4. **Litter Index**
5. **Litter Removal**
6. **Graffiti**
7. **Adopt-A-Drain**
8. **Sidewalk and Curb Maintenance (and repair)**
9. **Street Trees**
10. **Garbage and Recycle Cans/Household Goods Disposal/Yard Waste**
11. **Overhead Wires**
12. **Street Sweeping**
13. **Pot Holes and Road Damage**
14. **Dogs (Pet Waste)**
15. **HVAC Water Discharge (Condensation Lines)**

1. Adopt-A-Block Program Overview

Program Website: <https://charleston-sc.gov/AdoptABlock>

Adopt-A-Block

Newly launched for 2022, the Adopt-A-Block Program is a volunteer-based initiative where groups and individuals agree to monitor and maintain small sections of roadways on a regular basis, within the City limits. This initiative leads to a reduction in litter, a reduction in vandalism and crime, and ultimately a more prosperous and vibrant community for all.

Program Overview

- Adoptions are available for both individuals or groups
- Adopters agree to perform at least one cleanup per quarter (at least four per year)
- Cleanup results are reported online
- Adopters maintain the agreement for a two year period

Adopter Responsibilities

All citizens who own or reside on property within the City of Charleston are required by City Ordinance to maintain their properties up to and including the curb. The goal of the Adopt-A-Block program is for citizens to join together to augment these base cleanup efforts and make them into fun, collaborative efforts that build a sense of community. It is our hope that adopters will encourage and motivate their neighbors, friends, and colleagues to join in with adopting groups or to adopt their own blocks in front of their homes or workplaces.

Adopter Responsibilities Should Include

- Keeping the exterior of both private and public property free of litter
- Keeping the exterior of both private and public property free of unsightly vegetative overgrowth
- Removal of loose litter from along fences and wall bases, grassy and planted areas, curbs, borders, embankments, and other lodging points
- Maintaining tree wells and right-of-way areas by removing vegetative overgrowth as necessary
- Removing weeds along edges and cracks of sidewalks, curbs, etc. (sidewalk and strip sweepings must be picked up; please do not sweep into street or drains)

How to Participate

Decide which block(s) you wish to adopt. Check the map to see if your blocks are available. Select your block and fill out the adoption form.

Clean-Up Details

Due to budgetary considerations, volunteers are encouraged to use their own gloves and bags. However, materials can be made available upon request. Fill out and submit the Clean-Up Day Data Form at the end of your cleanup (accessed by clicking on your adopted road section). This form requests information such as how much trash and recycling you collected, as well as the most common type of trash. Take note of any maintenance issues or needed work order items you see, as the form requests those as well. Please make use of your residential garbage, recycling, and bulk collection

services to dispose of solid waste collected. Bulk items that are too large or heavy to fit into bags should be placed at the curb (not in the street). Please refer to Charleston County's guide to what can be recycled, as recycling improper items may contaminate other recycled items or result in jamming and/or damage to recycling machinery.

Safety Guidelines

- Dress appropriately for the weather
- Long pants and long sleeves are recommended (breathable material during warm seasons)
- Bring a bottle of water and stay hydrated
- Wear sunscreen to prevent sunburn
- Always wear gloves while cleaning up litter
- Alcoholic beverages and intoxicated participants are prohibited during clean-ups
- Do not touch or pickup hazardous or dangerous materials (i.e. syringes, condoms, etc.)
- Each group should have a first-aid kit
- Be very careful handling broken glass, and be on alert for hidden broken glass
- Be alert and ready to react to traffic
- Watch out for bees, wasps, fire ants, snakes, poisonous plants, and other potential natural hazards. Always look before stepping
- Adult supervision is required if youth are involved in clean-ups
- Refrain from wearing music headsets, which could interfere with hearing traffic
- Do not bring knives, machetes, or other tools that could cause accidental injury
- Only perform clean-ups during daylight hours

2. Keep Charleston Beautiful Organization Overview

Keep Charleston Beautiful

Keep Charleston Beautiful is a division of the City of Charleston Department of Parks. The City of Charleston is world renowned for its history, natural beauty, and charm. Since 1977, Keep Charleston Beautiful has been working to maintain the beauty of the area through education, awareness, and community involvement. A clean Charleston is a visible demonstration of the pride that area residents take in their community.

Keep Charleston Beautiful is the liaison for and responsible for many community programs and initiatives including:

- Adopt-A-Block Program
- Year-round Litter Cleanup Events
- Year-round Beautification Events
- Youth & Adult Environmental Education
- Source for Reporting Littered Locations
- Charleston's Bee City USA Affiliation
- Pick Up After Your Pet Program
- Cigarette Litter Prevent Program
- Lend-A-Bin Waste Reduction Program

About the Group

Keep Charleston Beautiful (KCB) is staffed by one full-time Programs Manager and is supported and guided by a Board of Directors. The KCB Board is made up of a committed group of volunteer community members, appointed by Mayor John Tecklenburg. The work of Keep Charleston Beautiful extends to all areas of the City of Charleston, including Daniel Island, Johns Island, James Island, West Ashley, and the Charleston Peninsula.

State and National Collaborations

Keep Charleston Beautiful is a local affiliate of [Keep America Beautiful](#) and [PalmettoPride](#), and works in collaboration with these national and state organizations to promote a clean and beautiful environment for all.

Contact Information

Keep Charleston Beautiful Program Manager

Jamie Gillette

Phone: (843) 579-7501

Email: GilletteJ@Charleston-sc.gov

Parks Department Director of Parks

Jason Kronsberg

Phone: (843) 579-7556

Email: KronsbergJ@Charleston-sc.gov

Friends of Keep Charleston Beautiful

Friends of Keep Charleston Beautiful was organized in 2007 to help support the goals and mission of Keep Charleston Beautiful. Friends of Keep Charleston Beautiful is a 501(c)(3) non-profit organization that works to help secure funding and support for Keep Charleston Beautiful programs and events. Board members actively write and apply for grant funding to support education, recycling, beautification, and litter cleanup initiatives. In addition to grant applications, Friends of Keep Charleston Beautiful also plans and conducts fundraising events, as well as solicits donations and sponsorships, all which directly fund KCB programming.

Contact Information

Friends of Keep Charleston Beautiful Board President

Vonie Gilreath

Phone: (843) 579-7501

Email: Vonie123@gmail.com

3. Neighborhood Associations Contact Information

The numerous Neighborhood Associations organized throughout the City of Charleston can be implemental in ensuring that all City blocks are adopted. The City of Charleston Division of Business & Neighborhood Services has compiled contact information for each of the City's active neighborhood associations ([see attached](#)).

In addition, the City of Charleston provides an interactive map that, among other things, allows citizens to access a map of City of Charleston Neighborhood Associations. To view, visit <https://gis.charleston-sc.gov/interactive/mapnet/>.

Contact Information

Director of Business & Neighborhood Services

Meg Thompson

Phone: (843) 958-6407

Email: ThompsonM@Charleston-sc.gov

Neighborhood Services Manager

Becca Hopkins

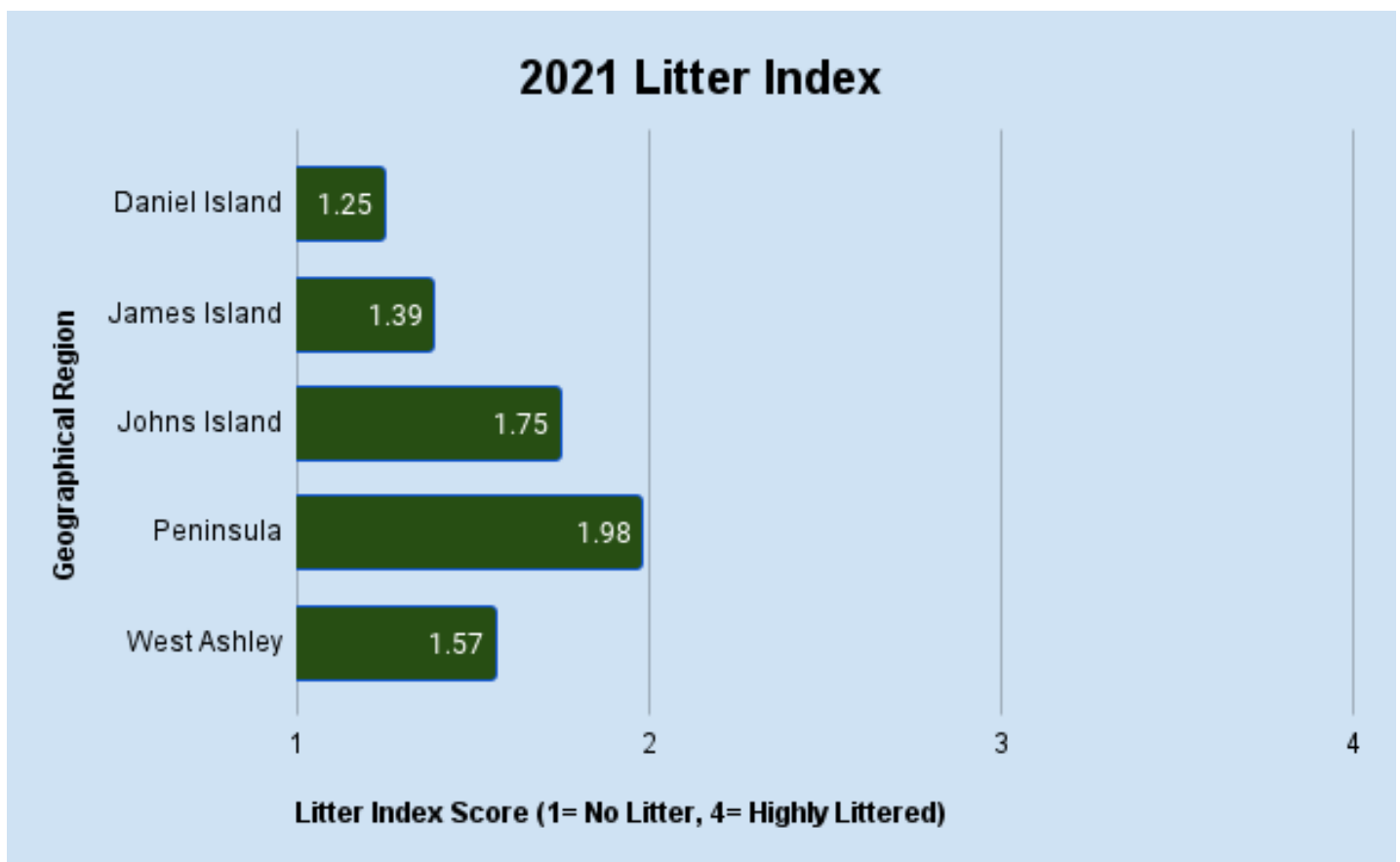
Phone: (843)853-7237

Email: HopkinsR@Charleston-sc.gov

4. Litter Index

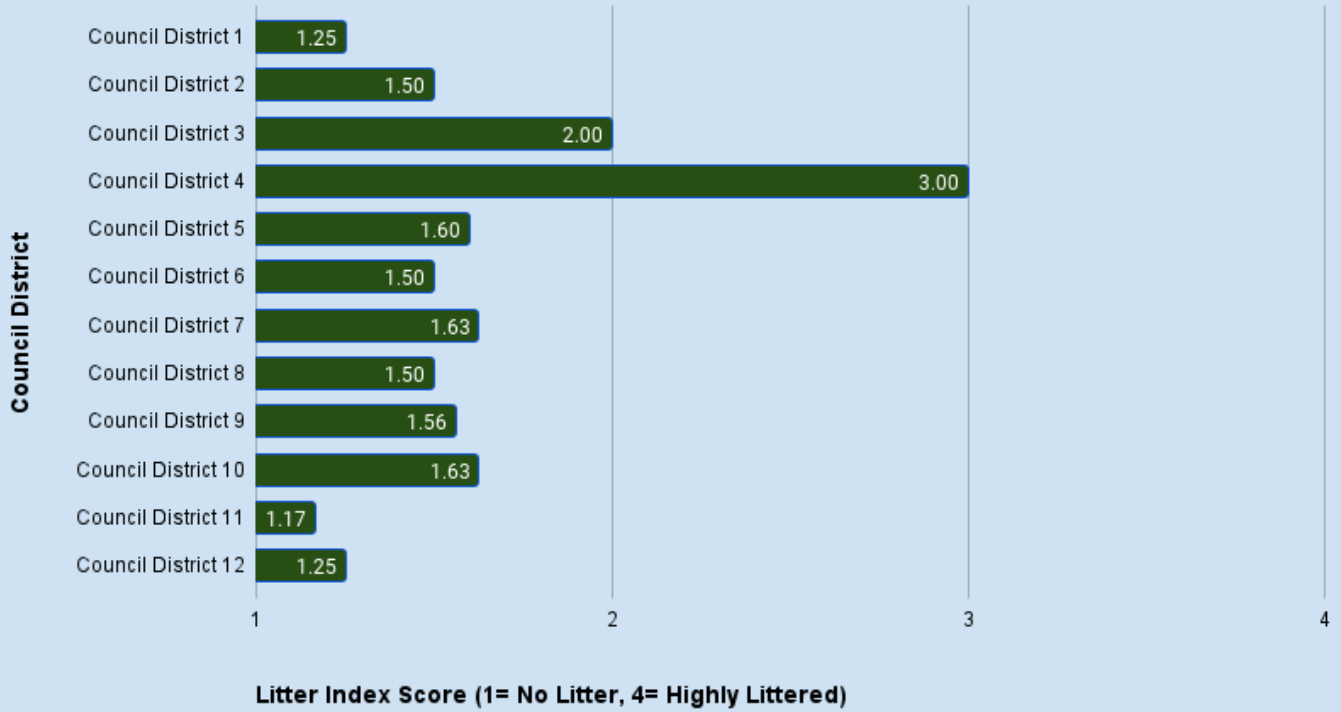
The Litter Index, also called the Community Appearance Index, is a comprehensive assessment of the overall appearance of the community using indicators such as litter, illegal signage, graffiti, and more. It is a tool designed to gather data annually by surveying a random, statistical sample of the City's roadways. The annual results are then used to develop a local plan to determine the types of community improvement programs needed to address current conditions, to change attitudes and behaviors towards littering behavior, and to achieve long-term sustainable results.

Each summer, Keep Charleston Beautiful volunteers set out on a day-long adventure to gauge the amount of litter in the City of Charleston. Assessing the presence of litter in your community is the first step in the litter prevention education process. The Litter Index is designed to measure progress over time, so typically the same locations are surveyed from year to year. Every five years, new survey locations in the community are randomly selected.



To conduct the survey, the City of Charleston is divided into five geographical areas, and then broken down into council districts. Half-mile to one-mile segments of roadway are randomly selected within each area. Volunteers visit each survey location and provide a score for each location based on the amount of visible litter. Scores range from 1 (no litter) to 4 (extremely littered). The final index for each area is calculated by combining and then averaging the scores compiled by KCB volunteers. The Litter Index serves as an excellent barometer of the City of Charleston's litter prevention efforts.

2021 Litter Index



5. Litter Removal

Responsibility

City of Charleston Ordinance Sec. 14-2. Littering regulations

Pedestrians and motorists

- (a) It shall be unlawful for any person to throw, discard, place or deposit solid waste in any manner or amount on any public or private property within the corporate limits of the city, except in containers or areas lawfully provided therefore
- (b) In the prosecution charging a violation of paragraph (a) of this section from a motor vehicle, proof that the particular vehicle described in the complaint was the origin of the solid waste, together with proof that the defendant named in the complaint was at the time of such violation the registered owner of such vehicle, shall constitute in evidence a presumption that the registered owner was the person who committed the violation.
- (c) It shall be the duty of every person distributing commercial handbills, leaflets, posters, flyers or any other advertising and information material to take whatever measures that may be necessary to keep such materials from littering public or private property.
- (d) To help prevent or reduce litter by pedestrians, motorists and owners, such publicly patronized or used establishments and institutions as may be designated by the city sanitation division shall provide, regularly empty and maintain in good condition adequate containers that meet standards prescribed by the sanitation division. This requirement shall be applicable to, but not limited to, fast-food outlets, shopping centers, convenience stores, supermarkets, service stations, commercial parking lots, mobile canteens, motels, hospitals, schools and colleges.
- (e) It shall be unlawful for any person to place or post bills on any pole, street sign, fence, structure, fixture or public property. Posting on private property requires the permission of the owner of such property.

Assistance

When you organize your next block clean up, include litter pickup as part of your cleanup efforts. Sorting out clean recyclables help reduce the amount of waste going to landfills. If needed, Keep Charleston Beautiful offers DIY litter cleanup kits to individual citizens or small family groups to keep indefinitely for litter cleanup needs. You can request a DIY Litter Cleanup Kit via the following link, <https://forms.gle/owH5EbjZRMQSkziP7>. You can also help educate neighbors on the proper practices for setting garbage and recycling carts out on the curb. Large amounts of litter can occur from garbage and recycling carts with missing lids or overflowing contents.

Accountability

Roadways and Public Property: You can report litter issues in the City of Charleston via the Citizens Services Desk at (843) 725-7311. Many roadways within the City limits are maintained by different entities, for example Charleston County, the City of Charleston, or the South Carolina Department of Transportation. Depending on which entity is responsible for the roadway you are reporting, your maintenance request may be redirected to the appropriate entity responsible for addressing litter concerns.

Private Property: If the litter issues are occurring on private property, you can report the issue by calling the Citizen Services Desk at (843)725-7311 or the Livability Department at 843-805-3226. You can also submit a request on-line at www.charleston-sc.gov/citizenservicesdesk

6. Graffiti

Responsibility

Murals are done with the permission of the property owner. Graffiti is done without permission on public or private property, and is therefore illegal. South Carolina law states that first offenders receive a fine up to \$1,000.00 and/or jail time between 30 and 90 days, and restitution to the victim. A second conviction within ten years results in a fine up to \$2,500.00 and/or jail time up to 1 year. If you wish to apply for a permit for an outdoor mural, you can do so through the City of Charleston. KCB is a strong supporter of community murals, as they help prevent graffiti, increase the public's access to art, and beautify the community. KCB past mural projects can be seen at Mitchell Park and Mall Park downtown.

Assistance

When you organize your next block clean up, include graffiti and sticker removal as a goal of the project. Street signs, utility boxes, and other roadway structures are often targets of small-scale graffiti and vandalism. Contact KCB for information on the best ways to remove graffiti and stickers from these surfaces. Most can be removed with just a few household supplies. Ask permission prior to attempting any graffiti removal from private property.

Accountability

You can report graffiti in the City of Charleston by calling the Livability Department at 843-805-3226. If you see vandals in action, call the non-emergency police phone line at 843-743-7200 immediately. You can also call the Charleston Citizens Services Desk at (843)724-7311 or submit a request on-line at www.charleston-sc.gov/citizenservicesdesk

7. Adopt-A-Drain Program

Ordinances

City of Charleston Code Sec. 28-7.

Depositing material into storm drainage system prohibited.

- (a) It shall be unlawful to dump, deposit or otherwise cause any trash, landscape debris or other material to be placed in any stream channel, pond or basin within the City of Charleston which regularly or periodically carries or stores stormwater. (Ord. No. 1993-446, § 1, 12-7-93)

City of Charleston Code Sec. 28-3.

Draining grease or oil.

- (a) It shall be unlawful for any person to drain or discharge grease, oil, gasoline or other petroleum products upon any right-of-way or into any storm drainage system. (Code 1975, § 47-9)

Program Overview

The Adopt-A-Drain program allows local citizens or organizations to “adopt” a storm drain to help protect their nearby drains from unwanted debris, pollutants or blockages. KCB encourages all individuals and organizations who Adopt-A-Block to also adopt any available storm drains on your block as a part of ongoing beautification efforts. Only stormdrains on roadways maintained by the City of Charleston are available to be adopted under the purview of this program.

This program helps to ensure neighborhood drainage systems work as efficiently as possible by keeping the surface of drains clear of leaves and litter debris blockages, which simultaneously protects water quality. Visit the Adopt-A-Drain webpage to sign up, www.charleston-sc.gov/adoptadrain

Benefits of Adopting a Storm Drain

- Helps reduce or prevent flooding
- Clogged storm drain inlets can cause or worsen flooding. Keeping drains free of debris will help water drain properly.
- Help protect our waterways from pollution
- Stormwater flows to waterways untreated and is the #1 contributor of pollution to our waters. By keeping litter and pollutants out of storm drains, you are helping protect the area's water bodies.

Adopter Responsibilities

- Monitor the adopted drain weekly and remove debris on and around the drain as needed- particularly before a rain or storm event if it is safe to do so.
- Clear debris within the curb area several yards along each side of the storm drain, especially an uphill side where debris will likely flow towards the drain.
- Report your efforts to let us know you have inspected and/or serviced your drain by periodically submitting a simple “Field Inspection Report” (mobile friendly!)

8. Sidewalk & Curb Maintenance (and repair)

Responsibility

Property owners, managers, occupants and lessees are responsible for the cleanliness of the curb, gutter and sidewalks abutting their property. Please note that this responsibility includes tree well maintenance as well as planting areas. The City of Charleston also specifically encourages citizen improvement of planting areas adjacent to sidewalks.

City of Charleston Ordinance Sec. 14-5. - Duty of owners, etc., to keep property clean.

- (a) It shall be the duty of the owner, agent, occupant or lessee to keep exterior private and public property free of litter and unsightly growth. This requirement applies not only to removal of loose litter, but to materials that already are, or become, trapped at such locations as fences and wall bases, grassy and planted areas, borders, embankments and other lodging points.
- (b) Owners, agents, occupants or lessees whose properties face on a city right-of-way shall be responsible for keeping up to, and including, the curb, gutter or street line free of litter and unsightly growth.
- (c) It shall be unlawful to sweep or push litter from buildings, property, sidewalks and strips into streets, sidewalks and the storm drainage system. Sidewalk and strip sweepings must be picked up and put into household or commercial material containers.
- (d) It shall be the duty of every non-resident owner of a vacant lot or other vacant property to appoint a resident agent who shall have responsibility for keeping that lot or other property free of litter and unsightly growth.
- (e) If an owner, agent, occupant or lessee fails to remove litter or unsightly growth from any private and public property, the city sanitation division shall be authorized to serve written notice to the owner or appointed agent to correct such violation within five (5) days. Failure to comply shall constitute grounds for prosecution.
- (f) It shall be unlawful for the owner of any property in the city to disobey or fail to comply with any provisions of this chapter.

(Code 1975, § 26-9; Ord. No. 1982-52, § 1, 6-8-82)

City of Charleston Ordinance Sec. 28-4. - Right to plant on unpaved portion of sidewalks.

- (a) The occupant of any building or portion thereof, or the owner of a vacant lot which abuts on any sidewalk shall have the right to plant flowers or lawn grass in any unpaved portion of the sidewalk on which the building or lot abuts. Such flowers or lawn grass shall not be so planted or maintained as to interfere with or restrict the ordinary and customary use of the sidewalk by pedestrians.

(Code 1975, § 47-10)

Assistance

When you organize your next block clean up include sidewalk and curb beautification as a goal of the project. Sidewalks can accumulate silt, dirt, and debris, and can start to grow weeds. Cracked, broken and uneven sidewalks cause thousands of injuries every year, and make it difficult for those with limited mobility to get around. Silt and dirt can be swept up and disposed of with household garbage. Weeds and vegetative debris can be removed or placed on the curb in yard bags for City trash pickup.

Accountability

For sidewalk repair, contact the City of Charleston Streets and Sidewalks Division. If your adopted block is on a roadway maintained by the South Carolina Department of Transportation, your maintenance request may be forwarded to them to address the issue.

Contact Information

Streets and Sidewalks Assistant Superintendent

Maurice Heyward

Phone: (843)724-7366

Email: HeywardM@Charleston-sc.gov

Or contact the Citizens Services Desk by phone at (843)724-7311 or via the online portal, at www.charleston-sc.gov/citizenservicesdesk

9. Street Trees

If you are concerned about the health of a street tree, or one has become damaged by weather or vehicles, you can reach out to the City's Urban Forestry Division for assistance. Again, if your adopted block is on a roadway that is maintained by the South Carolina Department of Transportation, your maintenance request may be forwarded to them to address the issue.

Contact Information

Urban Forestry Division Assistant Superintendent

Eddie Wilkerson

Phone: (843) 724-7366

Email: WilkersonE@charleston-sc.gov

10. Garbage and Recycle Cans/Household Goods Disposal/Yard Waste

Responsibility

City of Charleston Code Sec. 14-46. - Residential.

Containers.

- (a) All residences, excluding residential multi-family complexes located in the city, shall use sufficient containers so as to accommodate the normal volume of solid waste generated therein between collections, unless otherwise specified. The type, size and number of containers allowed shall be as follows:
- (1) *Type*. Watertight metal or heavy-duty plastic or material of similar strength with handles and tight-fitting cover.
 - (2) *Size*. Maximum of forty (40) gallons in volume and fifty (50) pounds or less when loaded per can, unless otherwise specified in writing by the city sanitation division.
 - (3) *Number*. Maximum of three (3) per household or dwelling unit.

Bulk Waste.

- (b) Bulk, including white goods, shall be disposed of only in accordance with the following policy:
- (1) Free bulk pickup shall be available for residents, provided the city sanitation division is notified.
 - (2) Residents shall place bulk pickup with all doors and drawers removed, if applicable at the curb or edge of pavement only on the date and time assigned by the city sanitation division.
 - (3) No white goods shall be picked up by the city unless all doors or drawers shall have been removed from same prior to the goods being placed at the curb or edge of pavement for disposal.

Yard Waste.

- (c) All leaves and grass shall be placed in brown paper bags designed for the purpose of leaf and clippings disposal and placed at the curb. It shall be the responsibility of the resident to provide the necessary bags. Loose leaves and grass placed at the curb in piles will not be collected. No household garbage may be placed in with leaves or grass. Such mixtures shall be separated by the resident or the city will not collect them. Home composting of leaves and grass is encouraged for all residents.
- (d) Logs, limbs, brush and stumps shall be placed at the curb in the following manner:
- (1) Length of material shall be limited to four (4) feet;
 - (2) Diameter of material shall be limited to four (4) inches;
 - (3) Material shall not be placed on top of water meters, adjacent to fire hydrants, on top of sprinkler heads or close to any object or material that may be damaged by mechanical loading devices.

No materials listed in (1), (2) or (3) above which are generated by contractors or landscapers shall be collected by the city.

- (e) Containers shall be tightly covered when placed for pickup.
- (f) Any container which violates prescribed standards or which has defects likely to hamper collection or injure collection personnel or the public or any violation of this section shall be promptly remedied by the resident upon notification of such violation from the city sanitation division. If not remedied by the resident after the resident has received notice, the city sanitation division shall remove such unsafe or unauthorized container from the premises.

Container Rules.

- (g) In placing containers and other solid waste for collection and removing containers after collection, all residents shall follow these practices:
- (1) *Days*. Monday through Friday, except holidays, as assigned by the city sanitation division.
 - (2) *Hours*. All solid waste, excluding bulk for collection by the city environmental services division shall be placed at the curb before 6:30 a.m. during daylight savings time and before 7:00 a.m. during Eastern Standard Time on the scheduled pickup days only. Garbage shall not be placed

before 6:00 p.m. the day before scheduled pickup. Trash shall not be placed earlier than two days before scheduled pickup. Containers, including county curbside recycling containers, shall be removed as soon as possible after pickup, but no later than 6:00 p.m. on the scheduled pickup days. The city environmental services division shall not be responsible for the pickup of refuse not placed by the prescribed time.

- (3) *Location.* All containers and excess solid waste for collection shall be placed at the curb or edge of pavement and visible to the collection personnel.
- (h) It shall be unlawful for any resident to deposit residential material in any receptacle maintained on a sidewalk, at any other location for control of litter by pedestrians or motorists, or at any other unauthorized disposal site.
- (i) Grass and leaves, brush and tree parts, white goods, furniture and other bulk trash shall be placed for collection pursuant to [section 14-46](#) herein in the following manner:
- (1) The aforesaid materials shall be separated at the curb in such a way as to allow for easy access from the street by collection crews;
- (2) Any of the aforesaid materials which are mixed together shall not be collected by the city. It shall be the responsibility of the owner or resident to separate these materials at the curb.
- (j) All trash shall be piled in compact piles at the curb or edge of pavement. Boxes and paper shall be bundled and tied securely.
- (Code 1975, § 26-6; Ord. No. 1982-52, § 1, 6-8-82; Ord. No. 1993-107, §§ 2—5, 4-27-93; Ord. No. 1996-222, § 2, 10-29-96; Ord. No. 2007-101, § 1, 5-1-07; Ord. No. 2011-30, § 1, 4-12-11)

Assistance

The City of Charleston provides an interactive map that, among other things, allows citizens to map City of Charleston Trash and Waste Collection. To view, visit <https://gis.charleston-sc.gov/interactive/mapnet/>

Contact Information

City Environmental Services

Matt Alltop
Phone: (843) 720-3882
Email: AlltopM@Charleston-sc.gov

Livability Code Enforcement

Dan Riccio
Phone: (843) 805-3226
Email: RiccioD@Charleston-sc.gov

Accountability

Livability enforces garbage regulations, responds to trash dump outs and illegal dumping violations and enforces garbage can regulations

Contact Information

Livability Code Enforcement

Dan Riccio
Phone: (843) 805-3226
Email: RiccioD@Charleston-sc.gov

11. Overhead Wires

Responsibility

City of Charleston Code Sec. 30-87. - Poles and wires obstructing travel; removal of superfluous poles and wires.

(a) It shall be the duty of the department of public service to direct the placing of poles and wires in the streets, alleys and public places of the city so that the same shall cause as little obstruction as possible either to public travel on such thoroughfares or to the private use and enjoyment of adjacent property. The department of public service shall compel the removal of superfluous poles, loops, wires and supports at once. (Code 1975, § 18-68)

City of Charleston Code Sec. 30-20. - Supervision over erection and maintenance of wires and poles in streets.

(a) Except as otherwise provided, the department of public service shall generally, so far as the interests of the city and the citizens are concerned, supervise and direct the erection, conduct and maintenance of all poles, wires and other electrical apparatus in, through, upon or over the streets of the city. (Code 1975, § 18-11)

Assistance

When you organize your next block clean up, make note of any overhead wires or utility lines they may need maintenance. The Adopt-A-Block cleanup data report form offers a means to make note of maintenance needs.

Accountability

The City of Charleston Public Service Department shall be responsible for maintenance of poles, wires, and other electrical apparatus in, through, upon or over the streets of the City.

Contact Information

Public Service Department

Thomas O'Brien

Phone: (843) 724-3754

Email: obrient@charleston-sc.gov

Streets and Sidewalks Assistant Superintendent

Maurice Heyward

Phone: (843)724-7366

Email: HeywardM@Charleston-sc.gov

12. Street Sweeping

Responsibility

Department of Public Services

Sec. 2-232. - Duties and responsibilities.

(a) The department of public service shall have the responsibility for the upkeep and maintenance of the streets and sidewalks, and other physical facilities of the city except where such responsibilities are delegated by the city council to other departments of city government. It shall have the overall responsibility for the environmental services of garbage collection, trash collection, street sweeping, and rodent control. It shall provide such engineering, building plan review, permitting and inspections or similar in-house-technical services as are required by the city. It shall have the responsibility for the enforcement of such ordinances or codes relating to housing and building construction and environmental control as are adopted by the council. It shall provide fleet support to the city's motor vehicles to include the responsibility for the management, maintenance and repair of the city's fleet of motor vehicles and titled equipment. (Code 1975, § 22-2; Ord. No. 1979-18, § 2, 2-27-79; Ord. No. 2000-18, § 1, 2-8-00; Ord. No. 2018-149 , § 3, 11-27-18)

Assistance

The City of Charleston provides an interactive map that, among other things, allows citizens to map City of Charleston Street Sweeping times. Go to <https://gis.charleston-sc.gov/interactive/mapnet/>

Accountability

All City of Charleston roadways contain signage alerting citizens of the days and hours that streets will be swept and traffic officials will tow cars in the right of way on those days.

For details or questions, contact the City of Charleston Environmental Services Department.

Contact Information

City Environmental Services

Matt Alltop

Phone: (843) 720-3882

Email: AlltopM@Charleston-sc.gov

13. Pot Holes and Road Damage

Responsibility

The City of Charleston Streets & Sidewalks Division of the Public Service Department is responsible for pothole repair on City maintained streets. If your adopted block is on a roadway that is maintained by the South Carolina Department of Transportation, your maintenance request may be forwarded to them to address the issue

Assistance

When you organize your next block clean up, make note of any large potholes or repairs needed to the street infrastructure

Accountability

For pothole repair, contact the City of Charleston Streets and Sidewalks Division. If your adopted block is on a roadway maintained by the South Carolina Department of Transportation, your maintenance request may be forwarded to them to address the issue.

Contact Information

Streets and Sidewalks Assistant Superintendent

Maurice Heyward

Phone: (843)724-7366

Email: HeywardM@Charleston-sc.gov

Or contact the Citizens Services Desk by phone at (843)724-7311 or via the online portal, at www.charleston-sc.gov/citizenservicesdesk

14. Dogs (Pet Waste)

Responsibility

City of Charleston Code Sec. 14-2. - Littering regulations

Pedestrians and motorists.

- (f) It shall be unlawful for any owner, keeper or walker of any dog or cat to permit his or her dog or cat to discharge its excreta upon any public or private property except upon the property of the owner of the animal or upon the property of one who has assented thereto unless such owner, keeper, or walker immediately thereafter removes such animal's excreta from the public or private property in question.

Assistance

Pet owners are responsible for picking up after their pets. Keep Charleston Beautiful's PUP Program (Pick up after your Pup) also provides Dog Bag Dispensers in many areas of the City of Charleston. If you or your business would like to sponsor a dog bag dispenser location call (843)579-7501.

Accountability

If you observe a violation of this ordinance call Animal Control at (843)577-7434. If removal of a dead animal or other hazards or debris in the roadway is required call Traffic Services at (843)965-4084.

15. HVAC Water Discharge onto Sidewalk/ Encroachments to Right of Way

Responsibility

City of Charleston Code Sec. 28-36. – Findings of city council.

(a) City council finds it necessary to promulgate standards to govern encroachments on public property including rights-of-way. Such public property is an integral component of the public realm, that should and must be available for public use, access and enjoyment without undue interference by private sector interests. The purpose of this article is to promote the public health, safety and welfare by establishing reasonable regulations to govern the placement, type, appearance and servicing of encroachments on public rights-of way so as to:

- (1) Provide for pedestrian and driving safety and convenience;
 - (2) Restrict unreasonable interference with the flow of pedestrian or vehicular traffic including ingress and egress from any residence or place of business, or from the street to the sidewalk by persons exiting or entering parked or standing vehicles;
 - (3) Provide for public and property safety during adverse weather conditions;
 - (4) Provide reasonable access for the use and maintenance of poles, posts, traffic signs, signals, hydrants, mailboxes, and access to locations used for public transportation purposes;
 - (5) Relocate and/or replace encroachments which result in visual blight and/or excessive space allocation on the public rights-of-way, or which unreasonably detract from the aesthetics of store window displays, adjacent landscaping and other improvements, as well as to have abandoned or neglected encroachments removed;
 - (6) Maintain and protect the values of surrounding properties;
 - (7) Reduce unnecessary exposure of the public to personal injury or property damage claims,
 - (8) Treat all applicants equally according to the standards set forth in this article and all applicable regulations promulgated in furtherance hereof; and
 - (9) Provide uniformity as to the type of encroachments and the means by which they are permitted.
- (Ord. No. 1996-158, § 1, 8-20-96)

Assistance

Moving or removing drain lines that discharge onto the public right-of-way are the responsibility of the property owner.

Accountability

City of Charleston Code Sec. 28-43. - Removal.

- (a) Any unlawful encroachments existing in the public right-of-way shall be subject to removal and the owner shall be responsible for labor and costs associated with such removal.
- (b) Any encroachments existing in the public right-of-way shall be removed upon twenty-four hours notice given by the department of public service when such removal is necessary to repair or improve the right-of-way. If it is necessary to remove the encroachment(s), the owner shall be responsible for labor and costs associated with removal and reinstallation.
- (c) In the event that the city police, fire, public service or traffic and transportation departments determine that the location of an encroachment constitutes an immediate physical danger to life, safety or health, the encroachment may be removed immediately without prior notice. If the city removes an encroachment, a notice of removal shall be sent to the owner as soon as practicable under the circumstances.

- (d) Any abandoned encroachment shall be subject to removal. For purposes hereof, "abandoned" shall mean the vacating of the premises by the encroachment's owner/applicant for a period of seven (7) consecutive days or more.
- (e) Any costs incurred to the city in restoring the public right-of-way to the condition that existed prior to the encroachment shall be the responsibility of the encroachment owner/applicant. (Ord. No. 1996-158, § 1, 8-20-96; Ord. No. 2010-112, § 1, 7-20-10)

Contact Information

Livability Code Enforcement

Dan Riccio

Phone: (843) 805-3226

Email: RiccioD@Charleston-sc.gov