

**CITY OF PEWAUKEE
ADMINISTRATIVE POLICY**

GARBAGE AND RECYCLING COLLECTION – SPECIAL HARDSHIP

I. PURPOSE

The purpose of this policy is to establish formal procedures for the application and approval of requests for Special Hardship related to garbage and recycling collection. Property owners will utilize the attached form to make application for a Special Hardship. Applications for Special Hardship will be reviewed by the City Administrator and Public Works Director within a reasonable amount of time from receipt of the application.

II. POLICY

- A. Property owners applying for a Special Hardship will complete the application that has been provided to them. The application form will also be available at City Hall and on the city's website at www.cityofpewaukee.us. The application contains a place for their Name, Address, Phone Number, Email Address, a description of the physical impairment, and whether or not there are any other residents at that location.
- B. Property owners applying for a Special Hardship will be required to forward the form to their Physician for approval. The physician's office will email or fax the completed form with the physician's approval, to City Hall - email the application to: hr@pewaukee.wi.us or fax the application to (262) 691-6009 (this is a secure confidential fax line).

All completed applications will be kept confidential, maintained in a secure location, and will only be shared with those involved in making an assessment whether to approve or deny the application, or unless disclosure is required by law.

- C. The Special Hardship application will be reviewed by the City Administrator and Public Works Director and a determination shall be made.
- D. Upon review of the Special Hardship application, property owners will be notified if the application has been approved or denied.
1. Approval – The property owner name and address will be forwarded to the contractor for inclusion in their Hardship Services listing. The property owner will receive up-the-drive service with no subscription charge.
 2. Denial – The property owner will be notified as to the denial of their application with a statement that explains the denial. A property owner may then elect to subscribe to up-the-drive service at their own cost.