



City of Atlanta Solid Waste Appeals Board: Appeals Request Form

Customers who are dissatisfied with an administrative dispute decision have the right to appeal the decision to the City’s Solid Waste Appeals Board. The Solid Waste Appeals Board is an independent board of citizens appointed by the Mayor and the Atlanta City Council. The Board hears appeals from customers regarding administrative dispute decisions made by the Department of Public Works (DPW).

The customer may appear before the Board in person or authorize the Board to administratively review the appeal without the customer appearing before the Board. An acknowledgment notification will be provided upon receipt of the appeal request. Once a resolution is reached, the Board will send the Customer a letter describing the Board’s decision.

Criteria for Requesting an Appeal Hearing:

- An appeal can only be submitted after the administrative dispute process (see page 2) and the Department has issued a decision letter to the customer.
- A customer must file their written appeal to the Appeals Board within **seven** business days of the date that the written response was received by the customer as provided for in section 130-85.

Method	Date of Receipt
Email	The first business day following the transmission of the email
First Class Mail	The third business day after the letter was mailed

If the Appeals Request Form is not complete, the hearing will not be scheduled. The Customer is required to pay their Solid Waste Bill by the due date indicated on the bill from the County Tax Commissioner's Office.

Instructions for Submitting this Form:

- Mail: Download the Appeal Request form, complete it, and mail it to the following:
 - Attn: Solid Waste Appeals Board
City of Atlanta
55 Trinity Avenue, Suite 4700
Atlanta, GA 30303
- In-Person: Download the Appeal Request form, complete it, and submit it to the following:
 - Department of Public Works
55 Trinity Avenue, Suite 4700 (Fourth Floor)
Atlanta, GA 30303
- Email: Download the Appeal Request Form, complete it, and submit it to the following:
 - **DPWcustomerservice@AtlantaGa.Gov**
 - **Subject Line: Solid Waste Appeals Board**

Notes:

- All appeals will be heard based on the original administrative dispute request submitted.
- Failure to appear at a scheduled hearing will result in the case being moved to the next available hearing date.

More information about disputes and appeals can be found in Chapter Chapter 130-85 and 130-86 of the Atlanta City Code. For help with this form, please call 404-330-6240.

ALL SECTIONS OF THIS FORM MUST BE COMPLETE OR REQUEST WILL NOT BE PROCESSED



**City of Atlanta Solid Waste Appeals Board:
Appeals Request Form**

Today's Date : _____ Account Number: _____

Customer Name: _____

Property Address: _____

Mailing Address: _____

Phone: _____ Email: _____

Checking this box indicates I would like to receive all correspondences by email.
If I do not provide an email address, all correspondence will be mailed to me via the US Postal Service.

Type of property (check one):

Residential Commercial Other (List Type) : _____

Tax Year on Solid Waste Bill: _____

Please Attach:

- A copy of the administrative dispute decision letter
- Proof that supports the Appeal request e.g., sale transaction, Tax Assessor documentation, photos, etc.

The customer may appear before the Solid Waste Appeals Board ("Board") in person or authorize the Board to administratively review the matter without the customer having to appear before the Board.

I would like my appeal to be: Reviewed Administratively Hearing where I am present

Please provide a detailed description of the Appeal Request: