



CITY OF JACKSONVILLE MORTGAGE RELIEF PROGRAM (MRP)



SCAN ME!

The City of Jacksonville is the proud recipient of funding to assist with mortgage relief. This funding is now available to assist individuals and families who have been affected by COVID-19, with their **mortgage** payments. Households that currently earn 80% or below the local area median income who face a COVID-19 hardship and cannot make mortgage payments are encouraged to apply.

The program will provide up to six months of delinquent mortgage payments or \$7,500.00, **whichever is less**. Payments will be made payable to the mortgage company. Individuals requesting assistance must be the owner and occupant of the property. They will be required to provide proof

of delinquency, as well as a copy of a W-9 from their lender. Obtaining these documents will be the responsibility of the applicant and are a **mandatory requirement** for processing their application.

Grants will be awarded on a first come, first served basis to applicants who meet the eligibility requirements. **Those interested in participating in the program must create a MyJax account at myjax.custhelp.com.**

Applicants must submit a completed application and all required documentation through their MyJax account.

	Household Size 1	Household Size 2	Household Size 3	Household Size 4	Household Size 5	Household Size 6	Household Size 7	Household Size 8
80% AMI	\$41,900	\$47,900	\$53,900	\$59,850	\$64,650	\$69,450	\$74,250	\$79,050



Visit tinyurl.com/MRPdocuments for a list of required documents.

SOLID WASTE COLLECTION SCHEDULES

Visit the [Residential Waste Collection Schedule lookup page](#), scan the QR code below or call (904) 630-CITY (2489) to confirm the schedule for your specific address.



- Garbage and yard waste are collected weekly.
- Household bulk collection varies by service area.
- Recycling is collected every other week.
- Tires and appliances are collected only by [request](#)
- Household hazardous waste cannot be collected curbside. For more information, visit [Solid Waste Division - Household Hazardous Waste](#)

As a reminder, there has been a schedule change to a small portion of customers serviced by Waste Pro. Your waste collection day may have changed. Visit the [Residential Waste Collection Schedule lookup page](#) or call (904) 630-2489 (CITY) to confirm your waste collection schedule.

CAN MY RECYCLING BIN STILL BE USED AS A GARBAGE CAN?

No. Once curbside recycling resumes, garbage will NOT be collected from recycle carts.

COMMON STANDARDS OF SERVICE

The following standards are applicable to all service areas in accordance with Sec. 382.415, Jacksonville Ordinance Code.

- Place all items curbside no later than 6 a.m. on collection day, and no earlier than 5 p.m. the day prior.
- Remove empty receptacles by 6 a.m. the day after collection.

- Items set out for collection must be visible, accessible, and placed three (3) feet away from obstructions such as vehicles, mailboxes, fire hydrants, and utilities.
- Garbage, yard waste and recycling must be kept separate.
- Place items within five (5) feet of the curb/edge of pavement.
- Visit [Service Standards](#) to view service standards.

WHY WASTE GETS LEFT BEHIND

Typically, waste isn't collected because it doesn't meet service standards. Common mistakes include:

- Items not set out by 6 a.m.
- Materials are not separated by type; garbage cannot be mixed with recycling and/or yard waste
- Prohibited items set out for collection
- Excess size, weight and/or amount
- Automated collection carts are filled over capacity (lids aren't shut tight) or are placed too close to an obstruction
- Waste is blocked, obstructed or inaccessible for collection (for example: vehicle blocking waste)

HOUSEHOLD GARBAGE AND BULK

Bulk items include furniture, mattresses, rolled carpet/padding, fencing, plywood, treated/painted wood, and non-recyclable glass (such as mirrors). Glass must be wrapped and taped. Extra garbage is not considered bulk and needs to be collected on the next regularly scheduled collection day

AREAS WITHOUT AUTOMATED GARBAGE COLLECTION (RESIDENTS USE THEIR OWN CANS)

- Use tied plastic bags and/or cans with handles and lids
- Bags/cans cannot be more than 45-gallon capacity or weigh more than 40 pounds
- Bulk items are collected weekly on the same day as household garbage

AREAS WITH AUTOMATED GARBAGE COLLECTION (CITY PROVIDED GARBAGE CAN/CART)

- Must use city-issued household garbage cart

- Place cart three (3) feet apart from bulk items or recycling, and away from obstructions, with wheels facing away from the road
- Lid must be fully closed; save excess garbage for the next week
- Bulk items are collected every other week

E-WASTE (Electronic Waste)

E-Wastes are computers, non-flat panel televisions, printers, keyboards, etc.

Duval County residents are encouraged to recycle their electronic wastes (e-wastes) rather than placing them curbside.

- Residents can bring their e-wastes to the city's **Household Hazardous Waste Facility** at [2675 Commonwealth Ave](#)
- Hours of operation are Tuesday-Saturday, 8:00 a.m. until 5:00 p.m.
- For more information, go to the [Solid Waste - Electronic Wastes site](#) or call [\(904\) 387-8847](#)

YARD WASTE

Yard waste set out for collection must be completely natural and vegetative. Do not mix yard waste with garbage, lumber, fencing, recycling or bulk materials.

- NO manufactured wood material, such as plywood
- NO treated or painted wood, such as fencing or landscape timbers
- Five (5) cubic yard limit per week - roughly 30, 32-gallon garbage bags
- Limbs, logs and stumps must be five (5) feet or less in length and less than six (6) inches in diameter
- No single item or container can weigh more than 40 pounds
- It is unlawful for a hired contractor to leave tree debris for the city to collect. [Ord. Sec. 380.206]

APPLIANCES & TIRES

Must schedule collection in advance by calling (904) 630- 2489 (CITY) or by opening a [request](#)

- Appliance doors should be securely closed or detached, with food and other materials removed
- Tire collection is limited to four (4) standard vehicle tires, with or without rims

RECYCLING

- Must use city-issued recycling cart with a yellow lid
- Place cart three (3) feet apart from bulk items or garbage and away from obstructions, with wheels facing away from the road
- Lid must be fully closed; save excess recycling for the next recycle collection day
- Ensure items are empty and free from residue
- Do not put recycling in plastic bags!

These items are accepted:

PAPER

- Mail, office and school paper
- Newspapers, magazines, catalogs, phone books
- Paperback books
- Brown paper bags
- Fiberboard boxes
- Corrugated cardboard, flattened and 2'x3' or smaller

PLASTICS

- Numbered 1-3, 5 and 7
- Water/soda bottles
- Detergent bottles
- Cleaning solution bottles

CARTONS

- Milk and creamer containers
- Juice boxes
- Soup and broth containers

GLASS

- Green, brown or clear bottles and jars (discard lids with garbage)

METAL

- Steel food containers
- Aluminum cans

- Aluminum baking pans

ITEMS SHOULD BE CLEAN, EMPTY, AND DRY.

These items are not accepted:

- Any #4 PLASTICS (LDPE) including cling wrap, sandwich bags, and plastic garbage or grocery bags.
- Any #6 plastics (polystyrene) including Styrofoam, disposable cups and bowls, take-out food containers, packing peanuts, plastic cutlery, hangers, and medicine bottles.
- ANY TYPE OF PLASTIC THAT IS NOT MARKED AS RECYCLABLE
- SHREDDED PAPER
- WEAPONS
- BATTERIES
- FIREWORKS OR FLARES
- NEEDLES
- FOOD OR YARD WASTE
- CABLES OR WIRES
- RUBBER
- AEROSOL CANS
- COLORED GLASS (except brown and green)

Remember, just because an item might contain a recyclable material does not mean it can be recycled. Most recyclable items, including plastics, will be marked with recycling symbol.

Council District 10, North
Parks Recreation and Community Services Updates, April 2022
CM Priestly Jackson

Lonnie Miller Park



