311 Service Request
Subject: Request for Consistent Alley Trash Collection & Crew Communication — South Baltimore (Southdene Ave Area)

To Baltimore City 311 Services,

I am writing to report an ongoing and worsening issue with weekly trash collection in our alley and to respectfully request your help in communicating with the local collection crew regarding proper, consistent service.

For the past couple of months, the collection crew has been selectively choosing which bins to empty week after week. When our bin is left behind, it remains completely full, leaving zero room for our household's trash bags for the entire week leading up to the next collection day. This forces us to place tied-up trash bags on the ground next to the bin. Unfortunately, the crew then refuses to collect the bags placed on the ground, stating that everything must be inside the can—creating an impossible cycle through no fault of our own.

This issue is not isolated to our household alone; several of our neighbors are experiencing the exact same frustrating situation.

To prevent our bins from overflowing and to ensure our waste is managed, my husband has had to resort to waiting out by the alley every trash morning, listening for the truck, and manually throwing our trash into the back himself. If he misses them and we are forced to leave bags on the ground, we face a severe consequence: the alley has a major rat problem, and the rats chew holes straight through the bags and scatter trash everywhere. That leaves me stuck going out there to clean up the messy, unsanitary aftermath.

We completely appreciate the hard work sanitation workers do for our city, but we kindly ask that this service request be shared with the crew assigned to our alley. We are simply asking that they empty all compliant bins and take all accumulated trash left out on scheduled collection days so residents are not left dealing with overflowing waste and rodent hazards.

Thank you very much for your time, understanding, and assistance in resolving this neighborhood issue.

Sincerely,
Ashley Terranova

Southdene Avenue
Baltimore, MD 21230