

# COVID-19 Operations Update

## Beautification Unit – Keep DeKalb Beautiful

Based on the County's 'socially distant service delivery strategy,' the Beautification Unit - Keep DeKalb Beautiful's administrative office is closed to the general public until further notice. However, our team remains committed to maintaining our culture of service excellence. The following outline reflects our plans to maintain continuity within our operations:

### Virtual Customer Service Assistance

Residents can request service and make inquiries by telephone, email, and online platforms.

**Customer service telephone line** - A team member can be reached at **404.294.2010** during normal operating hours - Monday through Friday, from 8 a.m. to 5:30 p.m.

**Email** - Service requests, inquiries, or concerns can be submitted at **kdb@dekalbcountyga.gov**. Our team members are committed to providing an official response within 24 hours.

**Online service request platforms** - Service and supply requests can be submitted through online platforms by visiting **keepdekalbbeautiful.org**, and scrolling down to the end of the homepage. *Until further notice, we have placed a hold on fulfilling orange bag and community cleanup supply requests.*

**Roadside enhancement program** (mowing & herbicide, tree trimming, and curb bumping)  
At this time, there is no change in operations.

**Clean communities program** (illegal dumping, litter abatement, community beautification)  
At this time, there are no changes to illegal dumping remediation and litter abatement programs. However, we have suspended orange bag and supply requests for community beautification/cleanup projects until further notice.

### Communications

Our communications team will disseminate information through various communication platforms, including our website, social media platforms, and the customer service telephone line greeting; the County's Communications Department; and the Board of Commissioners.