



# ASHBURN-LANSDOWNE

## Flyer



Featured in this edition of the Ashburn–Lansdowne Flyer:

- [Critically Important Survey for Small Business Owners \(MUST COMPLETE BY 5PM FRIDAY\)](#)
- [Information for Businesses Affected by the Novel Coronavirus](#)
- [Update from Utility Companies & Food Pantries](#)
- [Commissioner of the Revenue Extends Filing Deadline for Tax Relief Program Renewals](#)

[View this email in PDF](#)

Good Evening,

Over the past few weeks you have received many emails from me regarding Loudoun County's response to the Novel COVID-19 Pandemic. It remains unclear how long this situation will last. However, I wanted to take a moment to bring your attention to local relief that is available for people and businesses affected by COVID-19 and to assure you that, while [many Loudoun County programs have been canceled or changed](#), much of Loudoun County's staff is still working hard to ensure that the critical services provided by Loudoun County will continue.

I also want to remind everyone to follow current CDC guidelines on social distancing which advises everyone to avoid gathering in groups of more than 10 people, eating and drinking at bars, restaurants and food courts, and work or attend school from home as much as possible. These guidelines need to be taken seriously as they are intended to slow the spread of COVID-19 and to avoid overwhelming our medical infrastructure.

- [Next Loudoun Household Hazardous Waste Event is March 21 in Leesburg](#)
- [Loudoun Clerk of Circuit Court Expands Remote Services](#)

As the Ashburn District Supervisor, I am asking everyone to watch for updates and to follow new guidelines as they come out. As we continue to learn more, I will continue to send emails with updates on urgent information. I will also provide regular updates on [my Facebook](#).

My Staff and I are telecommuting and will remain accessible for you to contact. Please don't hesitate to reach out to us if you need us.

Faithfully,

Supervisor Mike Turner

For the latest information on the situation, including answers to frequently asked questions, please refer to the following resources:

- [Loudoun County COVID-19 Updates](#)
- [Virginia Department of Health](#)
- [Centers for Disease Control and Prevention](#)
- [What to do if you are sick.](#)
- [US Department of State China Travel Advisory](#)
- [World Health Organization on the Coronavirus](#)
- [Loudoun COVID-19 Summary Report](#)
- [Text: LCCOVID19 to 888777 for text Updates on Coronavirus](#)

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Because your voice plays such a vital role in the decision-making process, a critical role for me as your county representative is to provide you with the necessary facts to keep you informed about any and all issues affecting you or your family's quality of life. Please don't hesitate to contact me directly or my staff.

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For Frequent Updates on COVID-19 Follow:  
Mike Turner - Ashburn Supervisor  
on Facebook



[@MikeTurnerAshburn](https://www.facebook.com/@MikeTurnerAshburn)

RECEIVE TEXT UPDATES ON  
CORONAVIRUS (COVID-19):

Text **LCCCOVID19**  
to **888777**

Loudoun County  
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## Critically Important Survey for Small Business Owners (Must Complete by 5pm Friday, March 19th)

- [Critically Important Survey for Small Business Owners \(Must Complete by 5pm Friday, March 19th\)](#)

The Virginia Department of Small Business is asking small business owners to complete an important 10 minute survey to assist Governor Northam in obtaining federal disaster relief because of COVID-19. The results of this survey will be critical toward ensuring that Virginia has sufficient data to meet eligibility requirements for access to important federal disaster loans.

**Business owners are asked to complete this important short survey [here](#).**

## Information for Businesses Affected by the Novel Coronavirus

Links from the Loudoun County Department of Economic Development:

- [Loudoun County Department of Economic Development COVID-19](#)
- [Business Resources](#)
- [Support Our Businesses](#)
- [Connect Buddy Rizer with DED.](#)

In response to the negative affect that the necessary social distancing has on Loudoun's small businesses, the Loudoun County Department of Economic Development (DED) is working hard to connect affected businesses to critical resources such as community support information, grant processes and more. If you are a negatively affected business, please contact Buddy Rizer at [Buddy.Rizer@Loudoun.gov](mailto:Buddy.Rizer@Loudoun.gov) and someone from the DED will be happy to assist you.

Additionally, DED has made a new County web-page for assisting small businesses negatively affected by COVID-19. It can be found here: <https://biz.loudoun.gov/covid19/>

## Update from Utility Companies & Food Pantries

### **Novec:**

NOVEC recognizes the hardships that the Coronavirus (COVID-19) public health crisis imposes on its customers. Effective immediately, NOVEC is suspending all electric service disconnections and associated penalty fees for 60 days. Please note that this suspension of electric service disconnections delays, but does not cancel, payment of outstanding balances.

For updates, please view Novec's website at [www.novec.com](http://www.novec.com) or call 703-335-0500

### **Dominion Energy:**

Customers should not have to worry about losing service during this critical time. The company has suspended all service disconnections for nonpayment. Residential customers previously disconnected due to non-payment may contact the company for assistance reconnecting service. In addition, the company is planning to waive late fees and reconnection fees and is seeking approval from utility commissions where required to do so.

For updates, please view Dominion Energy's website at [www.dominionenergy.com](http://www.dominionenergy.com) or call 866-366-4357

### **Washington Gas:**

We have suspended all disconnections and late fees during this public health crisis. We have a letter from our president posted on our website with this information and it is also posted to our social media channels and E-service customer portal. We recognize the difficulty this situation poses to our customers and we will continue to work with them during and after this completion of this emergency.

For updates, please view Washington Gas' website at [www.washingtongas.com](http://www.washingtongas.com) or call 844-927-4427

## **Loudoun Water:**

Loudoun Water's offices remain open during regular business hours with essential staff only. Visits to customer's homes by field staff has been limited. Loudoun Water is suspending all disconnections and waiving late fees at this time. Loudoun Water is prepared to continue critical operations without disruption and do not foresee any challenges doing so at this time.

**For updates, please view Loudoun Water's website at [www.loudounwater.org](http://www.loudounwater.org) or call (571) 291-7880**

## **Loudoun Hunger Relief:**

Loudoun Hunger Relief is doing well and has served 300 families within the last three days. Loudoun Hunger Relief usually serves 300 families within a week so their numbers have increased quite a bit.

In an effort to keep the volume of traffic in the building to a minimum, Loudoun Hunger Relief has implemented pick-up service for meals. Staff and volunteers are packing up meals for families, and they are able to pick them up outside of the facility.

**For questions regarding receiving services, or making a donation please call Loudoun Hunger Relief at 703-777-5911 or visit their website at [www.loudounhunger.org](http://www.loudounhunger.org)**

## **Dulles South Food Pantry:**

Dulles South Food Pantry is doing well and receiving great support from the community with food and monetary donations. They have seen a decline in food donated from the stores and anticipate having to purchase produce and meat products in the near future.

At this time, they are operating as usual serving individuals within the Dulles district but will adjust to lift the geographic restriction if necessary. Dulles South Food Pantry is working to limit the amount of traffic in their building and will

implement a pick-up service in which families would have to adhere to strict appointment times.

**For questions regarding receiving services, or making a donation please call Dulles South Food Pantry at 703-507-2795 or visit their website at [www.dsfp.org](http://www.dsfp.org)**

## **Commissioner of the Revenue Extends Filing Deadline for Tax Relief Program Renewals**

Loudoun County Commissioner of the Revenue Robert S. Wertz Jr. has extended the deadline for filing 2020 Tax Relief for the Elderly and Disabled renewal forms to June 1, 2020. Local ordinance provides authorization for the Commissioner of the Revenue to allow applicants to file after the regular filing date. This extension is in response to the outbreak of [coronavirus disease 2019 \(COVID-19\)](#). Applicants are encouraged to mail in their forms in the pre-addressed envelope that was included with the renewal forms.

First-time applicants for Vehicle Personal Property Tax Relief have until September 1, 2020, and first-time applicants for Real Property Tax Relief have until December 31, 2020, to file their applications.

**Applications for first-time applicants, and more information about the program, may be found at [loudoun.gov/taxrelief](http://loudoun.gov/taxrelief). Residents may also call 703-737-8557 to have a form mailed to them.**

## **Next Loudoun Household Hazardous Waste Event is March 21 in Leesburg**

The first Loudoun County Household Hazardous Waste (HHW) event of 2020 will be held Saturday, March 21, 2020, at 751 Miller Drive in Leesburg from 8:30 a.m. - 2:30 p.m.

Loudoun residents are welcome to bring HHW from their homes to the event, free of charge. Typical HHW includes: fluorescent light bulbs, dry-cell batteries

(alkaline, Ni-Cad, Lithium, rechargeable, etc), oil-based paint/stain/varnish, paint thinner, mineral spirits, metal polish, rust remover, wood strippers and preservatives, furniture polish, waxes, sealants and solvents, bleach, pesticides, insecticides, herbicides, fertilizer, pool chemicals, muriatic acid, sulfuric acid, ammonia, mercury, mercury thermometers and thermostats, gasoline, expired fuel, auto cleaners and flushes, brake and transmission fluid, windshield washer fluid, fire extinguishers, moth balls, flea and tick products, photographic chemicals and other hobby chemicals. Anyone who has an item that is not on this list is encouraged to call the county's Waste Management Division at 703-771-5500 to see if the item can be accepted or if an alternate disposal option is needed.

The HHW events support social distancing measures that help mitigate the spread of coronavirus 2019 (COVID-19). Because of safety concerns related to various types of hazardous materials, the events feature a drive-through process in which residents are instructed to remain in their vehicles and allow event staff to unload any items accepted for disposal. One important note: Residents should not bring items enclosed in plastic bags, as this will require them to exit their vehicle in order to untie the bag. This is a safety precaution for event staff.

The limit per household is 15 gallons of liquid HHW (container size not to exceed 5-gallon), and 40 pounds of solid HHW. Participants should be able to provide proof of Loudoun County residency such as a driver's license or utility bill. Motor oil, antifreeze, automobile batteries, propane tanks, helium tanks, CO2 tanks/cartridges, drywall compound and oil-based space heaters will not be accepted at HHW collection events. These materials are accepted at the Loudoun County Solid Waste Management Facility, 21101 Evergreen Mills Road, Leesburg. Visit [loudoun.gov/landfill](https://loudoun.gov/landfill) for more information.

Ammunition, explosives, fireworks, and gun powder will not be accepted at the HHW collection events. For information about disposal of these items, contact the Loudoun County Fire Marshal's Office at 703-737-8600.

Electronics will not be accepted at the HHW collection events. Information on how to properly dispose of unwanted electronics is online at [loudoun.gov/electronics](https://loudoun.gov/electronics).

Medical waste and medications will not be accepted at HHW collection events. Disposal information is available at [loudoun.gov/hhw](https://loudoun.gov/hhw).



Latex or water-based paint will be accepted but is not considered hazardous. Residents are encouraged to take their paint directly to the Loudoun County Solid Waste Management Facility, where it can be disposed of for a fee, Monday through Saturday, 8:00 a.m. to 4:00 p.m.

Businesses and organizations in Loudoun that generate less than 220 pounds of hazardous waste per month are encouraged to visit [loudoun.gov/bhwp](http://loudoun.gov/bhwp) or call 703-771-5500 for information about the county's Business Hazardous Waste Collection Program.

For more information about the Household Hazardous Waste Program, call 703-771-5500 or visit [loudoun.gov/hhw](http://loudoun.gov/hhw).

## Loudoun Clerk of Circuit Court Expands Remote Services

In an effort to reduce the number of citizen visits to the Loudoun County courts complex in Leesburg and promote social distancing as recommended by health officials, the Clerk of the Circuit Court is expanding remote access services to Loudoun residents for the next 30 days and encouraging citizens to delay any appointments for some other services.

Starting March 18, 2020, Loudoun County residents will be able to obtain remote access to the Clerk of Circuit Court's deeds and land records for 30 days at no charge. Loudoun residents can [email the Clerk's land records team](#) to inquire and request the necessary digital paperwork to establish a temporary subscription account. Clerk Gary Clemens is waiving the subscription fee. This remote access account will permit residents to access deed, land records and judgment information from home or a remote location, eliminating the need to visit the Clerk's Office in person. Copies of deeds and land records can also be obtained by [emailing the Historic Records & Deed Research Division](#) or calling 703-737-8775.

The Clerk is also encouraging residents to delay any probate appointment until April 13, 2020, to promote social distancing. Residents who require an appointment with the Clerk for purposes of the probate of an estate or being appointed as an executor of an estate should [email the Probate Office](#) to discuss

setting an appointment for a future date. The Probate Office is exploring other approaches to offer remote/web-based probate meetings.

The Clerk is also encouraging all clients to pay with credit card online or by phone instead of cash to offer more convenience so individuals do not have to visit the office to pay for services such as filing fees, criminal fines and costs, copies of public records and other services.

For specific information regarding online or phone payments, visit [loudoun.gov/clerk](http://loudoun.gov/clerk) for details.

## General Resources

### Loudoun Alerts

Stay up to date with school closings, traffic updates, and weather information by signing up for [Loudoun Alerts](#), using your email or phone

### LEx

Loudoun Express Request (LEx) is a citizen request system for members of the public to submit requests for service and report concerns to the county government via the internet and a mobile application. [Click here to view.](#)

### Hazardous Waste

Not everything should be thrown in the trash. [Find out when, where, what, and how](#) to dispose of dangerous household items.

### Who Plows My Street?

While some roads in Loudoun County are maintained publicly, some are maintained privately (i.e. by HOAs). For clarity on who plows your street after a snowfall, the county has developed a map that shows who is responsible for your roads. [Click here to view.](#)

Similarly, VDOT has developed a map to help

### Report a Road Problem Online

Loudoun residents who know of road problems now have the option to report their concerns online directly to VDOT [here.](#)

### CLEAR

The online County of Loudoun Evacuation Assistance Registry (CLEAR) is moving to a new platform, making it necessary for anyone currently using the system to re-register and update their information by February 29, 2020. More information, including a link to register on the new

track the plowing efforts in real time. [Click here to view.](#)

system, is available at [loudoun.gov/clear](http://loudoun.gov/clear).

#### [Virginia 511](#)

To monitor traffic patterns, view traffic cameras and more, go to [511.virginia.org](http://511.virginia.org)

## Please Share The Ashburn-Lansdowne Flyer

Please share The Ashburn-Lansdowne Flyer with your family, friends and neighbors or help them subscribe [here](#).

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**Loudoun County**  
  
VIRGINIA

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