

General Information: A Quick Reference
Frequently Asked Questions – F.A.Q.



Q: Where are you located?

A: 1930 Isaac Newton Square, Reston VA 20190.

Q: What are your office hours?

A: 8:30 AM – 5:00 PM, Monday – Friday.

Q: Do you offer any extended hours?

A: Yes. We are open on Saturdays, April through July, 9:00 AM – 12 Noon.

Q: Where is your maintenance department located?

A: 12250 Sunset Hills Road, Reston VA 20190.

Q: What hours is your maintenance department open?

A: 7:00 AM – 5:00 PM, Monday-Friday.

Q: Do you have an after hours drop box?

A: Yes. There is a drop box just outside the main Administrative Offices at 1930 Isaac Newton Sq., Reston VA 20190. The box is located to the left of the main doors.

Q: How often and when does the A-Z Programs Guide come out?

A: The A-Z Program Guide is published three times a year. (February, May, and August)

Q: How do I rent a garden plot?

A: Reston's garden plots are very popular so you might spend a season on the waiting list but once you have a plot you can renew your contract for that space on an annual basis. Plot rentals range from \$20 to \$133 annually, depending upon their size. Call Member Services at 703.435.6530.

Q: I want to repaint my house. Can I use any colors I want?

A: RA's Design Covenants require homes to be repainted in the approved cluster or neighborhood colors. Before you begin to paint, a simple call to RA's Covenants Administration office at 703.435.6530 will save you time and effort. They have specific information on all of Reston's homes and they will be happy to assist you in obtaining the correct color guidelines. For more information, check out RA's website: www.reston.org and click on "design guidelines."

Q: Who maintains the pathways and sidewalks in Reston?

A: RA maintains 55 miles of pathways throughout Reston. Sidewalks are maintained by clusters if they are alongside cluster roads or VDOT if they are along main, state-controlled roads.

Q: What are those concrete posts behind my house?

A: Gray property markers are used to mark the property line between private homeowner property and the open space that is owned by everyone in Reston. Older posts are concrete and have a single blue "r" on them. Newer ones have "RA" or a plaque that says "RA Property Marker."

Q: How do I rent a facility in Reston for a party?

A: Call Member Services at 703.435.6530 to learn how to rent a community building, the picnic pavilion, a ball field or a pool for your next party.

Q: How do I schedule a sports facility?

A: Call RA's Member Services Department, 703.435.6530.

Q: Who maintains the roads in Reston?

A: RA does not maintain roads in Reston. VDOT does maintain most of them although there are some roads within clusters that are cluster responsibility. If you have a question about a specific road, please call RA at 703.437.7658 for assistance.

Q: Whom do I talk to about snow removal?

A: RA removes snow from pathways and sidewalks owned by RA, but sidewalks along state roads are owned by the state and are their responsibility. For information about pathway plowing, call RA's Central Services Facility at 703.437.7658. State roads are maintained by VDOT (Virginia Department of Transportation). For information on plowing or to report roads that have been missed, call the Highway Helpline at 1.800.367.7623.

Q: Are there dog parks in Reston?

A: Fairfax County Park Authority operates the one dog park in Reston, located at Baron Cameron Park. Baron Cameron Park is located at the intersection of Wiehle Avenue and Baron Cameron Avenue (Route 606). For more information on the dog park, go to <http://www.fairfaxcounty.gov/park/offleash.htm>.

Q: Is there a leash law and pooper-scooper law in Reston?

A: Fairfax County has a leash, curb and pick-up after your dog law. Dog bags ("Mutt Mitts") are provided on RA's pathways. Dog walkers are reminded that picking up after their dogs should be done year 'round and the trash disposed of in waste receptacles.

Q: Who do I call about dead animals on the road?

A: If you see a dead animal on the road or shoulder, please notify VDOT (Virginia Department of Transportation). If you live south of the toll road, call 703.383.2753 and if you live north of the toll road, call 703.438.3407.

Q: Who picks up the trash in Reston?

A: RA picks up trash at our recreational facilities and from cans placed along the pathway system. We also have a contract with VDOT that allows us to pick up trash before each roadway's mowing cycle. Therefore, please be aware that the frequency of trash removal and mowing is controlled by VDOT. Four primary trash haulers pick up trash in Reston on a contract

basis with the homeowners. If you are interested in leaving yard debris, contact your trash hauler first to learn of their requirements. If you live in an apartment, condominium or townhouse, your management or cluster board is responsible for contracting with a trash removal service. Contact them for details. If you don't know how to contact them, call RA at 703.437.9580.

Q: Does RA provide a place to store my recreational vehicle?

A: Yes, contact RA's Central Services Facility Manager, at 703.435.6548 to learn more about storing RVs, boats, extra cars, jet skis, and other entities at the RA Central Services Facility.

Q: Who maintains the individual street signs in Reston?

A: The Fairfax County Department of Public Works maintains street signs. Their number is 703.934.2840.

Q: Who do I call about a streetlight that's out near my house?

A: Lights in Reston could be owned and maintained by different parties. To report a light out, call RA's Central Service Facility at 703.437.7658 for information on who owns the fixture.

Q: If I notice vandalism, to whom should I report it?

A: The property owner should be notified of any vandalism. Vandalism on RA property should be reported to RA at 703.437.7658. We will notify the police and fix any damage. If you are unsure of the property owner, please call RA.

Q: Does RA maintain residential property?

A: No. RA does not maintain any residential property, however a naturalist on staff can advise members on a variety of resources available to them.

Q: How do I get a job with RA?

A: RA has fulltime, part time and seasonal positions. Please check employment opportunities on the website, www.reston.org or contact Human Resources Assistant Mark Peckham at 703.435.6504. Seasonal positions at RA range from camp counselors and directors, to aquatics staff and Central Services Facility staff.