

SOLID WASTE QUESTION AND ANSWERS

When will this service begin?

The Town will begin delivering roll-out cart to residents in January 2016. Carts are the property of the Town of Snow Hill and must be left at the residence upon moving out.

Who will receive a roll-out cart?

Each residential unit will receive 1 (one) 96 gallon roll-out cart.

What if I live in an apartment complex or unit?

Residential housing consisting of more than 6 units will not receive roll-out carts. Multi-family housing units must arrange for solid waste collection with a contractor.

How do I identify my roll-out cart?

A serial number is imprinted on each cart which will be assigned to your address. The address will also be written inside the lid of the cart.

Is there a fee for the roll-out cart?

Yes, there is a \$5.00 per quarter charge which will be included on the Utility Bill.

What if my cart is damaged?

Roll-out carts that are damaged in the course of normal or reasonable use or through no abuse, neglect or improper use will be repaired and/or replaced at no charge to the property owner.

Roll-out carts that are stolen, damaged or destroyed through abuse, neglect or improper use will be replaced by the Town at the expense of the property owner.

Call 410-632-2080 to report a damaged roll-out cart.

What if all of my garbage doesn't fit on one cart?

No garbage or refuse will be collected that is outside of the cart. Additional carts may be requested if needed by calling 410-632-2080. There is a \$5.00 quarterly fee for each cart issued.

Can I purchase my second roll-out cart from a retail store?

Yes, property owners may use additional carts purchased from retail stores if they are compatible with the Town's garbage truck equipment. There will be no charge for the collection from these carts.

What day is garbage collected?

Garbage is collected on Tuesday of each week.

How and where to I place the Roll-out cart?

Roll-out carts must be placed within three (3) feet of the curbing, or at the edge of the street having no curb.

When can roll-out carts be placed at the curb or street?

Roll-out carts may be placed at the curb the night prior to collection but not before 5:00 p.m. and no later than 6:00 a.m. on the day of collection.

When do roll-out carts have to be removed from the curb or street?

All roll-out carts shall be removed promptly after collection but no later than 10:00 p.m. on the day of collection.

Is there special collection service for residents with a disability?

Yes, please contact 410-632-2080 for additional information.

Do I have to recycle?

Yes, the Town has a mandatory recycling policy. Garbage which contains recyclable materials will not be collected.

What day are recyclable items collected?

Recycling collection is on Thursday of each week.

Do recyclable items need to be separated?

Yes, Paper, glass, aluminum and plastic should all be separated and placed in a separate container for collection. Recyclables that are not separated will not be collected.

When can recycle containers be placed at the curb or street?

Recycle containers may be placed at the curb the night prior to collection but not before 5:00 p.m. and no later than 6:00 a.m. on the day of collection.

When do recycle containers have to be removed from the curb or street?

Recycle containers shall be removed promptly after collection but no later than 10:00 p.m. on the day of collection.

Does the Town pickup Bulk items?

Yes, Residents may request bulk pickup by calling 410-632-2080. There is a minimum fee of \$25.00 for bulk collection. The fee will be determined by the Public Works Director. Items shall not be placed at the curb or street prior to the day before pick-up.

Does the Town pick-up leaves?

Yes, leaves must be bagged and loaded bags cannot weigh more than 50 pounds. There is a limit of 20 bags per collection.

Does the Town chip, mulch or collect branches?

Yes, branches must be 1 to 6 inches in diameter and no more than 6 feet in length. Branches must be stacked with the ends facing the same direction. No tangled piles of branches will be collected.

Is there a limit on the amount of branches the Town will collect?

Yes, branches can be in a pile no larger than 5 feet long in width and 3 feet in height. Branches must be able to be chipped in 15 minutes or less.

Will the Town collect branches cut by a private contractor?

No, the Town will only collect or chip branches which have been cut by the resident or homeowner.

Will the Town collect bulk garbage from a rental or residential move out?

No, Property owners, property managers and estate property managerial firms must secure a container/dumpster of sufficient size from a private waste hauling company to contain and remove garbage or bulk items generated by a rental or residential move out, estate settlement or evictions.

Will the Town collect work performed by contractors?

No, The Town will not provide pickup service of waste material which is the result of work done by a private contractor even though a building or demolition permit was issued to the owner of said premises.