

# VILLAGE OF MIDDLEPORT FAQs FOR CART BASED PROGRAM

## **WHY DID THE VILLAGE MOVE TO CARTS?**

The local solid waste industry is transitioning to cart-based collection as a means to increase worker safety and reduce labor expenses. Cart-based Trash Collection is a much more efficient means to collect solid waste.

## **AM I ALLOWED TO THROW ANYTHING I WANT INSIDE MY TRASH CART?**

You are allowed to place all household trash inside your carts. The following items are **PROHIBITED**-compressed cylinders (propane tanks), Liquid waste (oil, paint), electronics, hazardous, radioactive and explosive wastes.

## **I DON'T WANT TO PARTICIPATE IN THIS PROGRAM, CAN I "OPT OUT"?**

**No**, all Single, Double, and Triple family parcels are required to participate in the Village's refuse collection program. Each property must have one cart issued per number of units on the property. For example, a double family home will be issued two carts.

## **WHAT DO I DO IF I AM CLEANING OUT MY HOUSE OR GARAGE? I USED TO BE ABLE TO PUT EVERYTHING OUT AT NO CHARGE?**

If you are doing a renovation or clean-out, you should contact a local private hauler for a dumpster or make arrangements with a debris removal company. Or, take advantage of disposing 3 bulk items during dedicated bulk week each month.

## **WHEN CAN I PUT OUT LARGE TRASH ITEMS?**

Residents are allowed to place out a total of three (3) bulk items each month during a dedicated "bulk waste" collection week. Please review the material mailed to you and also posted on the website to determine when bulk collection will take place. Normal bagged household trash is not considered a bulk item and must be placed in your trash carts or have an "additional capacity tag" attached to be collected.

## **WHERE CAN I DISPOSE OF LEAF AND YARD DEBRIS?**

Village residents are directed to place leaves at the curb in front of their property *during the fall months ONLY*. DPW personnel will remove the leaves in a timely fashion. Brush is chipped during the spring, summer, and fall months. You may place yard and leaf debris into your cart. *If you have an excessive amount, you are encouraged to find alternate disposal or composting means.*

## **WHAT IS ALLOWED AT THE CURB?**

Each week you are allowed to place your trash cart out for collection. Please be sure the lid can close on your cart. Any additional waste outside of the cart must have a *Village issued sticker* for collection. **Additional "bag tag" waste** is limited to **ONE 30-gallon bag of waste** that **DOES NOT weigh more than 40-lbs.** During bulk week, **three bulk items** are allowed out for placement. Recycling shall be placed out every-other-week.

## **WHAT IF I WANT TO PUT OUT MORE WASTE?**

There are options if you have more waste than what will fit inside your cart. You may purchase additional capacity stickers for \$5 per tag at Village Hall, or if you need more consistent capacity, you may request an additional cart. Additional carts, however, will not be available until after April 1, 2021. There will be a fee for the additional cart **AND** an annual fee for disposal service for your additional cart.

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## **CAN I PURCHASE AN ADDITIONAL CART FROM SOURCES OTHER THAN THE VILLAGE OF MIDDLEPORT?**

**No.** The Village has contracted with Modern for collection from ONLY Village issued carts unless a prior agreement was made. Any other cart or can placed out for collection will not have the contents emptied. If you have previously purchased carts from Modern, and wish to not receive a Village issued cart, please contact the Village Clerk's office

## **I AM BUILDING A NEW HOUSE IN MIDDLEPORT, HOW WILL I GET CARTS WHEN I MOVE IN?**

Once your certificate of occupancy is issued, the Village will be notified to drop you off your carts.

## **IF I MOVE, CAN I TAKE MY CART WITH ME?**

**No.** The carts are the property of the Village of Middleport and must remain with the property

## **WHAT DO I DO IN THE WINTER WHEN THERE IS SNOW IN MY DRIVEWAY?**

We encourage you to clear a spot to place your cart when snow is on the ground. If you would like to place your cart in your driveway, you are welcome to, but please expect your cart in the same location after it is emptied.

## **WHAT HAPPENS IF A CAR PARKS IN FRONT OF MY CARTS?**

We respectfully request that you place your carts out of the way of obstructions such as telephone poles, bulk waste, hydrants, parked cars and mailboxes. If a car parks in front of your carts, often the driver will collect them anyway, but if the issue is persistent you may be requested to relocate your carts.

## **WHAT HAPPENS IF MY CART BLOWS OVER?**

We request that you make every effort to place your cart on stable ground. On very rare occasions, if a full cart blows over, please attempt to stand it up. If not, seek assistance or let your hauler know.

## **MODERN DID NOT COLLECT MY TRASH or RECYCLING**

For all missed collections, please contact Modern customer service at **1-888-648-0928**.

## **HOW DO I PLACE MY CARTS OUT FOR COLLECTION?**

**All carts should be a minimum of 3 feet away from cars and other objects and handles must face towards the house. Please have carts out by 6am on day of collection. Contents must fit inside cart/No overflow/lid should close. ANY material outside of cart will not be collected unless fitted with proper "additional capacity tag".** Also, only waste in a Village issued Cart will be collected.

## **WHAT DO I DO WITH MY OLD GARBAGE CONTAINERS?**

If you wish to dispose of your old containers you may do so **THE WEEK AFTER** your new cart arrives. Simply place a "Take Me" sign on them and place out with your cart for collection. **However, bulk trash pickup will be in effect through the end of 2020. CART-BASED ONLY collection begins in January 2021.** If you decide later to throw them out, please place them out during bulk collection week with a "Take Me" sign on them. If you have previously purchased carts from a home improvement store and do not want to dispose of them, you are encouraged to identify an alternate use for them.

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## **MY CART WAS NOT DELIVERED YET**

Cart delivery is anticipated to begin the week of November 9, 2020. It will take approximately one week to complete delivery of all carts. If you have not received your cart by December 1<sup>st</sup>, please contact the *Village Clerk's office at 716-735-3303*.

## **CAN I GET AN ADDITIONAL REFUSE CART?**

Yes, each parcel has been assigned one cart per unit (single family home = 1 cart). We encourage you to “try out” your cart for several months. If, after April 1, you feel you need to add an additional cart, please contact the Village Clerk's office to arrange for a second cart. There will be a fee for the additional cart **AND** an annual fee for disposal service for your additional cart.

## **THIS CART IS TOO BIG/TOO SMALL**

Cart sizes and quantities were selected based on data from surrounding communities. It was the Villages goal to provide convenient, yet ample service in a cost effective manner. A 95-gallon trash cart will hold 5-6 kitchen bags worth of trash with recyclables removed. We recommend that if you need more capacity, that you are sure to remove bulky recyclables from your trash stream. Additional carts will be made available after April 1, 2021.

## **HOW MUCH DO THE CARTS COST?**

The Village is in the process of procuring carts. Each 95-gallon trash cart is anticipated to cost \$46.29. The expected life span of a trash cart is 14 years.

## **THE LID ON MY CART(S) IS BENT**

The rigid plastic lids may need a little time to return to their original form after delivery. Please allow one week or place your cart in the sun for a few hours.

## **CAN I WRITE MY HOUSE NUMBER ON MY CART?**

Each cart is assigned a unique set of numbers and bar code. You are encouraged to write that number down in the event your cart is missing. Also, all carts are scanned with your address upon delivery. If you wish to write on your cart, do so on the interior of the lid.

## **WHAT HAPPENS IF SOMEONE STEALS MY CART?**

If your cart is lost or stolen, please contact the Village Clerk's office. Often after a heavy wind event carts may blow over. Please double check with your neighbors that your cart did not blow over to their property. If your carts are lost/stolen or damaged, please contact The Village to report your incident. Each Cart is equipped with a serial number to assist the Village with identifying the address of a recovered cart. If your cart is found, you will be notified. As far as replacement, if a pattern of abuse is identified (such as multiple replacements in a short period of time) the Village may charge a fee for replacing each cart.

## **WHAT ARE THE DIMENSIONS OF THE CARTS?**

All Village properties will receive a 95-gallon cart for their trash.

<b>Depth</b>	33.3 in.
<b>Width</b>	29.2 in.
<b>Length</b>	43.5 in.
<b>Empty Weight</b>	32 lbs.