



Please take time to read this information regarding your garbage & recycling collection. Following these guidelines & recommendations will help streamline our services, improve collection, & save you money!

Frequently Asked Questions

Q. My garbage/recycling cart was missed. What do I do?

A. Occasionally a cart will be missed. Please call 252-939-3282 so we may resolve the problem as soon as possible. Carts are to be placed at the curb no later than 7am on your regular pick up day. It is recommended you place it out the night before.

Q. Will the City pick up refrigerators, stoves, & other appliances?

A. Yes! We collect TVs, computers, air conditioners, dishwashers, refrigerators, stoves, hot water heaters, washer/dryers, etc. They must be placed curbside & called in to 252-939-3282 to arrange for pickup.

Q. Does the City collect yard debris?

A. Yes! The City collects yard debris which is obtained from regular upkeep for your property. We do **NOT** collect dirt, large volumes of debris or trees. Limbs can be no longer than 4'-5' in length & 4" in diameter. Leaves, pine straw, grass clippings & loose yard debris **MUST** be containerized in order to be picked up. The only time this is waived is during Bulk Leaf season. Items should be placed behind the curb & separated from all other trash. We do **NOT** pick up yard debris on vacant lots.

Q. Does the City provide leaf collection?

A. Yes! Leaves must be containerized in cans or bags, unless it is **Bulk Leaf season**, which normally runs for 9 weeks in the fall of the year. **DO NOT** place any yard debris or leaves in your green garbage cart or your blue recycling container. It will be tagged & left for you to remove before your cart will be serviced.

Q. Does the City pick up C&D (construction & demolition debris)?

A. Yes! The City does pick up C&D such as- treated wood, carpet, vinyl flooring, doors, windows, tubs, sinks & toilets. C&D must be separated from all other refuse & it is recommended that you call us at 252-939-3282 to schedule a pick up. We try to get these items weekly on Tuesdays, but holiday weeks may delay pickup.

Q. How do I dispose of tires?

A. **DO NOT** place your tires in your carts or in dumpsters. Tires are to be off the rim, placed by the curb & called in to 252-939-3282 for a special pick up.

Q. What if I have or see a dead animal that needs to be disposed of?

A. Please **DO NOT** place the animal in your roll out cart. Please call us at 252-939-3282 & we will send someone out to pick up the animal. We are not allowed to go into your yard to pick up the animal, if it is in your yard, it will need to be moved to the curb.



ENVIRONMENTAL SERVICES *and you*



Did You Know?

- There was a new law effective January 1, 2011 that makes it illegal in the State of NC to dispose of TVs, computers, or other electronics with your garbage. They must be recycled. For more information on how to dispose of these items, call us at 252-939-3282 so we may help you in getting these items recycled.
- It is illegal to dispose of aluminum cans & plastic bottles in your garbage in NC!
- Syringes & needles can **NOT** be placed in your blue recycling cart. Place them in a hard plastic container with a screw on or tightly secured lid (such as a laundry detergent bottle) & dispose of them in your green garbage cart.
- **If you hire a contractor to take down a tree, landscape your yard, or update your home, yard trash such as trees, yard debris & construction materials will not be collected. Remember when you are hiring a contractor, be sure to ask them how they are going to dispose of "their" trash.**
- **DO NOT** place items for collection near **fire hydrants** or **storm drains**. We do not want fire hydrants blocked. This could be dangerous for you & your neighbors should there be a fire in your neighborhood.
- If you have items that do not go in your garbage or recycling carts that need to be picked up, please separate it so that similar items are grouped together. Meaning, wood should be together, shingles should be together, furniture should be together, etc. We do not take all materials to the same location for disposal. Different trucks will be pick up different items because of this.
- We **DO NOT** collect motor oil. It must be taken to a County solid waste drop-off site for disposal. Please contact Lenoir County Solid Waste Management at 252-566-4194 to locate a disposal site near you.
- Small amounts of cooking oil can be placed in a tightly sealed, unbreakable container in your garbage. It is not recommended to dispose of large amounts in your garbage as containers may leak, causing problems with garbage trucks & at solid waste facilities.
- Only dispose of clean glass, plastic, paper, & aluminum in your blue recycling cart. Cardboard will need to be broken down & placed beside your **GREEN** garbage cart for pick-up. To request a blue recycling cart, please call us at 252-939-3282.
- We **DO NOT** pick up any items on vacant properties. This includes vegetative yard debris of any kind.
- Certain household wastes are not accepted in your roll-out cart, because they can be hazardous to our environment & our sanitation workers. Such items include: Antifreeze, brake fluid, drain cleaners, gasoline, pool chemicals, solvents, etc. If you have questions on if something can be disposed of & how to, please call us at 252-939-3282.
- Paint cans will be picked up **only** if they are empty or if the paint has completely dried. You must fill the paint can with sand or cat litter which absorbs any residual paint. Leave the lid off for verification & place it beside your cart. Do not place them in your cart.

If you have any additional questions or concerns regarding your environmental services collection, please call our 24hr Customer Service Center at **252-939-3282** or you can visit us online at **www.KinstonPublicServices.com**