



CUSTOMER UPDATE: REVISED SANITATION ORDINANCE

CONTACT US

If you have any questions, please
contact our Sanitation Dept.
by calling City Hall at:

(812) 256-3422
Press option #1,
then option #4

Or reach us by email:

**SanitationDirector@
CityofCharlestown.com**

**CityHall@
CityofCharlestown.com**

Request an additional trash or
large item pickup online:
<http://cityofcharlestown.com/sanitation-request/>

Dear Charlestown Sanitation Customer,

In order to provide consistently superior sanitation service to our Charlestown residents the Board of Public Works annually reviews policies and rates and makes a recommendation to the Common Council for changes when needed. Due to consistent growth and residential development and the anticipation that this trend will continue, the Board found it necessary to suggest changes to our policy this year. On August 17, the Council adopted a revised Sanitation Ordinance (2020-OR-12) that changes many of the features that have been in place since the last update in 2016.

This NOTICE informs you of the changes in the City of Charlestown's Sanitation Policy adopted in Ordinance 2020-OR-12.

This document provides details about new rates going into effect for the November 10th payment due date, new pick up policies, important reminders about what items are accepted, and instructions for how to place your items for pick up.



DETAILS ABOUT THE NEW SANITATION ORDINANCE

Maintaining a solid waste collection service has become more difficult over the years as environmental regulations have limited what we are legally allowed to pick up from customers and rules about how to dispose of allowable items have become more restrictive. Please review the guidelines provided below to help keep Charlestown's streets clean and clear for all to enjoy.

CITY TRASH CANS

The City of Charlestown Sanitation Department only picks up waste in city-issued trash cans. Customers who place other cans for pick up will receive a notice of non-compliance, after which the City can refuse to pick up trash in a non-city issued can.

Cans are leased from the City for a one-time fee of \$76.00. Customers who regularly find themselves with more solid waste than one approved container will accommodate may lease an additional approved container for a separate one-time fee of \$76.00.

City cans that wear out through normal use will be replaced or repaired at no charge to the customer. Please call the Sanitation Department to report cans in need of repair. Trash cans that are stolen or damaged from negligence or misuse must be replaced at the customer's expense. Trash cans are the property of the city. All leased cans have unique serial numbers and are individually assigned to customers. When a customer moves out of their home, they should notify the sanitation department so that the trash can may be collected and reassigned. Customers who move from one home within the city to another should still notify the sanitation department so that the can's serial number can be transferred to them at that address.

WHAT WILL THE SANITATION DEPARTMENT PICK UP?

Solid waste – Regular household trash and waste placed in an approved 96-gallon trash can. Customers receive weekly collection of waste placed in their city-issued cans.

Yard Waste (grass and leaves) – Customers receive removal of yard waste twice per month March-November. Yard waste must be placed in biodegradable bags available at local stores and should be placed for pick up on your regular garbage collection day.

Tree limbs – Customers receive pick up of limbs once per month March-November. Limbs must be cut to lengths not to exceed three feet (3') and should be bundled or stacked neatly, free from obstruction. Limbs should NOT be stacked with other trash items, metal, treated lumber, plastic bags, or bulky items.

Christmas trees – Live or natural Christmas trees will be picked up at no cost if placed between December 25-January 5. Trees must be cleared of lights and decorations.

Bulky items (furniture, mattresses, grills, exercise equipment, playground equipment, large toys, etc) – Customers receive ONE (1) bulky item pick up per month with the regular base rate. Extra items will be picked up with an additional fee of \$10.00 per item. These items should be placed for pick up on the customer's regular collection date. For example: A customer places a sofa for pick up on her regular pickup day on March 3 and the item is collected for no extra charge. If she places a table with chairs, a mattress and box springs, and a grill for pickup on March 25, a fee of \$30 (\$10 per item) will be assessed.



The Sanitation Department will not normally operate on any day observed by the City as a holiday. Pickup for those days will be rescheduled by the Department on an alternate pickup day (usually the day following the holiday). Watch for reminders and info on our social media or call if you are unsure.

WHAT WILL THE SANITATION DEPARTMENT PICK UP? (CONTINUED)

Relocation waste – Customers may dispose of waste generated as a result of moving in/out of a residence by purchasing a dumpster bag from local home goods stores and paying a \$75.00 work order fee. Dumpster bags containing up to 3,300 lbs of waste must be placed at the curb, free of obstruction, and with straps draped properly across the top of the bag. Bags not properly placed or over-filled cannot be picked up.

Construction waste – Customers may dispose of construction waste that results from remodeling projects by purchasing a dumpster bag from local home goods stores and paying a \$75.00 work order fee. Dumpster bags containing up to 3,300 lbs of waste must be placed at the curb, free of obstruction, and with straps draped properly across the top of the bag. Bags not properly placed or over-filled cannot be picked up.

HOW AND WHEN WE PICK UP:

Customers have been assigned a weekly collection date based on their location. All solid waste in approved containers, yard waste, tree limbs, and bulky items should be placed for pick up on a customer's regularly assigned pick up day. All relocation waste and construction waste should be scheduled for pick up by calling (812) 256-3422 (press option 1 then option 4) or via our online web form.

Customers who miss their regularly scheduled pickup day or who need to schedule an occasional extra pick up due to excess solid waste may call the sanitation department to complete a work order. Extra pick-ups will occur on Fridays at a rate of \$10.00 per occurrence. For example: a customer forgot to put out his can for collection for his regular Wednesday pickup. He can call the Sanitation Department and arrange to have the can picked up on Friday for a \$10.00 fee. Or, a customer had out-of-town company or hosted a party and extra waste was produced that week making it impossible to fit it all into a can without overflowing. The customer can place her can for regular pick up then call for a second pick up on Friday for a fee of \$10.00. (Customers who find they need frequent extra pick-ups might consider leasing a second can.)

WHEN PLACING YOUR ITEMS AT THE CURB FOR PICKUP

Items must be placed properly for pickup. Sanitation crews are not required to pick up items that are poorly or improperly placed. Customers who regularly violate the ordinance may be subject to a penalty fine.

Trash cans must be placed at the curb with the front facing the street (arrow points the way). They cannot be over filled, blocked by cars, mailboxes, or utility poles. Overstuffed cans will not be picked up. All trash should be bagged to avoid spilling into the street. The City strongly encourages the use of dumpster bags when needed to help contain larger items.

Bulky items, yard waste, limbs, and dumpster bags must be free of obstruction. Do not place items within four feet (4') of obstructions. Items must be clear of overhead obstructions such as power lines and tree limbs.

Items cannot be mixed! Do not stack items such as limbs, garbage, or smaller waste on top of larger items.

Items including cans should be placed for pick up by 5:00 AM on the day scheduled for pickup. All trash cans should be removed from the street promptly. Customers are not permitted to leave trash cans at the curb on days other than their scheduled pickup.

HOW TO PAY YOUR SANITATION BILL



Payment is due by the 10th of each month. Customers may pay their bills in-person at City Hall or by placing payment in the external drop-box, or online at www.CityofCharlestown.com.

ITEMS THAT CANNOT BE PICKED UP BY SANITATION

The following items cannot be placed for pickup in approved containers or otherwise or be the subject of special collections, construction waste, or relocation waste. Customers who place prohibited items for pickup will be notified of non-compliance. Customers who place prohibited items in containers or dumpster bags will be in violation of the Sanitation Ordinance and will be subject to a fine of \$100.00 per prohibited item. These items include: Appliances, refrigeration units, tires, electronics (including televisions and computers), chemicals (including used oils, solvents and paints, and batteries).

SANITATION FEE SCHEDULE

- Weekly curbside collection of solid waste and yard waste, limb, and one bulky item per month: \$20.52.
- Extra bulky items over one per month: \$10.00 per item
- One-time lease fee for approved trash container: \$76.00
- Monthly fee for additional approved container: \$5.70
- Dumpster bag work order pickup: \$75.00
- Fee for placing prohibited item for pickup: \$100.00 per item
- Penalty for violation of ordinance: \$25.00 - \$100.00 depending on violation and frequency of non-compliance

ABOUT OUR SANITATION FLEET

Many of the policies and rules in place are designed to help improve efficiency of pickup based on the types of trucks that perform the work. Many of our loads go to different drop-off sites. For example, brush and natural yard materials go to one location while bulky items like sofas go to the landfill. The City of Charlestown Sanitation fleet currently includes a large one-armed truck, a small one-armed truck, a lightning loader for bulky items, and a brush truck for limbs and yard debris.

If you are unsure about what day your trash is picked up, give us a call at City Hall at 812-256-3422, or email CityHall@CityofCharlestown.com and we'll be happy to help!

