

WINTER HAVEN

The Chain of Lakes City

Garbage and Recycling Q & A (Effective July 11, 2011)

RESIDENTIAL GARBAGE COLLECTION

Q: *What days is my garbage picked up?*

A: Effective July 11, 2011, Winter Haven garbage and recycling routes are changing.

- For **City of Winter Haven** residents living **SOUTH** of State Road 542 (also known as Avenue G NW / North Lake Howard Drive / Central Avenue / Dundee Road): Garbage Collection is Monday AND Thursday; Recycling Collection is Thursday only.
- For **City of Winter Haven** residents living **NORTH** of State Road 542 (also known as Avenue G NW / North Lake Howard Drive / Central Avenue / Dundee Road): Garbage Collection is Tuesday AND Friday; Recycling Collection is Tuesday only.

City Zones	Garbage	Recycling	Yard & Bulk Waste
<i>Southeast</i>	Monday / Thursday	Thursday	Monday
<i>Southwest</i>	Monday / Thursday	Thursday	Tuesday
<i>Northwest</i>	Tuesday / Friday	Tuesday	Wednesday
<i>Northeast</i>	Tuesday / Friday	Tuesday	Thursday / Friday

Q: *Am I in the City Limits of Winter Haven or the unincorporated area of Polk County?*

A: If you have a green garbage container and blue recycling bin you are in the City. If you have a gray garbage container and yellow recycling bin you are in the County. If you receive a paper copy of your City of Winter Haven water bill you will see a charge for garbage services. If you are still uncertain, you may call Utility Account/Field Services at 291-5678.

Q: *Do we have to use a City approved container (wheeled-cart); and where do we get one?*

A: Yes, you are required to use City approved garbage and recycling containers. You may contact Account / Field Services at 291-5678 to order your new containers. The cost for one garbage container is \$68.00 and there is no charge for your recycling container.

Q: *What if the garbage container breaks?*

A: Your cart has a 5 year limited warranty that starts the day your cart is delivered. If your cart breaks, please call the Solid Waste Unit at 291-5756 to have it repaired. If warranty has expired, some repair charges may apply.

Q: *What time and where do we place our container?*

A: All garbage must be bagged and placed in a City approved container. Place your container close to the pavement edge or curbside no later than 7 a.m. on your collection day. Remove your container no later than 10 a.m. the next day.

Q: *What would be a reason my cart is not picked up?*

A: Carts cannot be filled beyond their capacity or weight limit of 200 pounds. Please do not place any grass clippings, brush, building material or bulk/junk waste in the cart; these items require separate disposal. Broken carts will be tagged by the driver with information on having your cart repaired.

Q: *Are there extra charges involved in other solid waste services?*

A: Yes, the City allows residents to set out 2 cubic yards or 15 bags of yard waste each week for free. Anything over that is charged in accordance to the fee schedule with charges appearing on your water bill. The City offers BULK (junk) pickup service. Fees for this service are applied to each individual item or per cubic yard of material. Call the Solid Waste Unit (291-5756) for more information.

NEW SINGLE-STREAM RECYCLING COLLECTION

Q: When will this new recycling plan start?

A: Effective July 12, 2011, a new single-stream curbside recycling program will begin. For residents living in the Northeast and Northwest sections of the City, your collection day is now on Tuesday; for residents living in the Southeast and Southwest sections of the City, your collection day is now on Thursday. Please have your recycling container curbside by 7 a.m.

Q: What does single stream recycling mean?

A: Single-Stream collection means you no longer have to spend time sorting or separating your recyclable materials. Simply place all recycling materials in your new recycling container (65 or 35 gallon cart) and wheel it to the curb or edge of pavement on your collection day.

Q: What do I do with my old bin?

A: Your old blue bins may be used inside your home to store your recyclables until you are ready to transport them into your new cart. If you no longer have a use for your bin just contact the Solid Waste Unit (291-5756) and it will be picked up.

Q: There are only two people at my home; is there a smaller cart I can use?

A: Yes. You may request a smaller 35-gallon cart. There are certain circumstances where some mobile home and patio home communities will continue to use the 16 gallon bins.

Q: What do I put in my blue recycling cart?

A: Paper products; newspapers, magazines, junk mail, office paper, cardboard, brown paper bags, phone books and paperback books. Plastic; milk jugs, plastic bottles and detergent containers. Glass jars, bottles, Aluminum, steel and tin cans.

Q: What are some of the things that I should not put in my recycling cart?

A: Containers with food waste in them, food tainted items (used paper plates, napkins), egg cartons, ice cream cartons, aluminum foil, aerosol cans, plastic cups and silverware. NO garbage or hazardous materials such as batteries, paint containers, fertilizer bags, light bulbs.

Q: When and where do I put my cart out?

A: Your cart needs to be placed curbside no later than 7 a.m. on the day of service. Your cart needs to be placed no more than 4 feet back from the roadway with 5 feet of clearance around it – the clearance allows the automated collection arm of the truck access to grab cart without causing damage to anything around it. The wheels of the cart are to be facing your home; this allows the lid opening to be the first part of the cart to enter the truck hopper which reduces the chance of material spilling out of the cart when it is being lifted.