

City of Highland

Trash Collection Guidelines



REPUBLIC
SERVICES

Sustainability in Action



CHANGES COMING

Service Guidelines Begin Monday, April 1, 2024

Service Information – Trash

- Trash is a once-a-week collection. Place your Republic Services trash cart out by 6 a.m.
- All trash must be bagged and placed inside a Republic Services trash cart. Bags/material placed outside of the trash cart and personal trash containers will not be collected.
- One 95-gallon trash cart is included with your service at no charge. Trash carts have a blue base with a blue or black lid.
- Delivery of the 95-gallon trash carts will be the weeks of February 26 and March 4.

Service Information – Recycling

- Recycling is an every-other-week collection. Place your Republic Services recycling cart out by 6 a.m.
- One 95-gallon recycling cart is included with your service at no charge. Recycling carts have a blue base with light blue lid.
- Delivery of the 95-gallon recycle cart will be the weeks of February 26 and March 4.

Service Information - Yard Waste

- Yard waste is a once-a-week collection. Yard waste is a yearlong service.
- Weekly yard waste will be limited to 8 containers. Acceptable containers are 32-gallon personal containers, paper/biodegradable bags, bundles of brush/branches no longer than (2) two feet in length and (2) two inches in diameter tied with string or twine. Weight limit of each container cannot exceed 50 lbs.
- Christmas trees more than (6) six feet tall must be cut in half. Christmas trees must be free of lights and decorations, and will be collected during the month of January.

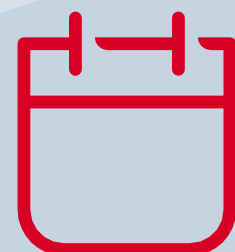
Proper Cart Placement

- Place your cart curbside by 6 a.m. on your collection day, 1 foot from the curb or edge of the street.
- Place your cart at least 5 feet from other objects, like trees, poles, fire hydrants, mailboxes, electrical boxes, cable boxes, etc., and at least 5 feet away from other objects.
- Please leave 5 feet between your recycling and trash carts.
- Don't lean anything against the cart or place your cart under trees or near utility lines.
- The cart should face with the arrows on the cart lid towards the street and the handle toward your house, with the lid closed.
- For safety reasons, please do not allow children to play in or around your cart.



Holiday Collection Service Schedule

There are six holidays that Republic Services observes: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. If a holiday falls on a weekday, all services on that day and the rest of that week will be delayed by one day. If the holiday falls on a weekend, there will be no delay in services.



Service Day and Cart Location

- The week of March 18, 2024, residents will be receiving a postcard from Republic Services identifying service day and cart placement.
 - Residents will either be serviced at curbside or in the alley.
- All services (recycling, trash, yard waste and bulk waste) will be serviced on the same day.

Additional Services

Bulk Pickup

- Bulk service collection may be scheduled on-demand by residents up to 4 times per year. Residents will be allowed up to 4 items per collection. Collection will be the same day as your trash collection day.
- Bulk service is included in your weekly trash service at no charge. Items must be scheduled through customer service by calling **618.656.6883** two business days prior to your collection day. Bags outside of your trash cart or recycling carts are not considered bulk items and will not be collected.
- Acceptable bulk items include carpet cut into bundles (bundles can't be longer than 4' in length and 24" in diameter and must weigh less than 50 lbs.) and furniture including chairs, couches, dressers, mattresses, tables, etc.
- Unacceptable bulk items include bagged trash, batteries, and automobile parts, fluorescent light bulbs, lead/oil-based paint, loose trash or trash in cardboard boxes, and yard waste.
- Unacceptable bulk items also include concrete, construction/home remodel debris of any kind, decking, drywall, fencing, kitchen cabinets, molding/trim, shingles, vinyl siding, etc. Residents may call Republic Services at **618.656.6883** for city pricing to remove this material.
- For appliance/white goods removal, please reach out to the City of Highland for instructions, or call JK Metal Recycling, **618.401.8485** to schedule.
- Electronic waste of any kind is unacceptable. Electronic waste includes TVs, computer monitors/accessories, and DVD/VCR players. Residents can email recycling@madisoncountyl.gov for free events, or call other licensed electronic waste recyclers.
- Bulk collection after the 4 on-demand are used will be \$50 for up to 4 items.

Additional Carts

- Can be leased for \$5, plus a delivery fee of \$15 and a removal fee of \$15.
- Call City of Highland for additional cart service.

Temporary Container Leases.

- Temporary container needs can be found on the City of Highland's website or call Republic Services at **618.656.6883**.

Senior Discount

- Highland residents age 65 and older are eligible to receive a 10% discount. Contact the City of Highland for more information.

Responsible Recycling Habits Matter

What you put in your recycling cart affects the entire City of Highland. Contaminated materials placed in your recycling cart may cause an increase in the monthly solid waste rates. Please only put the following items in your recycling cart.



How to Recycle Responsibly

- Do not bag your recyclable materials. Place them loose inside your recycling cart with the lid closed.
- Please make sure your recyclables are **empty, clean and dry** before placing them in your recycling cart. This reduces the amount of contamination at the recycling centers.
- If you are unsure if an item is recyclable, remember this: **When in doubt, throw it out.**
- Visit RecyclingSimplified.com for more information on recycling.

Frequently Asked Questions

What happens if my Republic Services carts are damaged?

If your Republic Services carts are damaged from normal wear and tear, please contact customer service at **618.656.6883** and we will repair or replace it promptly, free of charge. Cart damage due to negligence from a resident could result in costs toward a replacement cart.

What if I have a medical condition that prevents me from getting carts to and from the curb?

Residents with a medical condition that prevents them from transporting carts to and from the curb can contact customer service to receive assistance, **618.656.6883**. Customer service will instruct the resident on how to proceed.

Can I continue to use my personal trash containers for trash collection?

No. All trash material must be placed in a Republic Services cart. Personal containers can be used for yard waste.

In the event of a missed collection, what do I do?

Residents can contact Republic Services via our mobile app or call customer service at **618.656.6883** to report a missed collection. Missed collections will be recovered no later than next business day.

How do I dispose of my personal container?

Republic Services will dispose of your personal containers on the following dates: March 18 & 19 and March 25 & 26. Personal containers must be free of trash and must be clearly marked 'Remove'. Any personal cart disposal needed after this time frame will count as a bulk pick up and must be scheduled by calling customer service at **618.656.6883**. Watch for this advertisement on the City's website and in your local newspaper.

Is my billing changing?

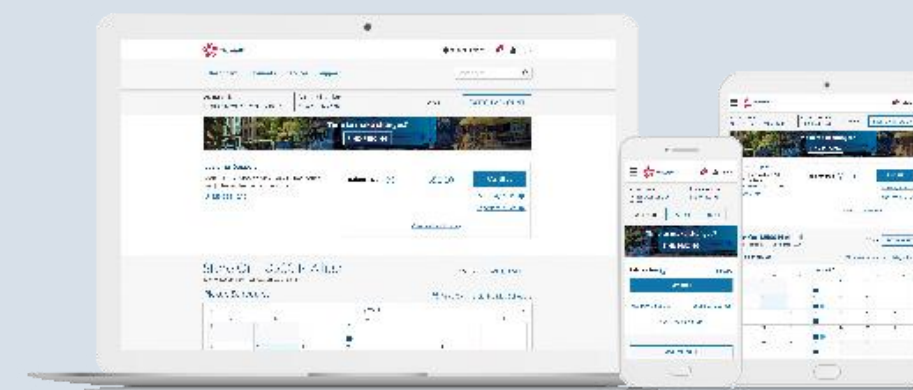
Basic services of recycling, trash, yard waste and bulk collection will continue to be invoiced by the City of Highland.

What do I do if my weekly trash doesn't fit into the 95-gallon trash cart?

Residents generating more waste than what fits into the 95-gallon trash cart will need to lease an additional trash cart from Republic Services. Cost is \$5/month/cart and \$15 delivery fee. Residents will be invoiced by City of Highland for this service.

Simple account access. Anytime. Anywhere.

Manage your account from home or on the go with the Republic Services app. Visit RepublicServices.com/Account to access your account or download the app, so you can:



- ✓ Schedule a pickup
- ✓ Find new products and services
- ✓ Repair a cart
- ✓ And more

Please wait to set up your online account until you have received your first invoice.



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