

At a Glance....

Please contact the Refuse Department at (757) 514-7630 to:

- ◇ Order a trash container
- ◇ Order a recycling container
- ◇ Schedule trash can repair
- ◇ Report missed trash or recycling
- ◇ Report a missed special collection
- ◇ Verify trash or recycling schedule
- ◇ Reserve a 14 cubic yard roll-off container
- ◇ Confirm holiday collection schedule
- ◇ Inquire about additional information regarding household and bulk collections



Please visit the City of Suffolk website at <http://www.suffolkva.us/> to:

- ◇ Obtain the current year's holiday schedule
- ◇ View collection maps
- ◇ Obtain Refuse and recycling information
- ◇ Read Frequently Asked Questions (FAQ)
- ◇ Read about Recycling collection day

For questions regarding the REFUSE COLLECTION FEE, please call (757) 514-7630 or email

refusehotline@suffolkva.us



Residential Refuse & Recycling Information

Department of Public Works



Refuse Department
757-514-7630

**** Please note as of FY20 there has been a fee increase due to a higher disposal rate****

General Information

This brochure is provided to explain the City's policies and procedures on waste collection for all property owners with City collection service. Please take the time to read it and keep it in a handy place for future reference. Your cooperation and compliance are very important in our on-going efforts to keep the City clean, while providing a quality and cost effective service.

Collection Days and Times

All residences within the City having public roadway access receive collection for household refuse weekly. Curbside recycling collection is every other week, on the same day as trash collection. The cost of these services is \$ 21.30 per month, billed twice each year on your real estate tax bill.

Solid waste and recycling containers must be placed at the curb in the public right-of-way to receive City collection services. Please place all containers in a central location at the curb or street line *no earlier than 5:00 pm* on the day before scheduled collection and *no later than 7:00 am* on the day of collection. Collection begins at 7:00 am each day. Empty containers must be removed as soon as practical except commercial containers in our Downtown Business District, which must be removed by 10:00 am the day of collection.



Containers

The solid waste collection container remains the property of the City of Suffolk. It is your responsibility to **keep the container clean and odor free**. Residents are encouraged to label the container with the street address.

Place the container in accordance with the arrows on top of the lid to accommodate dumping by automated vehicles.

In order to be emptied, containers must be placed at least **6 feet away** from vehicles, trees, poles, fences, mail boxes, fire hydrants and other obstructions. Ensure that the area above the containers is clear of all obstacles, such as low hanging branches or power lines.

All household waste must fit inside the container provided by the City and the lid must be closed.

A one-time fee of **\$70.00** is required for each container. **Up to three (3) containers may be emptied on the scheduled collection day**. For additional containers or to arrange repair of a damaged container, please call (757) 514-7630.

Special Collections

Bulk Waste and Yard Waste

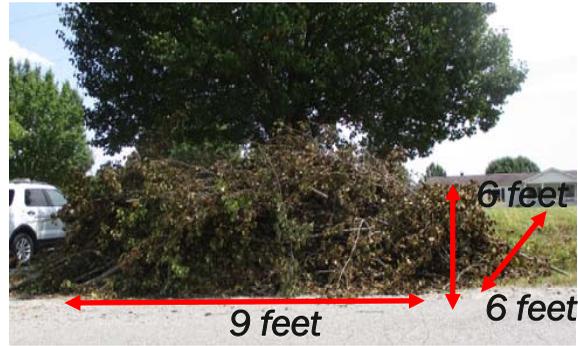
Special collection refers to the removal of large bulky items that are too large to fit in the container, including appliances, furniture, mattresses, yard waste, debris and boxes. *Bags of household trash outside of the container will not be collected.*

The City will provide 12 special collections of 12 cubic yards (6'X6'X9') or less per year at no additional charge. Logs must not exceed 24" in diameter.

It is not necessary to schedule these collections. Place items curbside **no earlier than 24 hours** before your regular refuse collection day. *Any item placed outside of the trash container for removal by the Refuse Department will be considered a Special Collection. Only one pile of 12 cubic yards or less may be placed curbside on your scheduled collection day to be collected as one of the 12 free collections.* Additional collections or collections larger than 12 cubic yards but less than 24 cubic yards may be collected for a fee. Residents who desire additional bulk or special collections must contact the Refuse Department at (757) 514-7630 to schedule the pickup and arrange payment.

- 1 to 12 cubic yards \$ 47.50
(after 12 collections have be used)
- 13 to 24 cubic yards \$ 47.50
(before 12 collections have be used)
- 13 to 24 cubic yards \$ 105.00
(after 12 collections have be used)
- Evictions \$ 170.00

Example of 12 Cubic Yards



Yard Waste Containers

For larger quantities of yard debris, 14 cubic yard containers are available for a fee on a first-come, first-serve basis. Tree limbs must be less than 24" in diameter and must fit completely into the container. Containers may not be used for clearing of vacant lots. The containers may be scheduled for a 24 hour period on weekdays for \$120.00 per day; containers delivered on Friday are picked up on Monday for a fee of \$170.00 per weekend. Please call (757) 514-7630 well in advance of your need to use the container for scheduling and additional information.



Recycling

The City in partnership with TFC Recycling, provides curbside recycling to Suffolk residents. Recycling is collected every other week, on the same day as your scheduled trash collection. To request a recycling container or repair, verify your recycling schedule or, for more information, please call (757) 514-7630.

For your convenience, in addition to curbside recycling, there is a drop-off convenience site near the Municipal Center located in the parking lot in front of 440 Market Street in downtown Suffolk.



Get rewarded for recycling! Register your recycling container at www.recyclingperks.com and each time your recycling is collected, you will receive points that can be exchanged for valuable coupons and discounts.

Alternative Disposal Opportunities

- ✓ As a citizen of Suffolk, you can take many of your bulk items (including tires) and extra household trash to SPSA's Regional Landfill (up to 12 times per year) for FREE, as long as it is in a non-commercial vehicle. For hours of operation and more information, you may reach the landfill directly at (757) 961-3683.
- ✓ Instead of filling the landfill with furniture, appliances, electronics and other debris, - **RECYCLE**. Utilize the many volunteer organizations that have free drop off boxes and door-to-door pickup and metal recycling companies who will pay for your items when delivered.

Exceptions

Items listed below are **not** accepted in the City automated trash container, the blue recycling container, 14 yard roll-off container or as a special collection.

- ✗ Paint products, pesticides, automotive products, household cleaners, solvents and other chemicals.
- ✗ Waste from land-clearing operations, such as rocks, dirt, mulch, sand, bricks and concrete. Remodeling debris such as shingles, asbestos and drywall, etc; disposal is the responsibility of the resident.
- ✗ All automotive parts, including tires, are unacceptable for collection and should be taken to a junk yard or auto parts dealer.
- ✗ The City does not collect any contractor produced waste, including, but not limited to, waste from construction, repairs, remodeling, demolition, tree removal or pruning. It is the responsibility of the contractor to dispose of the waste.
- ✗ Oil drums and propane tanks. Contact a local oil company or salvage company for assistance in disposal.
- ✗ Many locations that sell automotive oil will also accept used oil for recycling. Check with the nearest dealer when it's time for disposal.
- ✗ Dangerous items, such as broken glass or sharp objects pose a hazard to solid waste personnel and will not be collected outside of the container.