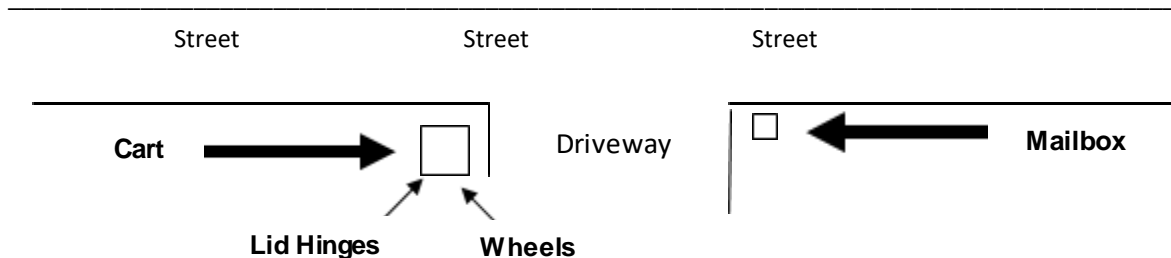


## SANITATION REMINDERS

Thank you to all of our residents during this transition from GFL to City of Hiram servicing your sanitation needs. We have changed from what originally was a one day route to a four day route. We ask that you place your can(s) at the curb no later than 6:00am on your service day. Service days are posted alphabetically on our website. Can placement is also a critical component on your service day. Please review the information below about placement and what items are acceptable and not acceptable in the sanitation cans.

### CAN PLACEMENT DIRECTIONS FOR PICKUPS

We currently have two trucks in service, a rear-loader and one with a mechanical arm on the curbside that is used to pick up carts and dump trash into the truck. Do not be alarmed if you see only one side of your street collected. Service is provided on the curbside for safety reasons. Proper cart placement is **extremely important**. Carts should always be placed at least **five (5) feet away from any object** (trees, posts, mailboxes, shrubs, cars etc...). Once the cart is placed at the curb, **the wheels and lid hinges should be closest to your house**. Please refer to the diagram below to help understand proper cart placement.



Also please note the following:

- ONLY HOUSEHOLD WASTE IS ALLOWED IN YOUR TRASH CAN.
- Trash MUST be bagged, tied off and placed inside of the can(s) for disposal. Items outside of the can will not be serviced.
- Yard debris is not considered waste and will not be serviced at this time.
- In the event your address does not receive service for a reason other than one listed, including cart placement, please contact Customer Service so we can schedule a return pick up the next day.
- If your sanitation requirements are more than what one can will provide, please contact Customer Service for an additional can(s) to be added to your account.

The following items are NOT acceptable for our trucks to service and will require you to dispose of:

- **Construction Materials** – sheetrock, lumber, roofing materials, plumbing, electrical, paint, tile, etc.
- **Flammable or Combustible Items** – gasoline, oil/gasoline mix, automobile oil, helium tanks, oxygen tanks, etc.
- **Outdoor Items** – trampoline, pools, basketball goals, swing sets, bicycles, grills, patio furniture, etc.
- **Yard Waste** – landscaping type materials, tree trimmings, grass clippings, dirt, rocks, bricks, leaves, etc.

It is the goal of the City of Hiram, to start other types of sanitation services (yard debris, large items) when possible at a later date. Service centers are restrictive to the acceptable items in a truck's load, which is the reason these guidelines must be followed regarding appropriate items on your trash day. Our primary goal is to provide efficient and timely removal of your household trash, but we look forward to adding these other options separately in the future. For assistance in removing these type of items, you can google any of the various companies that offer to haul these items for you.

# HAVE QUESTIONS REGARDING SANITATION? FIND YOUR ANSWERS HERE...

## GARBAGE PREP FOR PICK UP DAY

Follow the steps below to make sure to put the right items in the cart, and the cart at the right place

Step	Description
<b>1. Prep it</b>	<ul style="list-style-type: none"> <li>• Bag garbage before placing it in the cart to assist with pickup and keep your cart clean. This lessens odors and reduces litter problems during service.</li> <li>• Do not pack trash tightly in your container.</li> </ul>
<b>2. Use the right cart</b>	<ul style="list-style-type: none"> <li>• You should only use a City of Hiram assigned can</li> </ul>
<b>3. Place your cart curbside (the right way) on your collection day.</b>	<ul style="list-style-type: none"> <li>• Place garbage cart(s) a few inches from the curb or edge of the street, not in the street.</li> <li>• Keep cart(s) at least three feet from other objects (i.e. vehicles, mail boxes, fences, power lines).</li> <li>• The lid on a full cart should not be open more than 12 inches. This eliminates spillage during the service of the can.</li> <li>• Position carts so that the cart handle faces your house (see arrows on the lid). This will ensure the lid opens properly and is not damaged when emptied.</li> <li>• Cart(s) need to be placed at the curb no later than 6:00am on your scheduled service date.</li> </ul>
<b>4. Move your car if needed</b>	<ul style="list-style-type: none"> <li>• You should not park on the street on collection day. Parking on the street may prevent us from servicing your cart.</li> </ul>
<b>5. What CAN go in the Trash</b>	<ul style="list-style-type: none"> <li>• Normal household refuse/waste.</li> <li>• Ashes or sawdust, thoroughly wet.</li> <li>• Broken glass wrapped securely in multiple layers of newspaper.</li> <li>• Animal wastes wrapped in newspaper or plastic bags.</li> <li>• Hazardous materials containers that are empty and dry and five gallons or smaller in size.</li> </ul>
<b>6. What can NEVER go in the Trash</b>	<ul style="list-style-type: none"> <li>• Liquids of any type. The refuse/waste in landfills must be as dry as possible.</li> <li>• Hot coals, ashes or lit cigarettes.</li> <li>• Building and construction debris (dirt/rocks, tree trunks, carpets or large scraps).</li> <li>• Furniture, appliances, or auto parts to include, but not limited to; water heaters, household appliances, computers, iPads, cell phones, TV's, couches/chairs, tires, car parts (bumpers, doors, fenders, engine blocks, batteries...), or any items over 50 pounds.</li> <li>• Unwrapped sharp objects (broken glass should be well-wrapped in newspaper before placing it in the trash.)</li> <li>• Household Hazardous Wastes (paint, cleaning fluids, motor oil, insecticides, solvents, acids, gasoline, pool chemicals, highly flammable liquids, radioactive materials, or toxic chemicals).</li> <li>• Sharps including needles, syringes, lancets and other self-injection devices. Medical waste from home health care services along with the listed items may require special disposal. Talk to your doctor or provider about disposal instructions.</li> <li>• Universal waste (all types of consumer batteries, electronics, fluorescent light bulbs, and mercury containing items such as thermometers and thermostats).</li> <li>• Bulky Items – any item too large for a standard trash cart.</li> </ul>

Not sure of your pick up day, please check our [Service Date by Address Form](#)

## **WHY THE GARBAGE TRUCK DIDN'T TAKE THE GARBAGE**

So, your trash didn't include any of the prohibited or bulky items, but it still wasn't collected. Here are some of the most common situations.

### **1. The Garbage Truck Couldn't Access the Cans**

Sometimes it's not that the garbage truck skipped your house, but rather that it couldn't access the garbage. And this could be for any number of reasons; a car parked in front of your bins, they were placed too far away from the curb or tree branches blocking the cans from being lifted.

Oftentimes, in the event a situation occurred that did not allow for your can to be serviced, a tag will be placed on the can, noting why the collection could not happen. Some of the issues leading to a missed garbage pickup can include:

- Lids not closed far enough down, due to the trash being packed in too highly.
- Items blocking access (e.g. basketball hoops or cars)
- Carts are set out improperly.
- Not having 2-3 feet between carts.
- Too close to mailboxes, trees, bushes or power lines.

### **2. The Trash Was Put Out Late**

Usually, the garbage truck will come around the same time each week. However, if they have a larger route due to a holiday week or unforeseen circumstances, the timing can vary. If you get your cans out after the garbage truck has rolled through, you will be required to wait until your next scheduled pick up date.

### **3. Your Container Was Overloaded**

While our sanitation workers are not going to measure and weigh your cans, they can fairly accurately tell if a can is too heavy due to the items packed in. If your can cannot be safely lifted to be dumped, it will not be serviced. It is recommended that if you have more trash consistently that can fit into one cart, you will need to request a second can to be added to your bill.

### **4. Additional Bags Were Left Outside Of the Cart**

For sanitation to be serviced, it must be bagged and placed inside the cart. Any bags that are placed outside of the cart, will not be serviced.

## **WHY THE GARBAGE TRUCK DIDN'T COME**

Sometimes, the garbage truck did not skip your house. Rather, it just didn't come that day. But there are still some cases where the garbage man didn't stop at your house for a specific reason. Here are a few of the reasons that the garbage truck may not have stopped on your typical collection day.

### **1. Holiday Week**

For Holidays that are officially observed by the City of Hiram, resulting in the offices are closed during business hours, sanitation services will not occur on these days. Based on the Holiday, services normally will be pushed back by one day. All changes to a Holiday week's pick up schedule will be posted on the City of Hiram's website the week before the Holiday.

### **2. Weather Delay**

If the weather presents a danger to the garbage collectors or the company's equipment, services will often be delayed. These delays will be posted on the website based on situation at that time.

### **3. You Forgot To Pay Your Bill**

Sanitation is billed quarterly, in advance of the service dates the bill is for. All payments are to be received by the 15<sup>th</sup> of the month following the billed dates in February, May, August and November. If payment is not received, your account will be suspended for non-payment and service will not resume until payment has been received. Accounts that remain unpaid for two continuous bill cycles, will be closed, the deposit applied towards the outstanding balance and the can will be picked up. Once payment is received, your account will be reinstated and services will resume as normal.

### **4. Human Error**

It happens. Sometimes the garbage truck skips your house. It's not done maliciously, but it does happen. Most often, it is because you are new to a route, the routes have changed or there is a new driver working in your area. Just give Customer Service a call at 770-943-3726 ext. 2001 and they will do their best to remedy the situation either the same day or the very next.

## **Remember, No One Wants Garbage Sitting Out**

You don't want your garbage sitting on the curb and your garbage collectors don't want to collect double the trash the following week. As long as everyone works together, trash collection can go smoothly and keep everyone happy.