Residential Refuse Collection Services

On behalf of the Public Works Department, Welcome to the City of Hendersonville.

This letter is to inform you of the City's solid waste disposal contract and its current regulations. Allied Waste is our current contractor for this service. The Contract provides residential solid waste disposal for all one and two family dwellings on individually purchased lots within the city limits of Hendersonville. **Service is twice per week at your backdoor. Cans must be reasonably accessible, and cannot be on a porch or inside a garage or building.** Starting time for each day is 6:00 a.m. There is no specific finish time but all customers must be serviced on their scheduled pickup day. Holiday schedules are published in the Star News, run on the local cable access channel, and are also available on the City's News ! page.

Residents are required to furnish their own trash cans, with no limit to the number of cans you may use. Cans are to be maintained in a clean and sanitary manner, must be water-tight, constructed of metal, plastic, rubber, or other standard materials. **Cans shall not exceed thirty two (32) gallons** in size and shall not weigh more than **seventy five (75) pounds when full**. Should you have excess trash that will not fit inside the trash can you must place it at the curb, in a bag, box, or bundle for pickup. Large items or bulky items such as furniture, appliances, hot water heaters, etc. are picked up at the curb on your regular scheduled pickup day. Building materials, automobile parts, and/or hazardous materials are not included in the residential trash disposal contract. A full hazardous waste collection is usually held in October.

We strongly suggest that should you use trash cans or similar containers for storage purposes (dog food, pool covers, tools, etc.), that these containers be kept inside a storage shed so as to avoid confusion, realizing that the trash collector is to empty all containers that meet the above noted requirements.

Your regularly scheduled service days are **Mondays and Thursdays**. Please contact the Public Works office if you have any questions about your scheduled pick up days. A map of scheduled trash pickup days can be viewed here.

If you are a new resident and would like to begin refuse pickup, please e-mail Refuse Regulation with your name and address, and please specify if your home is new construction (has not previously had refuse pickup). If we may be of further assistance, please feel free to **call 822-1016** or come by our offices located at City Hall, 101 Maple Dr. North.

Maples HOA Article VI; Section 15: All areas for the storage of garbage cans shall be so screened as to not be visible from any street within the development. If you experience a problem with back door trash pick-up please call **Public Works** and leave a message on the recorder and they will pick-up the following day. You may experience this problem more than once; please call to report a problem with yourtrash pick-up with every occurrence. If the problem continues please contact Maples HOA at 822-3974. The manager will address this problem with the city.