



VESTAVIA HILLS



WASTE COLLECTION GUIDELINES

Getting Started

If you are a new resident, the first thing you'll want to do is make sure you have both a garbage and a recycling cart. Residential waste collection* is included as a municipal service covered by your taxes. Get off to a good start by downloading the Vestavia Hills Action Center app, a tool you can use to start your service, request a special pick-up (for all those moving boxes and your yard trimmings), and more.

Choose "Start garbage and trash service at a residence" from the Action Center request menu, or call Public Services at 978-0150 to start service.

To know your pick-up days, see "Garbage vs. Trash" below.

*Businesses should contract with a waste collection agency of their choice.

Vestavia Hills Action Center

The Vestavia Hills Action Center is a convenient way to make requests or make reports of areas needing maintenance. Download the mobile app on iTunes or the Google Play store, or visit our website <http://vhal.org/action-center/>.

When you make a request in the Action Center, you will receive two confirmations. The first one shows that your request has been received. The second one shows that the City has made a response. If your trash and debris pick-up request is not completed within 10 days, please contact the City either through the Action Center or by calling 978-0150. If the subject line of an email or in a voice message, please include "Past 10 days" and the address.

Placement of Items for Collection

Proper placement checklist:

- Not on or in the right-of-way (including sidewalks)
- Not on a storm drain cover
- Not further than 4 ft from the curb
- Not under a low utility line or similar, e.g. tree branches
- Not near an obstruction, e.g. wall, hedge, parked vehicle

Please also keep in mind that vehicles parked near where items are placed will also prevent collection of items.

Carts	<p>The garbage and recycling carts belong to the waste contractor. When you pay for an extra cart, you are actually paying for the extra service. You are allowed 2 garbage carts and 2 recycle carts without extra charge. If you move, you should leave your carts at the residence.</p> <p>Garbage carts come in one size (96 gal), and recycling containers are either a large (96 gal) or small (35 gal) wheeled cart. Curbside recycling is only available at single family residences. It usually takes about 3-4 business days from when your request is submitted until your cart is delivered.</p>
Garbage vs. Trash	<p>Garbage includes your day-to-day household garbage; “trash” is defined as everything else. Small trash piles that could be collected by hand (“hand piles”) should be placed in the cart for pickup either collection day.</p> <p>To know your pick-up days, refer to the list found at www.bit.ly/VHGarbageSchedule. Although not required, it is helpful to alert the City if you have a large trash pile. (Don’t forget the Vestavia Hills Action Center app!) It usually takes 7-10 days from the time your request is submitted until the pick-up takes place.</p> <p>Containers and items for pick-up should be placed to the curb by 6:30 a.m.</p>
Moving Boxes /Packing Materials	<p>Moving boxes should be broken down, and the packing materials should be bagged. These should be placed to the curb as "trash" on your second garbage day. If you have a large pile, it is recommended that you notify Public Services of the special pick-up.</p>
Items/ Materials NOT Accepted	<p>The following materials are not accepted for pick-up: blocks, bricks, concrete, piles of dirt, and tile. For similar items not listed, residents should call 978-0150 to check whether the items are eligible for pick-up. Glass doors should be prepared before placing to the curb by first breaking the glass out and putting it into a cardboard box.</p>
Misc. Items	<p>Batteries – Alkaline batteries may be disposed in regular household garbage. To recycle batteries, take to any Batteries Plus retail location.</p> <p>Light Bulbs – Long fluorescent bulbs should be placed in a box and put out beside the garbage cart.</p> <p>Hazardous Materials – If there are bulbs, batteries, or other materials you wish to dispose of in a hazardous materials event, please contact the local ADEM office or Alabama Environmental Council for information. See “Hazardous Waste” below. Starting 2017, the City has two hazardous waste collection days.</p> <p>Medications – Please consult your local pharmacy to inquire whether liquid medications may be poured down the drain. Solid medications may be dropped off at the Police department at Vestavia Hills City Hall and the VHPD substation located in Cahaba Heights. For more information, please call 978-0124.</p> <p>Mattresses – see “Carpet, Old Furniture, and Mattresses” below.</p> <p>Televisions – see “Appliances” below.</p>

Work by Contractors	Landscaping, tree, remodeling, demolition and other construction, etc. contractors should remove the debris from the job site. If you order this type work to be done, make certain to communicate this responsibility to the contractor.
Trees & Large Yard Debris	If you hire a contractor for tree work, he is responsible for removing the trees and debris. For large trimmings (e.g. limbs, bamboo) and trees you cut yourself, your debris should be cut into sections no larger than six feet in order for it to be picked up by our contractor.
Small Yard Debris	Small yard debris, e.g. leaves, pine straw, small trimmings, is trash that should be bagged. It may be placed in your garbage cart. For bagged leaves or debris, <ul style="list-style-type: none"> • Less than 15 bags will be picked up by the garbage truck on your <u>second</u> garbage day (Thursday or Friday, depending on your address). • More than 15 bags will be picked up by the boom truck within 7-10 days. • No single bag or container should exceed 50 lbs. • All bags and containers should be placed curbside by 6:30 a.m. on your collection day.
Don't Put Debris into Ditches and Storm Drains!	Clogged drainage ditches cause grief for everyone and cost the City in terms of environmental fines and diverting our personnel from other tasks such as filling potholes. Please do not dump or blow debris into ditches and storm drains, and be sure your landscape contractor knows such debris should be bagged. If you witness dumping or someone blowing debris into a storm drain, please report it <i>while it is happening</i> by calling 978-0140.
"Boom" Piles	Large piles should be picked up by a "boom" or "bucket" truck. It is recommended that residents send an Action Center request or call in "boom" piles. The "boom" truck is for piles of debris, large stacks of trees/limbs, or heavy, bulky items which are typically too large for a single person to collect by hand. More than one trip may be required to collect a large boom pile, due to limits on the amount that can be collected per trip and/or insufficient space in the truck. Mattresses queen size or larger are picked up by the "boom" truck and should be reported by placing a "Trash and Debris" Action Center request or by calling 978-0150.
Recycling	Curbside recycling is provided to single family residences. The pick-up day for recycling is Wednesday. There are no drop-off facilities within Vestavia Hills, but there are several within the Birmingham area. For more information, contact the Alabama Environmental Center at (205) 252-7581. Please rinse containers and do not put contaminated items in the recycle cart. Acceptable materials and preparation are as follows: <ul style="list-style-type: none"> • NEWSPRINT & PAPER - Newsprint, office paper, computer paper, phone books, magazines, envelopes, file folders and junk mail are recyclable. Tissue products, paper towels, paper that has been in contact with food products, wax coated paper and paper cups are not recyclable. • METAL CANS - Aluminum and bi-metal cans are recyclable. Rinse thoroughly. It is not necessary to remove labels. • PLASTIC – No shopping bags (grocery stores commonly have containers to accept these). Plastics numbers 1 and 2 will be accepted in our curbside recycling program. Please examine all plastic items and look for the recycling symbol (three arrows arranged in a circular pattern). The number will be inside the recycling symbol. If there is not a recycling symbol please do not place it in your recycling cart, but rather in your household garbage. Remove and discard lids, rings and rinse. Containers may be crushed.

- **CARDBOARD**- Cardboard container boxes, food containers made of light cardboard materials, and shoeboxes are all recyclable. **No wax-coated or contaminated cardboard is accepted.** Bulk cardboard such as moving boxes which do not fit in the recycle cart should be broken down and placed to the curb as trash.
- **GLASS** - No glass of any kind is accepted.

Appliances The City can pick up old appliances. We also encourage you to consider recycling old appliances by contacting e-recycling services, e.g. Advanced Technology Recycling, and local thrift agencies. . Old television sets can be picked up by our waste contractor. Please make a “Trash and Debris” request if it is too large to be picked up by one person.

Appliances with coolants should be drained and tagged by a qualified technician before being placed for pick-up. Secure doors, e.g. tape closed, to prevent children from becoming entrapped.

Paint Discarded paint should be prepared for pick-up by filling the cans with kitty litter or sand, leaving the lid off. When it is dried, place it to the curb with the lid off.

Carpet, Old Furniture, and Mattresses The City can pick up old carpet; but, please remember if a contractor is hired, then it is his responsibility to remove the old carpet, remodeling debris, etc. It is helpful if you alert the City through the Action Center when you have a bulky item to be picked up. At the time of this writing, no local nonprofits accept donations of mattresses. When placing pickup requests for mattresses, please note the size and whether there are also box springs.

Carcasses For carcasses that are on private property, homeowners are responsible for bagging the carcass and placing it to the curb for pick-up. Carcasses that are on the street are picked up by our Public Services Department. Please alert the City through the Action Center or by calling 978-0150.

Sharps Sharps are needles, broken glass, and other materials with the potential to cut or puncture. Please be considerate of the safety of the waste contractors by ensuring sharps are properly prepared. Secure needles in a medical container by running tape across it to ensure the needles can't fall out. **Republic Services offers a sharps program. For information, visit RepublicSharps.com.** If you don't have a medical container, place them in a glass jar or milk carton with the needles broken off. Broken glass and other sharp materials should be enclosed within a cardboard box before it is placed into a garbage bag or in the garbage cart.

Hazardous Waste The City does not accept hazardous waste as part of regular waste collection. Starting in 2017, there will be two hazardous waste collection days, one in the spring (around May) and the other in the fall (September, with E-recycling). If at other times you have questions about disposing a hazardous material, please contact the Alabama Department of Environmental Management at the Birmingham Field Office, (205) 942-6168. For information about hazardous waste disposal events and other recycling options, please contact the Alabama Environmental Council at (205) 252-7581 or www.aeconline.org.

E-Recycling & Shredding The City typically holds one e-recycling/shredding event each year, usually in September. Please read our *Community News* and other local news publications for information about time, place, and guidelines. For sample details, visit www.bit.ly/3rdHelpingHands.

Curbside vs. Backdoor Service Backdoor garbage service is available for residents with certified medical reasons and for those who elect to pay a fee for this service. Backdoor service is for garbage only, not recycling.

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If you are physically unable to manage the garbage cans, the City will provide you with backdoor service free of charge. To qualify, you should meet the following requirements:

1. Secure a written statement from your physician that you are unable to manage the garbage cans yourself.
2. Be certain to include your name, address, and telephone number.

Backdoor service is also available to any resident willing to pay a service fee. For more information, contact Jennifer Swann at jswann@vhal.org or (205)978-0150.

Holidays

There will be no waste collection service on the holidays listed below. When on “holiday schedule,” the garbage pick-up is delayed by one day from the day of the holiday through the end of the week (with normal Friday pick-up taking place on Saturday). Recycling should be put out the following week. The normal pick-up schedule resumes the Monday after the holiday.

- New Year’s Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

My Special Event

If you plan to “spruce up” for a special event at your house, please keep in mind that special pick-ups usually take place 7-10 days from when they are requested. If you place a something out a couple of days before your scheduled date, there is no guarantee we will be able to make the pick-up before your event.

Seasonal Delays

When strong storms occur or foliage is heavy, please be patient, as there are usually more and larger pick-up requests than usual. During these times, pick up may take longer than the typical ten days.

Do I Have to Call in a Pick-Up?

It is not required to call to have your trash picked up, but it is helpful to let us know when you have placed a medium to large pile to the curb. Particularly if your pile is larger than what a single person could collect by hand, it is recommended to call/place an Action Center request for pickup. This helps our contractor plan routes so that your trash is collected in a timely manner.

Questions and Issues

If you have a question about or issue with the waste collection service, please contact the City of Vestavia Hills, either through the Vestavia Hills Action Center or by calling 978-0150. Trash and Debris and related requests placed via the Action Center go directly to the waste contractor.

Our waste contractors serve several communities, and if you contact the contractor directly, the person you speak with may not be familiar with the guidelines for Vestavia Hills – especially as contractors change from time to time. Additionally, the crews on the street have a pick-up list and may not be able to respond to your immediate request if you approach them during pick-up. To ensure you get the right information and to allow the City to monitor the fulfillment of requests, we ask that you contact us rather than the waste contractor.

THANKS!

We appreciate you for taking the time to review these guidelines and for your cooperation in helping us make waste collection operate smoothly for all.
