

CITY OF HENDERSONVILLE
**Environmental
Services
Resource
Guide**

Garbage
Recycling
Bulky Waste
Yard Waste
Business Services
Multi-Family Dwelling Services
Household Hazardous Waste



H e n d e r s o n v i l l e , N o r t h C a r o l i n a

General Information

For the latest information, call the Public Works Department at 828-697-3084 during regular business hours or go to the City of Hendersonville's website at www.hendersonvillenc.gov/public-works

Approved Roll-out Carts

- All waste and recyclables must be placed in City-provided, approved roll-out carts.
- Roll-out carts are property of the City and assigned to your address. Leave all roll-out carts at the residence if you move.
- Do not damage or deface assigned roll-out carts.

Stolen cart replacement fee of \$100 may be applicable. Damaged cart replacement fee of \$100 may be applicable.

Proper Cart Placement

- Position wheels toward the street.
- Do not block driveways or sidewalks, fire hydrants, parked cars, etc.



NO! These Items are NOT Collected at the Curb

- Hot ash
- Hazardous waste (undried paint, paint remover, solvents, gasoline, kerosene, pesticides, herbicides, motor oil, brake fluid, antifreeze, batteries, fluorescent tubes, and compact fluorescent bulbs)
- Unsecured glass
- Sludge

Holiday Schedule or Adverse Weather Schedule

- Holidays often result in changes in collection day and cart set-out date. Holiday collection schedules are available on the City web site.
- When icy roads make it unsafe for collection trucks to travel on residential streets, collection services will be suspended. Collection will resume once road conditions are safe and will proceed in a pattern that causes the least disruption and inconvenience to customers.
- The City's phone messaging system is used to alert customers of changes in collection schedules. Registration to this free notification service may be found on the City website at www.hendersonvillenc.gov and look for the sign up for alerts icon on the front page. Updates are also made on our Facebook page.

Special Collection Service

- Special collection service for garbage and recycling is available for customers who are physically unable to place their roll-out carts at the curb, and no person who is physically able resides or is employed in the home.
- A statement from your physician verifying your impairment will be required to receive rear yard service.
- Multiple cart customers are not eligible for special collection service.
- All garbage must be in tied plastic bags before placing into the roll-out garbage cart.
- If you are physically unable to place your roll-out carts at the curb, call 828-697-3084.

Overview

Special item recycling is provided by the Henderson County Solid Waste Division. Please visit www.hcrecycles.org or call Environmental Programs at 828-694-6524 for more information.

Electronic Waste

- The State of North Carolina has banned electronic waste (e-waste) from N.C. landfills.
- E-waste includes: televisions, computers and computer components such as printers, keyboards, etc. Anything with a circuit board such as electronic games, cell phones, radios, stereo systems, etc.
- All televisions and computer monitors must be recycled at the Henderson County Transfer Station (please see www.hendersoncountync.org/engineering/solidwaste/ to reference associated fees).
- All other small peripheral electronics can be recycled at the Convenience Center.
- Visit www.hcrecycles.org for program updates.

Clothing & Shoes

- No pillows, rags, comforters, or wet/mildew items.

Leaves (Oct 1 - Dec 31)

- 5 bags per day per household. Empty bags into dumpster and dispose of bags. No clippings, limbs or brush.



Used Oil, & Oil Filters

- Automotive products - Anti-freeze, Oil filters, motor oil and batteries. 5 gallon limit. Recycling also available at many of the retail locations that sell these items.
- Used cooking oil - 3 gallon limit
- Do not place used oil filters into your garbage or recycling cart.
- Do not drain oil filters into your used oil garbage or recycling roll-out cart.
- If you are unsure of how to discard of an item, call 828-697-3084.

Batteries, Needles & Mercury Products

- Batteries - Please tape over terminals of all non auto-batteries; leaky batteries must be in a sealed bag.
- Needles - Must be contained in hard plastic with a taped lid. Find attendant to recycle
- Mercury products - Fluorescent tubes, CLFs, wall-mounted thermostats. Find attendant to recycle.

Appliances & Scrap Metal

- Washing machines and other metal appliances
- Metal bed frames
- Scrap metal
- Lawnmowers
- Microwaves
- Refrigerators/freezers (remove door) and other majority metal items

Food Waste

- Loose and free (no plastic bags, metal cans or glass jars)

Collection Day

Place all items (garbage, recycling, yard waste, and bulky waste) at curb by 7a.m. on your collection day. Retrieve cart by 9p.m.

Go to www.hendersonvillenc.gov/garbage-collection to find your garbage and recycling days

No advanced scheduling necessary. Weekly collection occurs between 7a.m. and 3p.m. on your designated day. Solid Waste staff members locate bulky waste and yard waste with GPS-enabled devices to build daily collection routes. Locating begins at 7a.m. daily.

If items are set out after 7a.m., that day's collection may have already occurred and the items might not be taken until your next collection day.

For your convenience, consider placing items at the curb after 5p.m. the night before. Remember to roll your carts in from the curb by 9p.m. on your collection day.

Residents are provided one green roll-out garbage cart per household. Residents who recycle will find one garbage cart adequate. If all your garbage will not fit into your green roll-out, you must rent 1 or 2 additional roll-out carts for an additional fee. To learn more, call 828-697-3084.



Bag All Garbage

- All garbage must be in tied plastic bags (0.75 ml thick or greater) and fit within roll-out carts with the lid closed. Plastic grocery store bags are not an acceptable bag to use to dispose of your garbage.
- Bags outside the garbage roll-out cart are prohibited and will not be picked up.
- Litter occurring while emptying roll-out garbage carts with unbagged garbage is householder's responsibility and may result in enforcement action.

Disposal of Pet Waste & Fecal Matter

Pet waste & fecal matter contains harmful bacteria and is best disposed of through your plumbing system.

Before placing anything containing fecal matter into your garbage cart, follow these guidelines to prevent breakage that may expose collectors to disease and require special cleanup:

- Triple bag all pet waste, cat litter, and other items contaminated with fecal matter using tied plastic bags of minimum 0.75 ml thickness (plastic grocery bags are not adequate).
- No liquid fecal matter should be placed in your cart, even if bagged. Dispose of liquid material using your household plumbing system (i.e. pour it into your toilet).

Residential Monthly Rates (per cart)

96 gallon: \$22.00

32 gallon: \$20.00

Disposal of Paints

- Latex paint can be dried and placed at the curb for collection. Latex paint cans can be left open in a secure location and allowed to air dry over several weeks. Alternatively, absorbent material (i.e. cat litter, shredded paper, or sawdust) can be added to accelerate drying. Once all liquid is absorbed and dry, place lid back, place in bag then in cart. The garbage collector will remove the dried paint cans following inspection.
- We encourage citizens to recycle empty, clean, and dry metal paint cans at the Henderson County Convenience Center.
- Do not place wet paint cans or liquid paint in your garbage or recycling roll-out carts.
- Oil-based paint will not be collected under any circumstances. These paints, which require paint thinners to clean brushes, must be disposed of properly during special Paint Recycling Program events at the Henderson County Transfer Station. For more information on this program, visit www.hcrecycles.org.

Christmas Holiday Collection Exceptions

- Most wrapping paper and gift boxes are recyclable. See RECYCLING page 6 for more information.
- Artificial Christmas trees and holiday decorations are garbage; remove lights, ornaments and the stand and bundle all the pieces together as bulky waste. See BULKY WASTE page 8 for more information.
- Live Christmas trees and other live greenery are collected with yard waste. See YARD WASTE page 9 for more information.

Disposal of Dangerous Items

- Dangerous garbage items: All dangerous items such as broken glass, light bulbs, and sharp pieces of metal must be securely wrapped to prevent injury to collection personnel. Placing these items in paper or plastic bags is not considered adequate protection.



- Hypodermic instruments: All discarded hypodermic syringes or needles should be rendered inoperable and placed into a hard plastic safety container, milk jug, or coffee can with a lid to avoid the possibility of causing injury to collection personnel before placing them into your roll-out garbage container.
- Medicines: used or leftover medications should not be thrown away with household garbage, especially in loose form. The Henderson County Sheriff's Office operates a collection at their office to safely accept used or leftover pills. Chemotherapy drugs are not accepted under this program. Call (828) 697-4596 for program information.

For more information on residential curbside recycling, visit:
www.hendersonvillenc.gov/recycling
or call Public Works at 828-697-3084.

How to Obtain a Recycling Cart

- If you are a City of Hendersonville resident, recycling roll-out carts are free if you have garbage service with us, just call 828-697-3084.
- If you are a business, call 828-697-3084 to learn about City recycling services available to you. See BUSINESS page 10 for more information. Businesses that have City garbage service are eligible for up to four free recycling carts.

Properly Prepare Your Recyclables

- Rinse and flatten (if necessary). Leave plastic caps on all plastic containers. Remove metal or plastic lids from glass containers. Do not bundle or bag. Labels are OK to leave on the outside of containers. Please do not insert plastic films, paper, or other objects inside of any containers before recycling them.
- Recycling is collected on the same day as your regularly scheduled garbage day.



Yes! Put these items in Your Roll-Out Recycling Cart:

- Plastics –only bottles, tubs, jugs, and jars that have been emptied and rinsed. No pumps. Lids and caps left on.
- Metal - all cans that have been emptied and rinsed. No lids or aluminum foil
- Glass - bottles & jars that have been emptied and rinsed with caps and corks removed
- Paper - cartons, cardboard, and paper (flattened and placed into cart)
 - Large cardboard boxes may be flattened and stacked next to your recycling cart.
 - Gift wrapping paper (without foil backing)





Recycling Cardboard Boxes

- Place all non-paper packing materials, like Styrofoam peanuts or blocks, into tied plastic garbage bags and place them in your garbage cart for disposal (or recycle them at a local shipping business). Packing material, such as paper, can be recycled.
- Break down (flatten) all cardboard boxes for recycling.
- Do not force boxes into recycle cart; they will jam and prevent your cart from emptying.
- Lay smaller boxes near the top of your cart to prevent jamming.
- Two or three flattened cardboard boxes can be placed between the top of the cart and the lid for collection.
- Large appliance or large-screen TV boxes must be flattened and placed inside your cart when possible.
- Additional boxes should be flattened and stacked next to your recycling cart.
- Boxes filled with unacceptable recyclable materials will not be collected; customer must transfer trash into tied plastic garbage bags and put bags into the garbage cart for disposal.

No! Do NOT put These Items in Your Roll-Out Recycling Cart:

- Plastic grocery or garbage bags, plastic film, or plastic wrap (recycle shopping bags at participating stores)
- Disposable cups (plastic or paper)
- Pizza boxes or other cardboards with food residue (clean pizza boxes may be recycled)
- Styrofoam
- Household glassware and mirror glass
- Clothing (or other fabric and textiles)
- Household garbage
- Gift wrapping paper with foil backing
- Contaminated and crumpled aluminum foil
- Audio & video cassettes, photographic film, CDs, DVDs, or other small household electronics may be recycled at Henderson County Convenience Center
- Rubber or tires (tires may be recycled at the Henderson County Transfer Station. See www.hcrecycles.org for more information).
- Paint cans (see GARBAGE - Disposal of Paints page 5 for more information)
- Any pesticides, herbicides, fertilizers, or used motor oil containers (please see Household Hazardous page 13)
- Used tissues, napkins, or paper towels
- Shredded paper



Overview

- Bulky waste will be picked up on your scheduled collection day, when possible. Please call us at 828-697-3084 to make sure we know about your items.
- Bulky waste refers to items too large to fit into roll-out carts, including furniture, appliances, scrap metal, and mowers.
- Please consider donating your slightly used but serviceable items.
- Place bulky items 3 feet from your roll-out garbage cart and away from low overhead lines, parked cars, or other impediments. Waste should be in a single concise pile.
- The State of North Carolina has banned wooden pallets, used oil, and oil filters from entering landfills. Please follow these guidelines for proper disposal.
- Unsoiled wooden pallets are collected at Henderson County Transfer Station.

Tires

- Tires with no rims will be collected from single family residential properties.
- Additional tire recycling options can be found at the Henderson County Transfer Station.

Scrap Metal & Old Appliances

The following items may be placed at curbside for collection \$25 fee per appliance or taken to the Henderson County Convenience Center for recycling

- Freezers & refrigerators (remove all food items), unit air conditioners, and other freon containing appliances. Doors must be removed.
- Stoves, ranges, dishwashers, washing machines, clothes dryers, water heaters, and other similar household appliances. Doors must be removed.
- Bicycles, metal tools, wheelbarrows, tire rims (tires removed), lawn mowers (remove oil drain plug and gas cap), large metal items, and other metal items not requiring lift equipment.

NO! These Items are NOT Collected at the Curb

- Railroad ties
- Automobile engines, transmissions, auto body parts (or other vehicle components)
- Compressed gas cylinders
- Drums (unless both ends are removed to verify no liquid and residue is present)
- Dirt and rocks
- Brick, block, or concrete
- Stumps
- Asbestos insulation or roofing materials
- Pallets
- Lumber, plywood, drywall and other building materials
- Biohazardous waste or chemicals, including veterinary medicines or chemicals



Consider backyard composting. Leaves, grass clippings, and plant material make excellent compost that will enrich your garden and save tax dollars.

Yard Waste Placement & Restrictions

- Do not block sidewalks or traffic lanes, or place yard waste below low-hanging power or phone lines. Yard waste should be placed 3 feet from vehicles, utility poles, and other structures and placed in a single concise pile.
- If a tree service or landscape contractor tells you that the City will pick this up for no cost, call 828-697-3084 before placing that material curbside for collection.
- Grass clippings, tree and shrubbery trimmings, and leaves are considered yard waste and must NOT be placed in bags.
- NEVER place yard waste in your garbage cart. It is illegal to dispose of yard waste in an NC landfill. Roll-out carts with yard waste will not be emptied.
- Limbs longer than 8 feet or greater than 18 inches in diameter are prohibited and will not be collected.
- Live Christmas trees and other live greenery are recyclable as yard waste. Remove tree stands, lights, ornaments, wire, and tinsel, then place your tree curbside with other yard waste. All materials must be stacked in a compact pile, not to exceed 4'x4'x12' per week. Stumps and root balls will not be collected.
- Artificial Christmas trees and decorations are garbage and should NOT be placed along with yard waste.

Bulk Leaf Season

- Fall loose leaves are collected curbside mid-October through December
- Spring leaf collection occurs the entire month of March.
- Do not block sidewalks or traffic lanes, or place leaves below low-hanging power or phone lines. Leaves should be placed 3 feet from vehicles, utility poles, and other structures and placed in a single concise pile.
- Do not mix limbs, rocks, or other material with your leaves. Contamination can damage collection equipment or injure crew members or bystanders.



Yard Waste and Bulk Leaf Collection - Exception

- If anyone (resident, business, or nonprofit) uses a contractor or landscape contractor to trim or cut trees, that contractor is responsible for removal of the debris that they generate (including grass clippings, bulk leaves, tree trimmings, etc.).

Free Recycling collection is provided to those businesses with City garbage service. If the business is not a City of Hendersonville garbage customer, the business may lease a recycle cart from the City.

Only approved official City of Hendersonville roll-out containers are serviced. For more information, call 828-697-3084.

Yard Waste

- No yard waste services are available to businesses or non-profits unless they are a garbage or recycling customer and the yard waste is not generated by a contractor.
- Consider backyard composting. Leaves, grass clippings, and plant material make excellent compost that will enrich your garden and save tax dollars.
- NEVER place yard waste in your garbage cart. It is illegal to dispose of yard waste in an NC landfill. Roll-out carts with yard waste will not be emptied.
- Grass clippings, tree and shrubbery trimmings, and leaves must NOT be placed in bags.
- Limbs longer than 8 feet or greater than 18 inches in diameter are prohibited and will not be collected.
- Live Christmas trees and other live greenery are recyclable as yard waste. Remove tree stands, lights, ornaments, wire, and tinsel, then place your tree curbside with other yard waste. All materials must be stacked in a compact pile, not to exceed 4'x4'x12' per week. Stumps and root balls will not be collected.
- Artificial Christmas trees and decorations are garbage and should NOT be placed along with yard waste.

Bulky Waste

- Bulky waste will be picked up on your scheduled collection day.
- Bulky waste refers to items too large to fit into roll-out carts, including furniture, appliances, scrap metal, and mowers.
- Please consider donating your slightly used but serviceable items
- Place bulky items 3 feet from your roll-out garbage cart and away from low overhead lines, parked cars, or other impediments.

Yard Waste and Bulk Leaf Collection - Exception

- If anyone (resident, business, or nonprofit) uses a contractor to trim or cut trees, that contractor is responsible for removal of the debris that they generate.
- If anyone (resident, business or nonprofit) uses a landscape contractor, that contractor is responsible for removal of the debris that they generate (grass clippings, bulk leaves, tree trimmings, etc.).

Yard Waste Placement & Restrictions

- Do not block sidewalks or traffic lanes, or place yard waste below low-hanging power or phone lines. Yard waste should be placed 3 feet from vehicles, utility poles, and other structures.
- If a tree service or landscape contractor tells you, "The City will pick this up for no cost," call 828-697-3084 before placing that material curbside for collection.

Bulk Leaf Season

- Fall loose leaves are collected curbside mid-October through December according to the published schedule, which is announced in September.
- Do not mix limbs, rocks, or other material with your leaves. Contamination can damage collection equipment or injure crew members or bystanders.
- Spring leaf collection occurs the entire month of March.

SCAVENGING AND ILLEGAL DUMPING ARE NOT VICTIMLESS CRIMES

Have you observed any of the following?

- Someone going through your recycling cart to retrieve aluminum cans?
- A construction worker bringing home scrap lumber for the City to collect?
- Anyone bringing home tires from their business for City collection?
- A carpet installer bringing home scrap carpet for City collection?
- A lawn care service putting grass bags from outside the City in front of your house for City collection?
- Scavengers putting old picture tubes left from TVs out for collection?
- A tree service dumping limbs in front of a vacant house or on a vacant lot?

If you have seen any of these practices, you have witnessed someone stealing your tax money.

These practices end up increasing the cost of your solid waste service. We need your help to stop these illegal practices. Should you witness scavenging or illegal dumping in your neighborhood, please report what you see. Without drawing unwanted attention:

- Try to get a license number or the company's name.
- Note the make, model, and color of the vehicle.
- If you know the person's name or can provide a description, this information is important.
- Look at your clock so you can remember the time this occurred.
- Immediately call 828-697-3084 to report what you have seen. After hours, your call will be transferred to someone on duty or you can leave a recorded message.
- You can remain anonymous. Help us keep your waste collection service costs low and report any illegal activity you observe.

How Do I Calculate the Volume of Materials I Place Curbside for Collection?

1 cubic yard = 27 cubic feet (3 ft. wide x 3 ft. deep x 3 ft. high)

Have more questions? Need an Additional Cart? Have Bulky Waste to be Picked Up? Call the Hendersonville Public Works Department at 828-697-3084, or go to www.hendersonvillenc.gov for more information.

Commercial Monthly Rates

96 gallon non-recycler: \$27.50 (per cart)

96 gallon recycler: \$24.00 (per cart)

Recycling only: Once per week collection \$12.00 (up to four 65 gal carts). Twice per week collection \$22.00 (up to four 65 gal carts)

*Stolen/Damaged cart replacement fee \$100

Special Load (Bulky Waste) Fee

Knuckle boom and staff : \$150 per load

Pickup truck and staff : \$50 per load

The City determines the size of the equipment and number of staff necessary to handle bulky waste loads.



Residential

- Multi-family dwellings with three or more units may use carts or bulk containers on an individual resident or user basis; however, such multifamily dwellings must maintain and require the use of a central and common collection and pickup area, (the location of which has been approved and accepted by the City Director of Public Works).
- Condominium garbage and recycling services follow the same guidelines as multi-family dwellings described above. Call Public Works at 828-697-3084 for more information.
- A partial summary of the Code of Ordinances for the City of Hendersonville's Solid Waste Management Chapter 44 defining commercial use can be found below.

Commercial

Each establishment disposing of the equivalent of less than four cubic yards weekly, shall provide rollout containers leased from the City to remain the property of the City, and sufficient number to contain volume of refuse based on a once-per-week pickup. Each establishment disposing of more than four cubic yards weekly shall provide bulk containers of adequate size necessary to contain the volume of refuse based on once-per-week service.



- Multi-family housing with 6 or more units are classified as commercial enterprises and are required to use dumpsters and pay for container rental, waste disposal, and recycling services.
- Multi-family housing complexes do not receive City-provided yard waste, bulky waste, building material, garbage, or recycling services.
- The City will provide technical assistance in implementing a recycling program. The cost to implement and maintain a multi-family housing recycling program will be entirely the expense of the multi-family housing complex's owner/manager.
- Multi-family housing complexes can request bulky item removal by the City for a fee. Please call 828-697-3084 for more information or to schedule a collection.

Move-In and Move-Out Piles

Preparing to move from your home and settling into your new house are stressful events for everyone. Please follow these guidelines to make disposal of your excess material easier and avoid generating litter in your neighborhood.

Moving In

- To determine your garbage and recycling days, go to www.hendersonvillenc.gov/garbage-collection
- Place all recyclable materials in your recycling cart.
- Flatten extra cardboard boxes and stack them next to your recycling cart for collection.
- Flattened cardboard may be placed into other boxes as needed; however, it is recommended that all recyclables be placed inside the cart when possible.

Moving Out

- Landlords and property managers: If your tenants move out and leave excess materials or improperly place material curbside, you will be responsible for the fees to remove the material or you may hire your own cleanup contractor to remove the material.
- Consider renting a commercial dumpster to hold furniture and other household items. This practice will discourage scavenging which can result in litter throughout the neighborhood. (Commercial dumpsters must be placed on private property and not in the public street.)
- Consider donating your slightly used furnishings, appliances, and clothing to charitable organizations.
- Avoid leaving black bags at the curb; they will not be picked up.
- Separate like materials together for collection. Yard waste, recyclables, and bulky items must be separated for collection.
- Call Public Works at 828-697-3084 for more information.

Household Hazardous Waste

Henderson County operates a Household Hazardous Waste disposal program for county residents several times per year. For a complete list of accepted materials and event listings, visit: www.hcrecycles.org

Yes! These are Examples of Materials Accepted

- Paint and paint-related materials (these items are collected under their own recycling program. Visit www.hcrecycles.org for specific event listings)
- Pesticides, herbicides, insecticides, fertilizers, & rat poison
- Moth balls
- Solvents, degreasers, spot removers, kitchen cleaners, oven cleaner, bathroom cleaners, upholstery, cleaners, drain cleaners, furniture polish, tile cleaners, & powder cleansers
- Aerosol spray cans
- Pool chemicals

No! These Items are NOT Accepted

- Household trash
- Ammunition
- Explosives, fireworks, & flares
- Fire extinguishers
- Medical waste & drugs
- Gas cylinders
- Radioactive materials
- Commercial waste
- Unknown chemicals
- Smoke detectors (return to the manufacturer)
- Biohazardous waste or chemicals, including veterinary medicines or chemicals
- Sludge
- Hot ash
- Asbestos insulation or roofing materials

Hendersonville Public Works

828-697-3084

Hendersonville Water & Sewer

828-697-3052

Henderson County Convenience Center

Located at 265 Convenience Center Drive
(off of Stoney Mountain Road)
828-698-4451

Henderson County Transfer Station

Located at: 191 Transfer Station Drive
Hendersonville NC 28791
828-697-4505

Hours:

Henderson County Transfer Station: 8:00a.m. - 4:30p.m. / Monday - Saturday (Hand unloaders must be done by 4:00p.m.; Hydraulic dump vehicles can unload from 8a.m. until 4:30p.m.)

Convenience Center: 8:00a.m. - 4:30p.m. / Monday - Saturday

Recycling is one of the best ways to lower your carbon footprint while reducing your waste stream significantly. Not only do you reduce your waste stream, but goods made from recycled products require less water, energy and pollution to produce. For example, producing recycled paper causes 74 percent less air pollution and 35 percent less water pollution than producing virgin paper. One ton of virgin paper uses 24 trees. By choosing to recycle and buy recycled you can reduce the waste stream further down the line, reduce your carbon footprint and save natural resources.





Environmental Services Resource Guide



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Hendersonville, NC 28792-4328
828.697.3000

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