CHARLOTTE

City Council
Follow-Up Report

February 11, 2011

January 24, 2011 – City Council Business Meeting

Citizens' Forum – Cynthia Smith
Staff Resource: Thomas Powers, City Attorney's Office, 704-336-5877, tpowers@charlottenc.gov

Glenlea Park's HOA President, Cynthia Smith, spoke at the January 24, 2011, Citizens' Forum. Assistant City Attorney Thomas Powers met with Ms. Smith to discuss her issues and concerns. The following is a list of questions asked by Ms. Smith and the City's response.

1. **How can Glenlea Park receive city rollout collection service?**
   The city offers city rollout waste collection service to single-family homes and multi-family communities of twenty-nine (29) total units or less. If a community has thirty (30) or more units or is not made up of single-family homes, then the neighborhood can obtain waste collection service from the City's contractor, but only collections from a dumpster or compactor. If the community wishes to have some other kind of waste collection service, the community can hire its own contractor.

2. **What is CCC?**
   CCC stands for Carolinas Container Corporation, a formerly independent solid waste company and a City service provider for multi-family collection, which was acquired by BFI Waste Services, LLC (also known as Allied or Republic).

3. **Why is Glenlea Park classified as a multi-family community by the City?**
   Glenlea Park is classified as a multi-family community because each building contains three, four, or five attached residential units (apartments or condominiums). The fact that the apartment or condominium is owned or rented by the occupant does not matter in deciding if a property is considered multi-family.

4. **How can the Glenlea Park Homeowners Association get information regarding which multi-family communities receive private waste collection service?**
   The City responded by email on February 7, 2011, to Ms. Smith's request for information. It appears that Solid Waste Services staff has provided identical information to Ms. Smith in November, 2010. However, the list of multi-family communities receiving private waste collection service has two shortcomings: first, the list does not include all multi-family communities in the City receiving private waste collection service because the City began documenting this information in 1998; and second, the City only keeps track of the multi-

family communities served by City Solid Waste crews or by the City's contractor, BFI, under the City's multi-family waste collection service contract.

Information on this history of the Glenlea Park collection issue was also included in the January 5 Council-Manager Memo.