Pursuant to the authority granted by the City of Charlotte Code of Ordinances, Chapter 10, Article II, Section 10-26(h), this Administrative Policy effective as of the date set forth above explains how items shall be prepared to facilitate the delivery of solid waste services in a competitive and quality manner that promotes an attractive and healthy environment.

**Residential Solid Waste Collection Services – Small Waste Container Customers**

Small Waste Containers (95/96 gallon rollout cart) are provided to addresses receiving curbside collection in the Curb it! program. Each serviced address will receive one rollout cart each, for garbage and recycling, provided at no cost by the City.

**Additional Garbage and Recycling Carts**

Do you need a second garbage or recycling cart? Call CharMeck 311 (704.336.7600) to order a second cart. The price for additional carts is forty dollars each. Residential addresses are limited to a total of two rollout carts for garbage and two rollout carts for recycling.

**Cart Repair & Replacement Requests**

If your rollout needs repair or replacement, please call CharMeck 311.

In order to receive cart repair services, rollout carts must be at curbside for service beginning the day the service request is made. Please allow at least two (2) business days for cart repair or replacement.

**Note:** If cart is not available for repair/service, you must call 311 to reschedule service. There is a two (2) business day turnaround on missed cart repair service requests. A cart can be repaired and/or picked up with or without collection materials in the cart. Disability customers do not have to place carts at curbside for repair or replacement.

**New Residential Service Location**

If you moved to a new residence and an existing garbage cart is not there, Call CharMeck 311. Carts will be delivered to you.

**Garbage Collection**

Garbage is collected once a week on your scheduled collection day.

**How to Prepare Garbage for Collection:**

- All garbage must be bagged before placing it in the city-issued garbage cart.
- Do not overfill carts or place garbage items outside of the cart. Items outside the city-issued cart will not be collected.
- No more than two (2) city-issued garbage carts may be placed at the curb for collection. Only city-issued carts will be collected from residential addresses.
- Please place the city-issued cart within six (6) feet of the curb and with the handle/wheels facing toward your property. Do not block the sidewalk.
• Please allow three (3) feet of space between collection items and other obstacles such as mailboxes, phone poles and vehicles.
• Place the city-issued cart(s) at the curb no later than 6:00 a.m. on your scheduled collection day.
• Place the city-issued cart(s) at the curb no earlier than the day before the scheduled collection day. All cart(s) must be removed from the curb by 11:59 p.m. on the day of collection.

Items Accepted for Garbage Collection
• Regular household garbage
• Old clothing (consider donating first)
• Paper products (non-recyclable: napkins, plates, cups, etc.)
• Dried paint cans without lids (can also be taken to full-service recycling centers)
• Soiled human diapers or pet waste must be double-bagged
• Styrofoam

Items Not Accepted for Garbage Collection
• Items banned from the landfill (aluminum, yard waste, plastic bottles, electronics, televisions). Items banned from the landfill must be recycled.
• Dead animals (See Dead Animal Collection)
• Empty cardboard (please properly prepare and place in the recycling cart)
• Recyclable materials (please place in the city-issued recycling cart)
• Bulky waste (See Bulky Waste Collection)
• Yard waste (See Yard Waste Collection)
• Hot ashes (all ashes must be extinguished and cooled prior to disposal)
• Motor oil
• Liquid solvents
• Wet paint
• Pool chemicals
• Flammable liquids
• Other hazardous materials
• Gravel/dirt/rocks

Household Hazardous Waste Items Accepted for Garbage Collection
Collection crews will only collect the following household hazardous waste (HHW) material in your city-issued garbage cart:
• Dried paint cans with lids removed
• Soiled human diapers or pet waste must be double-bagged

Please visit wipeoutwaste.com for additional information or contact CharMeck 311

Recycling Collection
Recyclables are collected every-other-week on the same day as garbage and yard waste collection.

How to Prepare Recyclables for Collection:
• Rinse and remove all food/liquid residues from recyclable items.
• Do NOT bag recyclables.
• Place recyclables loosely in the city-issued recycling cart. Do not overfill the recycling cart. The cart lid must be closed.
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- Plastic bags and plastic film (wrappers, produce bags, etc.) are not eligible for curbside collection. Take to a grocery store that offers plastic film recycling.
- Tear or cut cardboard into small pieces that will fit loosely into your cart. Please DO NOT fold.
- Place the city-issued recycling cart at the curb no later than 6:00 a.m. on your scheduled collection day.
- Place the city-issued recycling cart at the curb no earlier than the day before the scheduled collection day. The cart must be removed from the curb by 11:59 p.m. on the day of collection.
- No more than two (2) recycling rollout carts may be placed at the curb for collection. Only city-issued carts will be collected from residential addresses.
- Place the city-issued recycling cart within six (6) feet of the curb, with the handle/wheels facing toward your property and at least three (3) feet away from the city-issued garbage rollout cart, yard waste and bulky waste. Make sure it is also three (3) feet away from obstacles such as mailboxes, phone poles, vehicles, etc. Please do not block sidewalks.

Please visit curbit.charlottenc.gov or contact CharMeck 311 for your collection day/week.

Items Accepted for Recycling Collection
- Aerosol cans
- Aluminum containers
- Bottle caps & lids
- Cardboard (Cut or torn into small pieces that fit loosely in the rollout cart.)
- Glass bottles/jars
- Juice boxes
- Milk and juice cartons
- Paper
- Pizza boxes
- Plastics 1-7 & 7 (See reminder below)
- Spiral paper cans (i.e., biscuit cans)
- Steel/tin cans

Reminder: According to state law, plastic numbers 1 & 2 and aluminum should always be recycled and never discarded in the garbage. To determine if a plastic is eligible for recycling, check the bottom or side of the plastic. Look for a triangle formed by three arrows. If the number inside the triangle is a 1-7, it is recyclable.

Items Not Accepted for Curbside Recycling Collection
- Appliances
- Auto parts (Accepted at Mecklenburg County's Full Service Recycling Centers)
- Batteries (Accepted at Mecklenburg County's Full Service Recycling Centers)
- Bulky waste
- Ceramics
- Clothing or other textiles (Consider donating gently used clothing or other textiles. If items can't be donated, place bagged items in city-issued garbage cart.)
- Construction debris (Seek businesses that accept recyclable construction debris)
- Electronics (Accepted at Mecklenburg County's Full Service Recycling Centers)
- Food wrappers/plastic film
- Garbage
- Hoses (Place bagged hoses in garbage cart.)
- Light bulbs (Accepted at Mecklenburg County's Full Service Recycling Centers)
- Mini blinds
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- Paper plates/cups/napkins
- Plastics #6 (Polystyrene foam, packing peanuts)
- Plastic bags (Many stores such as grocery, pharmacy, electronics, offer plastic bag recycling; some even give cash back for returning them to the store.)
- Plastic film - such as plastic wrappers or produce bags (These items can be recycled by taking them to grocery, pharmacy or electronic stores that offer plastic film recycling.)
- Plastic food trays/cups/cutlery
- Pots/pans (Consider donating pots/pans.)
- Shredded paper
- Styrofoam
- Tarps (Place in garbage cart or schedule for bulky waste collection.)
- Wire hangers (Take to dry cleaners.)
- Yard waste (Place curbside on your collection day and properly prepare items for collection.)

Note: Appliances must be scheduled for bulky item collection and not placed in city-issued rollout carts. Batteries and light bulbs are household hazardous waste and should be taken to one of Mecklenburg County’s Full-Service Recycling Centers. Electronics may also be taken to a full-service recycling center. All other non-recyclables listed above may be disposed of in your city-issued garbage rollout cart.

Red Bin Recycling

Solid Waste Services no longer collects recyclables from red bins or non-City issued containers. Using a 95-gallon, green, City-issued rollout cart is the only way to receive curbside recycling collection. If you do not have a rollout cart, contact CharMeck 311 to request a rollout cart. You may use your red bin in your home, just do not place them at the curb.

Yard Waste Collection

Yard waste is collected from the curb once a week on your scheduled collection day provided the materials meet preparation requirements. Yard waste is made into mulch and compost for reuse.

How to Prepare Yard Waste for Collection:

- Refer to your particular type of yard waste below for proper preparation.
- Place yard waste at the curb by 6:00 a.m. on your scheduled collection day.
- Please place yard waste at the curb no sooner than the day before collection.
- Place yard waste within six (6) feet of the curb and at least three (3) feet away from other collection items (including other yard waste) and obstacles such as mailboxes, phone poles and vehicles, etc. Do not block the sidewalk.

Note: Residents using their personal containers for yard waste collection should use uncovered containers with a capacity not greater than 32 gallons. Solid Waste Services recommends the use of paper bags for grass clippings, leaves and weeds for collection preparation. Paper bags can be purchased from some local retailers. No single container or bag may weigh more than 75 pounds.

Brush

- Brush should be no longer than five (5) feet in length and four (4) inches in diameter.
- Separate brush into piles that are no longer than five (5) feet long and three (3) feet high. There should be two (2) feet in between each pile.
Grass clippings
- Grass clippings must be placed in untied plastic bags or paper for collection or placed in uncovered containers.
- Grass clippings can be mixed with other yard waste such as leaves and trimmings.

Leaves
- Leaves must be placed in untied plastic or paper bags for collection or placed in uncovered personal container. Do not put any other household garbage in the same container.
- No debris will be collected from tarps.

Limbs
- Limbs must be no longer than five (5) feet in length and no larger than four (4) inches in diameter.
- Limbs should be separated in piles that are no longer than five (5) feet long and three (3) feet high. There should be two (2) feet in between each pile.
- Limbs should not be tied.
- Limbs may be placed in containers for collection.
- No loose debris will be collected from wheelbarrows. Wheelbarrows will not be dumped.

Logs
- Logs must be under four (4) inches in diameter.
- Tree stumps will not be collected.

Prefer to Use Grass Clippings for Mulch?
Leaving grass clipping on the lawn after mowing ensures that nutrients will be returned to the soil. Grass clippings are 20-30% protein and usually contain about 4% nitrogen, 2% potassium and 0.5% phosphorus as well as all the necessary trace elements plants need.

When leaving clippings on the lawn, adjust your lawn mower to remove no more than one-third of the grass leaf surface at any one mowing. Any mower can be used, but one that mulches as it cuts is best. Use a slow-release fertilizer, water when necessary, and mow the grass at the proper height.

Items Accepted for Yard Waste Collection
- Grass clippings
- Leaves
- Limbs
- Logs
- Mulch – no roots or dirt
- Plants
- Prunings
- Shrubbery - no roots or dirt
- Tree trimmings
- Weeds
- Other similar materials generated in the maintenance of residential yards and gardens
- Live Christmas trees – remove all lights, tinsel, and decorations
Items Not Accepted for Yard Waste Collection
- Dirt, rocks or concrete
- Treated wood
- Lumber
- Tree stumps

Bulky Waste Collection

Items such as household furnishings, appliances, mattresses, box springs, lawn equipment and similar items too large to be placed in the city-issued garbage rollout cart and not eligible for recycling or yard waste collection are considered bulky waste and must be scheduled for collection. Please consider donating all bulky-related items since these items will go to the landfill.

How to Prepare Bulky Waste for Collection
- Place bulky waste at the curb by 6:00 a.m. on your scheduled collection day.
- Please do not put items curbside earlier than the day before the scheduled collection.
- Place bulky waste within six (6) feet of the curb and at least three (3) feet away from other collection items and obstacles such as mailboxes, phone poles, vehicles, etc. Do not place bulky waste in the city-issued rollout carts.
- Do not block the sidewalk.
- All items must be free of food, clothing, trash and flammable materials such as gasoline and oil.
- Please remove doors from refrigerators and rims from tires.

Schedule Bulky Waste Collection

Bulky waste must be scheduled for collection. Items placed at the curb without scheduling WILL NOT be collected. You can schedule:
- Call CharMeck311 or visit curbit.charlottenc.gov to schedule online

When submitting your request, you will receive a collection date and confirmation number. When scheduling, please have the following information available:
- Name
- Address
- Description of item(s) to be collected

Items Accepted for Bulky Waste Collection (Non-Recyclable)
- Appliances (See appliances/white goods accepted menu for additional details; appliances must be empty.)
- Baby/child car seats
- Basketball goal (Remove concrete base & cut to 6 ft. or less; concrete will not be collected; take to construction demolition landfill or full-service recycling center.)
- Bathtubs (No cast iron tubs; 75 lbs or less; 8 ft. or less; if larger than 8 ft., must cut in half.)
- Bed frames - Dismantle
- Beds (metal) - Dismantle
- Bikes
- Boards (Remove or flatten nails; cut to 5 ft. or less.)
- Box springs
- Carpet and padding (Roll & cut no longer than 5 ft.; no more than 75 lbs.)
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- Carts (metal) - No grocery carts
- Couches
- China cabinets/hutches (Empty; tape the glass)
- Chairs
- Chests - Empty
- Desks - Empty
- Doors (Tape glass, if applicable)
- Dressers - Empty
- Entertainment centers (Empty; tape glass, if applicable)
- Fencing (Remove concrete; cut 5 ft. or less; roll into no more than 5 ft. sections; "chicken wire" accepted; no chain-link fencing.)
- Fireplace inserts (Remove bricks; no bricks collected)
- Floor coverings (Includes carpet & padding installed by homeowners only; roll carpet & padding; 5 ft. or less; no more than 75 lbs.)
- Garbage cans (Tag with a note indicating to take the can)
- Glass doors, windows, table inserts (Using tape, make an X over the glass and place it at curbside.)
- Grills (Remove propane tanks; 75 lbs or less; no commercial grills.)
- Gutters (5 ft. or less)
- Gym sets (Remove concrete base & dismantle; no concrete collected; remove or flatten nails.)
- Hampers - Empty
- Linoleum (Roll & cut no longer than 5 ft.; no more than 75 lbs.)
- Loveseats
- Lumber/boards (Remove or flatten nails; cut to 5 ft. or less.)
- Mattresses
- Microwaves
- Oil or kerosene heaters (Empty; take oil/kerosene out, if applicable)
- Pallets (Must be broken into smaller pieces the size of boards or lumber with nails removed.)
- Patio furniture
- Pianos & organs (75 lbs. or less; dismantle)
- Plumbing materials
- Plywood & paneling (No larger than 1 in. thick x 5 ft. x 5 ft.)
- Pool Covers (Folded; only folded cover 75 lbs or less will be collected.)
- Space heaters
- Toilets (Clean & empty)
- Toys (Large)

Appliances/White Goods/Electronics/Tires Accepted for Bulky Waste Collection (Recyclable)

- Air conditioners (Window units only; no commercial.)
- Computers/Monitors (Will collect computers, but residents are encouraged to take to one of Mecklenburg County’s full-service recycling centers. For more information on computer disposal, read the Mecklenburg County Landfill Ban. Make sure hard drives are erased prior to collection.)
- Dishwashers - Empty
- Dryers- Empty
- Freezers (Empty & remove door)
- Lawnmowers, including riding lawnmowers (Remove gasoline and oil; remove battery, if applicable.)
- Printers (No commercial printers; less than 75 pounds)
- Refrigerators (Empty & remove doors)
- Stoves
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- Televisions
- Tires (Automobile, motorcycle, van, minivan & small pick ups ONLY; remove rims (rims not collected); maximum of 8 per collection)
- Trash compactors (Empty)
- VCR’s
- Washing machines
- Water heaters
- Water tanks (Empty; 75 lbs. or less.)

Items Not Accepted for Bulky Waste Collection
- Any materials resulting from work performed by commercial contractor
- Air Compressors, Air/Helium Tanks
- Automobile parts (motors, tires on rims, doors, fenders, car seats, batteries, bumpers, etc.)
- Bricks
- Ceramic tile
- Chain link fencing
- Cinderblocks
- Concrete
- Dirt
- Drywall/sheetrock
- Fence posts with concrete attached
- Fire extinguishers
- Furnaces
- Nails; boards with protruding nails
- Oxygen tanks
- Paint (Can be taken to Mecklenburg County’s Full Service Recycling Center.)
- Propane tanks
- Pressurized tanks
- Rocks
- Roofing materials (including shingles)
- Sand
- Yard waste

Disability Collection (For Curbside Garbage and Recycling Collection Customers Only)

If you are a customer with a disability or other physical limitation that does not permit you to roll the city-issued cart to the curb, please call CharMeck 311 to discuss special arrangements for collection.

Residential Solid Waste Collection Services - Multi-family/Large Waste Container Customers

If you live in a multi-family community with dumpster or compactor service, the City of Charlotte Solid Waste Services provides garbage, recyclables, and bulky item collection for you. Your collection services differ from those offered to single-family residents.

Garbage Collection

Garbage is collected from dumpsters or compactors for multi-family communities within the city limits. Collection days vary for each multi-family community. To find out your collection day, please contact your property manager.
Recycling Collection

Recycling services are available to multi-family communities that qualify for large container garbage collection service; however, the service is optional. For communities that offer this service, recycling stations are located near the dumpster or compactor. To find out more about recycling in your community or request recycling stations be added to your property, please contact your property manager.

Recyclables collected at the stations include:
- Aerosol cans
- Aluminum containers
- Bottle caps & lids
- Cardboard
- Glass
- Juice boxes
- Paper
- Plastics 1-5 & 7 (See Reminder below)
- Pizza boxes
- Spiral paper cans
- Steel/Tin cans
- Wax-coated milk and juice cartons

Reminder: To determine if a plastic is eligible for recycling, check the bottom or side of the plastic. Look for a triangle formed by three arrows. If the number inside the triangle is a 1-5 or 7, it is recyclable.

Yard Waste Collection
The City of Charlotte Solid Waste Services Department DOES NOT provide yard waste collection service for multi-family communities with dumpsters or compactors. Yard waste MAY NOT be disposed of in dumpsters or compactors.

Live Christmas Tree Collection
Christmas trees will be collected during the month of January from multi-family communities with dumpsters or compactors. Please place trees (remove all lights and decorations) near the dumpster or compactor, or designated area in a way that does not obstruct garbage collection. Items placed in front of or behind the dumpster or compactor will not be collected.

Bulky Waste Collection Tips
Bulky waste collection is available for residents living in multi-family communities with dumpsters or compactors. To schedule a bulky item collection, call CharMeck 311. Please have the following information available when you call:
- Name
- Property's address
- Multi-family property name
- Items to be collected

When your collection date has been confirmed, please place items near the dumpster or compactor, or designated area in a way that does not obstruct garbage collection. Items placed in front of or behind the dumpster or compactor will not be collected.
Small Business Garbage Collection Services
Business collection is separate from residential collection. Schedules and procedures may be different for business customers, especially on the holidays. If you are unsure of your collection day, call 704.336.4163 for assistance.

Businesses which generate more than 512 gallons of garbage/trash per week must arrange for collection from a private hauler.

Businesses are required to provide their own small waste container(s) that cannot exceed 96 gallons in volume. The total quantity cannot exceed eight (8) containers. Containers shall have grab bars, wheels, handles and secured lids.

New businesses may contact 704.336.6632 to start the verification process for service eligibility.

Effective July 1, 2015, the City of Charlotte began billing small business garbage customers $250 per year (this equates to $4.81 per week for service).

The City will send an annual invoice to all customers. Payment will be due within 30 days. Partial payments will not be accepted. Services will be suspended if the account is more than 30 days past due.

What are the payment options?
The City will accept a check or money order via mail to the remit-to address provided on the invoice. Cash or credit card payment will be accepted in person at the City’s Revenue Division located on the 1st floor of the Charlotte-Mecklenburg Government Center, 600 East Fourth Street, Charlotte, NC 28202.

You may contract with a private hauler for service. A list of permitted haulers in Mecklenburg County may be obtained by calling CharMeck 311.

How to Prepare Small Business Garbage for Collection:
• All garbage must be bagged before placing it in the garbage rollout cart.
• Do not overfill carts or place garbage items outside of the cart. Items outside the rollout cart will not be collected except during special circumstances noted by the department.
• No more than eight (8) containers may be placed at the curb for collection.
• Do not block the sidewalk.
• Place the container(s) at the curb no later than 6:00 a.m. on your scheduled collection day.
• Place the container(s) at the curb no sooner than the evening before collection. The container(s) must be removed from the curb by 11:59 p.m. on the day of collection.

Special Tax District #1 Small Business Garbage Collection Services
Business collection is separate from residential collection. Schedules and procedures may be different for business customers especially on the holidays. If you are unsure of your collection day, call 704.336.4163 for assistance.

Businesses which generate more than 512 gallons of garbage/trash per collection day must arrange for collection from a private hauler.

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You may contract with a private hauler for service. A list of permitted haulers in Mecklenburg County may be obtained by calling CharMeck 311.

**How to Prepare Special Tax District #1 Small Business Garbage for Collection:**
- All garbage must be bagged.
- Do not block the sidewalk.
- Place container(s) and cardboard boxes at any designated location between 7:00 a.m. and 10:00 a.m., Monday through Friday.
- Any container(s) left at the curbside shall be removed within one (1) hour after collection.

**Dead Animal Collection Services**
Solid Waste Services will collect dead animals from streets, public rights-of-way, and residences located within the City. Service does not include interstate highways/ramps, public parks, areas outside of the City of Charlotte’s limits, or unincorporated areas of Mecklenburg County.

Dead animals (wild or domesticated) on private property must be scheduled for collection and placed at curbside.

**How to Schedule Collection:**
To schedule a dead animal collection, call CharMeck 311. This service is provided from 8:00 am – 4:00 pm, Monday - Friday.