

City of Staunton

Solid Waste Policy

It is the policy of the City of Staunton to provide for the prompt, orderly removal of refuse generated by city homes and businesses. The goal of this policy is to promote the health and safety of residents and visitors, to enhance the appearance of the city, and to provide a convenient, straightforward service to residents and businesses – the customers. This policy is authorized and enforceable pursuant to Staunton City Code Section 8.30.090.

1. General Refuse Regulations

A. Residential Customers Outside the Central Business District

- i. **Containers** are property of the city and assigned to each service address. Only city-provided containers will be serviced. Each residence is provided with one (1) 95-gallon or 45-gallon container. The 95-gallon container will be provided as the default container; residents may request the 45-gallon container instead. One (1) additional 95-gallon container can be issued for an additional monthly fee.

Containers must be placed no more than three (3) feet from the curb.

Containers must be stored at the side or rear of homes or buildings and shall be kept in a clean and sanitary condition, so flies or other vermin will not be attracted.

- ii. **Bags:** Refuse must be placed in plastic bags at least 1.5 mils thick that are closed and tied securely shut. Bags of refuse shall not weigh more than 60 pounds. Bagged refuse must be placed in the container with the lid fully closed.

All hygiene products (feminine, diapers, etc.) and cat litter must be doubled-bagged.

- iii. **Bag Tags:** Trash outside of the city issued container will not be picked up, except for clean, flattened, and bundled cardboard boxes tied securely with a string. Additionally, trash bags affixed with an official City of Staunton bag tag sticker purchased from the city will be picked up. Tags can be purchased for \$1.00 per tag from the Treasurer's Office located in Staunton City Hall and the Department of Public Works ("Public Works") office located at 1911 Craigmont Road.

- iv. **Residential Customer Special Placement:**

In some situations, residential customers may not have access to curb side

placement, or the physical landscape prevents the movement of the container from the residence to the curb. In those instances, Public Works will designate a special collection area. Customers must place their container in the special collection area.

Residents unable to place their containers at the curb may submit a designated collection area request form at Public Works located at 1911 Craigmont Road, Staunton, or by calling Public Works at 540-332-3892.

B. Commercial / Central Business District / All Other Customers

i. Refuse customers in the Central Business District (CBD) as defined in Title 8 of the Staunton City Code are divided into three categories for billing purposes.

- a - **Residential refuse (CBD).** Refuse from multi-family buildings is the responsibility of the landowner/landlord. Billing will be for each residential unit.
- b - **Light commercial users (CBD)** are those who set out four or less bags/containers of refuse on an average collection day.
- c - **Heavy commercial users (CBD)** are those who set out five or more containers/bags of refuse on an average collection day.

(1) **All full-time restaurants are considered Heavy Commercial Users.** Coffee-houses, theaters, and other locations where food wastes do not include heavy cooking materials or substantial amounts of cooked foods will normally be considered Light users under this policy, subject to review by the Director of Public Works.

- d – **Public Works Director may change the status of an account at any time when the amount or nature of refuse set out justifies such a change.** Customers who believe their category should be changed may contact Public Works and the matter will be reviewed. If the customer is not satisfied with the Director of Public Works determination, then the customer may appeal the decision to the Staunton City Manager or their designee. All decisions of the Staunton City Manager or designee are final and are not appealable to any court.

ii. Containers

- a - No containers may be stored or kept on any public property, sidewalks or streets except for special situations as prescribed by the Director of Public Works.
- b - Containers must be stored inside or behind buildings and not in front of buildings or close to sidewalks and streets. Containers or bags must be set out at the curb immediately adjacent to the customer's property.
- c - The Director of Public Works may grant special permission for containers to be placed other than as directed in this policy only if, in their judgment, placement under this policy would create an undue

hardship for the customer. Such permission will be granted providing specific conditions are maintained including types of containers, area cleanliness, etc. Permission for special placement may be withdrawn by the Director of Public Works at any time.

- C. **Failure to Comply** with the city's solid waste policy may result in a Special Collection Fee for trash removal by a city crew.

2. **Hazardous and Unacceptable Materials (All Customers)**

A. **The city will not collect the following:**

Hazardous Waste:

Batteries, tires, pesticides, herbicides, toxic chemicals, oil-based paints, solvents, electronics, pressurized vessels, unknown or unlabeled containers, rechargeable tool batteries.

Liquids, cooking oils, human waste, or other materials that pose a health or safety risk.

Construction Materials:

Brick, block, lumber, drywall, pipe, stone.

Latex Paint - must be dried solid and without a lid before disposal.

3. **Collection Schedules**

- A. The scheduled collection times in this policy may be changed on a temporary or permanent basis by the Director of Public Works, subject to City Manager approval. This is typically done following periods of extreme or inclement weather conditions and city holidays.
- B. **Areas Outside The Central Business District:** Residential and commercial refuse will be collected one day per week according to the schedule published by the Public Works Department. Refuse must be placed at the curb no earlier than dusk the day before pickup and no later than 6:30 a.m. on the day of pickup. Emptied containers must be removed from the curb no later than 6:00 a.m. the day following pickup.
- C. **Inside The Central Business District:** Refuse is collected in the Central Business District daily except Sundays and Wednesdays. When a City holiday falls on scheduled collection day, residents and businesses should simply hold refuse and/or recycling for pickup on the next scheduled collection day. All refuse must be placed at the curb no earlier than 10 p.m. the day before collection, and no later than 9 a.m. the day of collection. If containers are used, emptied containers must be removed from the curb by 11 a.m. the day of collection. In the event of multiple holidays in a single week, a pickup schedule

will be announced on the City's web page (www.staunton.va.us), and on social media.

4. Residential Yard Waste

- A.** Residential customers will have the opportunity to participate in a yard waste collection program. After a deposit and sign-up, participants will receive a dedicated and differentiated 95-gallon city issued container specifically for yard waste.
- B.** Scheduled pickups will be the first Wednesday of each month.
- C.** Yard waste collected will include sticks, branches, leaves, and grass clippings. No bagged yard debris will be collected.

5. Scheduled Special Pickups

The health, safety, and appearance of the City of Staunton is important to the quality of life for its residents. Therefore, Public Works annually schedules and publicizes special pickups of leaves, Christmas trees and heavy/bulky trash items. These special collections will only occur on the dates and times and in the sectors publicized by Public Works.

- A. Leaves (November – January)** Residents are asked to rake leaves to the curb, out of the city right-of-way, each fall so that crews may vacuum them up for composting. The city is divided into sectors and each sector will have two periods for leaf collection. Leaf piles that contain rocks, branches, or are inappropriately placed will not be picked up.
- B. Christmas Trees (January)** are normally picked up on a Wednesday during the first several weeks of the New Year. Items such as lights, stands, and ornaments must be removed, as the trees will be composted.
- C. Heavy Trash (Spring & Fall)** Large and bulky items not typically picked up during routine refuse collections, including:
 - Large quantities of yard waste, brush, limbs
 - Appliances, refrigerators, lawn mowers, microwaves, etc.
 - Furniture, mattresses, sofas, dressers, etc.
 - Electronics (these items are taken to the landfill, not recycled)
- D. Holiday Collection & Weather Emergencies**

Holidays: If a holiday falls on a collection day, trash will be picked up on a makeup date. Check the city website and social media for updates.

Weather Emergencies: Collection may be suspended due to weather. Updates will be posted by 6:00 a.m. on the city website and on social media.

Weather Hazard Debris: In the event of a special yard debris pickup due to weather-related damage, branches and debris must be in bundles no longer than 4 feet and weigh less than 50 pounds.

6. Unscheduled Special Pickups Due to Noncompliance

When refuse is stored or placed curbside in a manner not as described in the provisions of this policy including refuse placed curbside at times not designated for pickup, a Public Works crew may be dispatched to pick up the refuse or materials and remove them. Containers will be picked up with refuse during unscheduled special pickups and will not be returned. Such pickups will be subject to a special fee charged to the property owner or known tenant.

Crews may be dispatched to remove:

- A.** Containers or bags placed out for collection more than one hour prior to the designated set-out time specified or left at the curb more than one hour following the specified time for removal.
- B.** Containers that are overflowing or with the lid not fully closed, or bags that are not tied.
- C.** Other containers or refuse put out for pickup or stored in any manner not in compliance with this policy, or that may pose a threat to public health, safety, or appearance.
- D.** Heavy or bulky items placed out other than at the scheduled yearly spring or fall collections or a specially designated weather hazard pickup day will be considered in violation of this policy and subject to the imposition of special collection fees.
- E.** When refuse has been dumped illegally on public or private property or on other occasions when the refuse violates city code, special pickup rules will not apply and the violator will be subject to all civil and criminal penalties specified in the Staunton City Code.

7. General Billing Information

Refuse fees are added to city water and sewer bills for property owners or tenants of the property involved. Each billing cycle covers a two-month period. Every service address that receives water service is required to have refuse service.

- A. Rates** can be found on the city website. The fee is assessed for each residential unit – in both single-family and multi-family structures. For any multi-family structure, the fee may be higher to cover all costs to the city, as determined by the Director of Public Works.

B. Exemptions: The Director of Public Works, in their sole discretion, may waive all or part of the fees for any multi-family structure or commercial customer if contractual arrangements are made and maintained by that customer for containerized service.

C. Fees For Unscheduled Pickups

- i. The fee for an unscheduled special pickup will be set by the Director of Public Works
- ii. In the event a special unscheduled pickup involves more than five containers, includes furniture and/or other bulky items, site clean-up or other special factors, the Director of Public Works may charge the customer the actual cost of the pickup including all administrative, labor and equipment costs.
- iii. Property owners or tenants with city utility accounts are responsible for refuse placed at the curb for pickup at their residence, on their property, or at their place of business, and for the cost of Special Unscheduled Pickups to remove such refuse or materials when not in accordance with Regular Collection regulations. In the event of multi-family buildings, this responsibility is assumed by the property owner. It is illegal for anyone to place trash, refuse or similar materials whether contained or not on private property without the written permission of the landowner. Should residents or businesses believe someone else is placing refuse or other materials at their location, they should report it to Staunton City Police Department immediately.
- iv. The Director of Public Works may direct special pickups be made without charge following special designated events or to meet special community needs.

8. Drop off and Collection Points

A. Recycling Center: Residents are encouraged to utilize the City's recycling center at the Public Works facility located at 1911 Craigmont Road in Staunton. Recyclable items such as paper, cardboard, and plastics should be clean and sorted to ensure proper processing. The Director of Public Works shall establish the normal operating hours of the recycling center and post those hours on the City's website. The recycling center is closed on City holidays.

B. Tires: may be dropped off at the Gypsy Hill Park Gym parking lot on a Saturday following Spring heavy trash collection. The specific date will be posted on the city's website and social media.

C. Landfill: The City of Staunton is a joint owner of the Augusta Regional landfill and city residents have free access to the landfill. Please refer to the landfill website for mor information on hours and what is accepted: www.augustawater.com/landfill

City of Staunton
Special Placement / Assistance Application

This request is for:
Special Placement ☐
Special Assistance/Hindrane ☐

Account Number: _____ Customer ID: _____

Account Holder Name: _____

Address: _____

Name and email of individual requesting Special Placement / Assistance:

Reason for Special Placement Request:

Special Assistance/Hindrane Request ONLY

Physician's Certification:

I certify that the above-referenced Account Holder needs Special Assistance
in the placement of their refuse container.

If the need for special assistance is temporary, when is intended release date?

Attending Physicians Signature:

Date:

Customer's Signature:

Date:

***Please provide a sketch of area desired for special placement.

Director of Public Works or their Designee will review & determine if a Special Placement is warranted.

The City will contact the customer through the provided email address with the City's determination.

City of Staunton

Extra Refuse Container Request Form for Residential Customers

- Limited to 95 Gallon customers only
- Fee: \$12 Per Month
- Limited to one (1) additional 95 Gallon container per residence.

Date Requested: _____

Account Number: _____ Customer ID: _____

Account Holder: _____

Address: _____

Phone number: _____ Email _____

In reference to the location listed above, I, _____(Print), hereby request an additional refuse container and agree to pay the additional \$12 per month, \$24 per billing cycle. I further understand and agree to call Public Works at 540-332-3892 when I vacate my residence, so they can collect the additional container.

Customer Signature

Date

Office use only:

- ☐ Work Order Entered in Munis for Delivery of Additional Container
- ☐ Extra Container Service Added to Account in Munis
- ☐ Customer Contact Note Added in Munis
- ☐ Extra Container added to Customer Record in Rubicon

Completed by: _____ Date: _____

City of Staunton

Yard Waste Container Request Form for Residential Customers

- Deposit: \$50 (one-time, refundable)
- Limited to one (1) 95-gallon container per residence, which is designated and differentiated specifically for yard waste only.

Date Requested: _____

Account Number: _____ Customer ID: _____

Account Holder: _____

Address: _____

Phone number: _____ Email _____

In reference to the location listed above, I, _____(Print), hereby request a yard waste container and agree to pay the one-time \$50 deposit. I understand that by signing this form, I will be charged \$50 on my next bill, and that in order to have this deposit returned to me, I must call Public Works at 540-332-3892 when I vacate my residence so they can collect the container.

Customer Signature

Date

Office use only:

- ☐ Work Order Entered in Munis for Delivery of Additional Container
- ☐ Extra Container Service Added to Account in Munis
- ☐ Customer Contact Note Added in Munis
- ☐ Extra Container added to Customer Record in Rubicon

Completed by: _____ Date: _____