

TRASH & RECYCLING QUESTIONS

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Q: When will my trash be picked up?

A: Your trash is picked up at curbside once each week; the collection day depends on where you live.

To view your pickup schedule please visit this website:

<https://www.holyoke.org/documents/refuse-and-recycling-pickup-schedule/>

On your pickup day all trash needs to be placed at curbside in a covered barrel no larger than 35 gallons. Your trash needs to be placed at curbside no later than 7:00 am, as the trucks will not return for trash that was not out. Please be aware if you put trash out the night before, animals may get into the trash barrels during the night and tear open bags. Collectors are not allowed to pick up trash that is not in a bag or container. Barrels exceeding 35 gallons and other unaccepted materials will be left at curbside and tagged accordingly.

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Q: What happens if my collection day falls on a holiday?

A: Your trash will be picked up the next day, and everyone else whose collection day follows the holiday will have their trash picked up one day later than usual. As an example, Friday's trash will be picked up on Saturday for that week.

Holiday's in Holyoke include: New Years Day, Martin Luther King's Birthday (Monday), President's Day (Monday), Patriot's Day (Monday), Memorial Day (Monday), Independence Day, Labor Day (Monday), Columbus Day (Monday), Veteran's Day, Thanksgiving Day, and Christmas Day.

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Q: My trash/recycling was not picked up today, what should I do?

A: Occasionally a resident's trash/recycling is overlooked, and we miss picking it up. If this situation occurs, simply call the Department of Public works at 322-5645 as soon as you notice. We will send someone back out as soon as possible. We apologize for any inconvenience this may cause you.

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Q: When is my recycling picked up?

A: Recyclables are picked up every other week on the same day as your trash. To view your pickup schedule please visit this website:

<https://www.holyoke.org/documents/refuse-and-recycling-pickup-schedule/>

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Q: What can I put out for recycling pickup?

A: Items such as glass bottles and jars, tin, steel, aluminum, plastic containers, and milk and juice cartons can be put out for pickup and must be placed in a recycling bin. Items such as newspaper, magazines, paperback books, hard cover books (with the covers removed), paper bags, envelopes, and office paper can be put out for pickup but must be placed in a paper bag and placed next to the bin. Corrugated cardboard can also be picked up but it must be flattened and broken down to 3 foot x 3 foot and tied with string. Plastic bags or soiled paper are not recyclable and must be placed with your regular trash for pickup.

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Q: Where can I get a recycling bin?

A: 18 gallon recycling bins can be picked up by Holyoke homeowners at the Department of Public Works. The bins are \$10.00 each.

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Q: What types of items are prohibited from disposal in my regular rubbish?

A: The following items are all prohibited from disposal in regular rubbish and we do not provide pick up service for these types of items. You will need to bring them to the Refuse/Recycling Drop-off Site:

Household Batteries, Car Batteries, Motor Oil, Empty Propane Tanks, Tires (mounted or not mounted), Fluorescent Bulbs, Hazardous Chemicals, Paint (latex, oil-based, stains, urethanes), Metal, Construction Materials (sheetrock, lumber, plywood), Furniture (couches, chairs, bed frames, box springs mattresses, kitchen sets, cabinets), Appliances, TV's, and Computers.

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Q: I have some larger bulky type items that need to be discarded, how can I get these picked up?

A: We do not provide pick up service for large bulky types of items. You will need to bring them to the Refuse/Recycling Drop-off Site.

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Q: What are the hours of the Refuse/Recycling Center and where is it located?

A: The drop-off center is open Tuesday and Thursday from 7:30 am to 2:30 pm. Closed from 12:00 to 12:30. The drop-off center is also open on Saturday after a holiday from 7:30 am till Noon. The center is located at 63 Canal Street; however, you must enter the drop-off site on North East Street. A Refuse Disposal Permit is required to use the refuse portion of this facility. Recycles; plastic containers, paper, and clean cardboard can be dropped of anytime without a permit.

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Q: Is there a fee to dump at the Refuse/Recycling Drop-off Site?

A: No, but you must have a Refuse Disposal Permit.

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Q: How do I obtain this permit?

A: The owner of the property must apply in person to the Department of Public Works office located at 63 Canal Street. The office is open from 8:30 am till 4:30 pm Monday through Friday. The owner will need to provide a hard copy of the Deed of the Property and have a photo ID showing his name and place of residence. Also, if applicable, the owner's sewer use bill must be current with no overdue balance. Although the first Refuse Disposal Permit is free there is a charge to replace any lost card. The cost will be \$10.00 for the first lost card, \$20.00 for the second and \$50.00 for the third and subsequent lost cards.

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Q: How can I dispose of Yard Waste?

A: Grass clippings, weeds, hedge clippings, garden waste, and twigs and brush not longer than three feet in length and one-half inch in diameter can be placed in paper leaf bags of 30-gallon capacity or loosely placed in 35-gallon containers. Paper bags or containers shall be placed on the curbside or treebelt on the leaf and yard waste collection days specified. Compostable leaf and yard waste materials shall not be placed in plastic trash bags. Leaves and yard waste shall not be placed in the same refuse container as, or otherwise mixed with, other forms of solid waste for collection, removal, or disposal. Twigs may also be bundled and tied and placed along with the leaf bags. If you do not know your yard waste day, call 322-5645.

In addition, Yard Waste can be brought to our Yard Waste Drop-off Site located at the Wastewater Treatment Plant at One Berkshire Street. Branches must be cut to less than 3 foot in length and cannot exceed 6 inches in diameter. This site is open to City residents only Saturday and Sunday from 8:00 am to 4:00 pm Refuse Disposal Permit is required to use this site.

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Q: How can I dispose of Paint?

A: Latex paint can be brought to the Refuse/Recycling Drop-off Site for disposal. Paint swap is available for anyone interested in unused paint. Empty latex paint cans that are dried up can be brought to the Refuse/Recycling Center. Empty cans of oil-based paint must be disposed of during the City's hazardous waste day, which is held twice a year in the Spring, and Fall. Information concerning the City's Hazardous Waste Days is available by calling the DPW at 322-5645.

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Q: How can I dispose of other Motor Oil or other Hazardous Waste?

A: Used Motor Oil can be dropped off at the DPW Recycle Center. Eligible Hazardous Waste must be disposed of during the City's hazardous waste days. Information concerning the City's Hazardous Waste Days is available by calling the DPW at 322-5645.

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Q: How do I dispose of my Christmas Tree?

A: Your Christmas Tree will be picked up at curbside sometime during the first two weeks of January. The trees will be collected on your trash day. Your Christmas Tree needs to be cleaned of all ornaments, lights, tinsel etc. Avoid leaving the tree in the snowbank during a snow storm, because if the tree becomes frozen in the snow bank we will be unable to pick it up for disposal.

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