

1. What is back door pickup?

Back door pickup is where your doctor has filled out paperwork stating you are not able to pull your cart out to the curb weekly. Qualified individuals that have the garbage cart serviced by the Need Assistance Garbage Crew will also have the recycling cart serviced by the Need Assistance Recycling Crew. To be eligible for assistance your doctor must submit the Solid Waste Services Need Assistance Form and there must be no one else living in the household able to roll the cart to the curb.

2. What is Overflow?

Overflow is the term that's used when there is too much trash to fit in the provided bin. Citizens in the past have put overflow on top of the bin or to the side. If overflow is on the top of a bin, the bin will not be serviced. If overflow is on the side of the bin, the bin will be picked up, but the side trash will be left.

3. You received a letter or cart not picked up?

These "violation" letters are most given because the bin was not placed according to Town Ordinance. Town Ordinance tells how the bins need to be placed so that the Fully Automated trucks can service them. If this is the case, you have two options. The first is that you can pull your bin back to your house and wait until your next pick up the following week. Second is you pay \$25 special/call back fee to have the town come back.

4. What is accepted for recycling?

1. Plastic – The only acceptable plastics are:
 - PET #1 (plastic drink bottles) and HDPE #2 (milk jugs, juice bottles, detergent bottles). Look for a triangular recycle symbol with a number 1 or 2 in it to be sure.
2. Paper – newspaper, junk mailers, phone books, magazines, catalogs
3. Aluminum beverage cans – soda cans, beer cans (quick rinse)
4. Steel cans – soup, vegetable, pet food cans (quick rinse)
5. Cardboard – corrugated boxes, cereal boxes (flattened)

Remember: Please do not bag your recyclables and empty out food and liquids

****Misuse of recycling carts for items other than recyclables will result in loss of recycling services.**

5. Can I use a different cart?

Using only Town-issued carts: no other cart will be emptied for garbage.

6. Placement of your cart:

1. Place garbage and recycling carts a few inches from the curb or edge of the street, **not in the street.**
2. Keep carts at least three feet from other objects (i.e. vehicles, mail boxes, fences, power lines).
3. Position carts so that cart handle faces your house (see arrows on the lid). This will ensure the lid opens properly and is not damaged when emptied.
4. Place cart at the curbside **no earlier than noon the day before your collection day**

7. I will be moving to Selma soon, how do I get service?

If there are no roll-out and recycling bins at your home, please contact 919-965-9841 Ex4002 to request containers. An information packet regarding your collection day and instructions on placement will be delivered at the same time.

8. Is there a charge for collection?

All residential households are charged a monthly Solid Waste fee of \$25.00 per month on their utility bill for solid waste services. These services include household garbage, recycling, and bulky item collection (furniture, large limbs, etc.).

9. When should I put out my containers?

Containers *must* be placed at the curb before 7:00 p.m. preceding collection day. Town Ordinance requires that all containers be retrieved from the curb by 7:00 p.m. after collection and placed to the side or at the rear of the residence.

10. My container is broken. What do I do?

From time-to-time maintenance is required on containers. Please call 919-965-9841 Ex4002 to request a repair. If the container is beyond repair due to damage while being serviced, it will be repaired or replaced. Containers will not be replaced because of vandalism, abuse, or age. New cart lids may need time to settle. Please give them a few days before reporting issues with lid adjustments.

11. Missed pickup – what do I do?

Any special or call-back collections will have an additional charge added to the utility bill and your container will be serviced as soon as possible, usually within 1 - 2 business days. The new garbage truck is equipped with a timestamped camera to assist with customer requests and missed pickup notifications.

13. I will be moving soon. What do I do with my containers?

Town issued containers are the property of the Town of Selma. Please leave them in the rear yard of your residence when you move.

14. Where can I take my plastic bags for recycling?

Some local businesses that provide plastic bag drop-off bins are Food Lion, Wal-Mart, Lowe's, Harris Teeter, and Target.

15. What does this change for those serviced by communal dumpsters?

Those serviced by communal dumpsters will not be affected by these sanitation changes. Questions regarding communal dumpsters should be directed to the Town Hall or Public Works Department.