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A LETTER FROM YOUR CITY MANAGER

Dear Oakwood Citizen:

The purpose of this booklet is to provide a summary of our refuse collection program. It addresses all aspects of our program and explains the rules under which we operate. Your attention to these rules will help us to provide the finest service possible.

Several years ago, city council, staff and citizen representatives studied ways that we could improve our overall public works service delivery programs. A primary objective of that effort was to streamline refuse pickup and use the associated labor savings to better address other important public works responsibilities including street repair, street cleaning, and water and sewer maintenance. The end result was a better system for deploying our workforce, making certain that we retained the complete array of services that make Oakwood so special and have such a direct impact on our community ambiance.

This 2003 handbook update essentially maintains our current approach to refuse collection and includes the change to a four-day pickup schedule that was introduced back in late 2000. We thank you for helping us maintain our unique refuse collection program and ask for your continued cooperation in adhering to the rules and regulations in this booklet. We pledge to continually look for efficiencies and improvements so that we can offer the best service possible. If you ever have any recommendations or ideas that you think we should explore, please don't hesitate to contact our Public Works Center at 298-0777. Our staff stands ready to listen and respond as appropriate.

Norbert S. Klopsch
City Manager

OUR REFUSE PROGRAM

Oakwood residents take pride in having one of the most comprehensive refuse collection programs in the area. Our services include:

- Full service, backdoor pickup for weekly household trash. A partial list of items that can be placed with regular trash includes small items such as books, magazines, dishes, small televisions, stereos and clothing items.
- Backdoor pickup of commingled recyclables including newspaper, glass, plastic and metal cans.
- Bi-weekly pickup program for brush/branch material and other major yard debris items.
- Special pickups for disposal of larger household items and remodeling debris from do-it-yourself projects.
- Fall leaf pickup and conversion of leaves to mulch, with, for a small fee, delivery back to interested residents.
- Dumpsters for efficient disposal of major remodeling debris from do-it-yourself projects, or other household or yard items.
- Opportunities to recycle telephone books and cardboard.

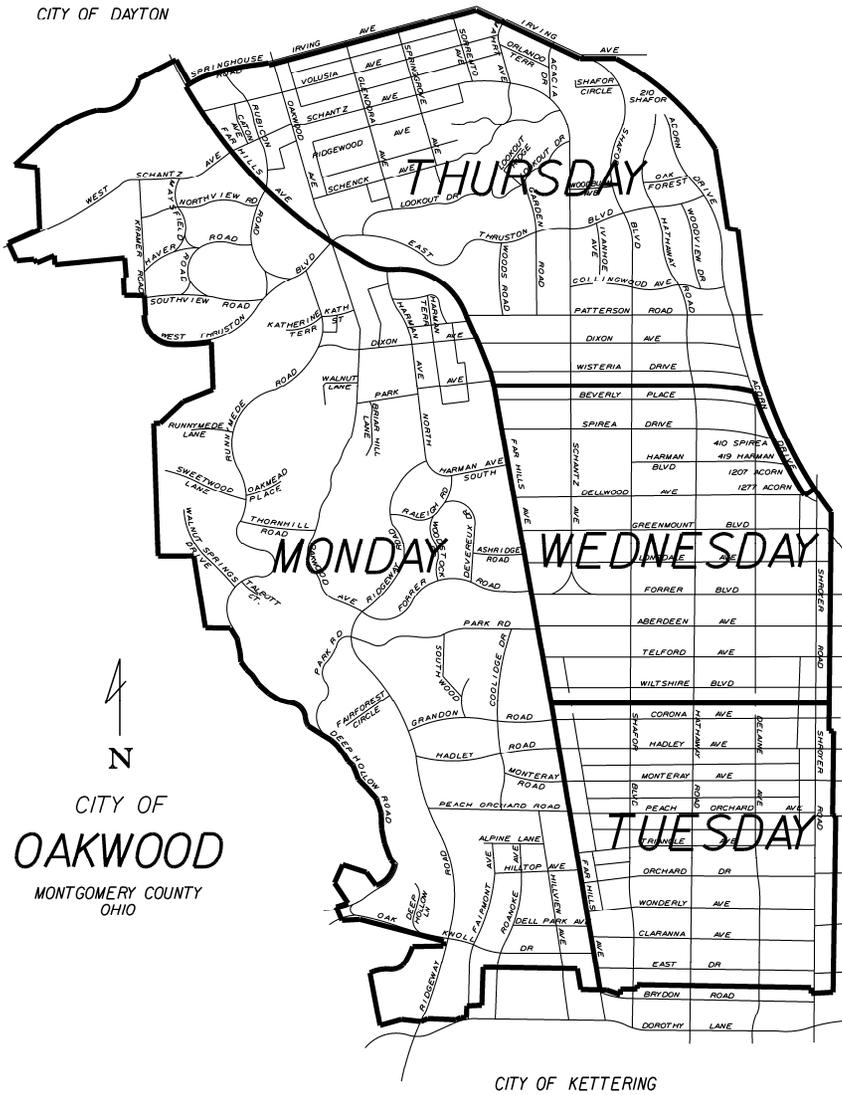
COSTS

All refuse services are offered without assessment and are paid for entirely from general tax dollars, except for the county disposal fees which are billed to each property owner along with their water and sewer bill. Although we use the most modern and efficient equipment available, our system remains labor intensive. It is important that citizens understand our programs and make every effort to follow the established guidelines – this helps us stay on schedule and keeps to a minimum the annual overtime costs.

HOW CITIZENS CAN HELP

- Have household trash, recyclables and special pickup items, when scheduled, ready by 7:30 a.m. on pickup day.
- Containers should be in good condition and of proper size (35 gallons or less) with handles and fitted lids.
- Make sure containers are readily accessible.
- Abide by published guidelines.
- Let us know when we have done something wrong, or when you think we could do something better.

REFUSE ROUTES AND SCHEDULE



CUSTOMER SERVICE EXPECTATIONS ENFORCEMENT OF RULES

You can expect us to work hard to make sure your trash and other debris are collected on schedule, although pickups may occasionally be delayed on holiday weeks, during periods of inclement weather or for unforeseen emergencies. In turn, we ask you to help by complying with our regulations. When we notice problems, we will work with you to resolve them. Without your help, however, efforts to maintain our delivery system will fail.

Our enforcement will be as follows:

- Emphasis will always be placed on education via personal contact by a supervisor.
- Ongoing problems will be addressed in an explanatory letter from the public works director.
- Unacceptable containers will be disposed of by the refuse supervisor after two written notices.
- Significant, continuing problems may result in delay on the pickup of your trash or other debris.
- As a last resort, a citation to court for non-compliance with our program may be issued.
- Unauthorized debris in the roadway will be addressed in the following manner:
 - First Instance – The city will remove the debris and notify the resident via door hanger of the appropriate procedures.
 - Second Instance – The city will remove the debris and send a letter reiterating the proper procedures.
 - Third Instance – The property owner will be responsible for moving the debris to the appropriate location before the debris will be removed, and the Public Works Director will discuss possible future options with the property owner.
 - Fourth Instance – Continued disregard for proper procedures may result in a citation for improper placement of obstructions in the right-of-way.

RULES FOR HOUSEHOLD TRASH, RECYCLABLES & YARD DEBRIS

ACCEPTABLE CONTAINERS:

- Standard metal or plastic refuse containers.
- Containers must not exceed 35-gallon capacity.
- Loaded containers must not weigh more than 60 pounds.
- Containers must have lifting handles and tight-fitting lids.
- Containers must be maintained in a sanitary condition.
- Separate container must be provided for combined recyclables including metal, plastic, glass and newspaper. (NOTE: Stickers for recycling are available at City Hall or the Public Works Center).

LOCATION AND ACCESS

- All containers, including those for household debris, recyclables and yard debris must be in one convenient location.
- Driveways must be kept clear of parked vehicles on collection day.
- Driveways must be kept clear of heavy snow and ice.
- Driveway gates must be opened on collection day.
- Dogs must be restrained and away from containers.
- **Outdoor containers** must be visible and placed along the side of the garage or as near to the driveway as possible.
- **Indoor containers** must be placed near the overhead door with room to safely maneuver cans without damaging private property.
- Garage doors must be unlocked or, if equipped with electric openers, standing open on collection day.
- Yard debris:
 - The city does not collect grass clippings. We encourage the use of mulching mowers or on-site composting.
 - Incidental yard debris (such as twigs, hedge clippings and garden debris) can be placed in containers with regular household trash as long as it does not exceed 60 pounds, or can be bundled in small quantities and placed next to the regular containers. Please limit the quantity of bundles to no more than two.

RECYCLING PROGRAM

Recyclables will be collected on your regular trash day. Please make sure that co-mingled recycling products are placed in a properly marked container. Stickers are available at City Hall or at the Public Works Center.

CO-MINGLED RECYCLABLES:

Plastics, glass, metal cans and newspaper shall be co-mingled in one container. These items are further described below. As changes occur, the city will distribute updates.

- **PLASTICS:** Plastic milk containers, soft drink bottles, detergent and water bottles, shampoo containers, and other plastic containers displaying a “1” thru “6” inside the recycling logo (typically located on the bottom of the container).
NOTE: Foam and polystyrene are presently not recyclable and should be placed in with the regular trash. Please place loose foam packing material in bags so that it does not fly out of our scooters and then blow around your neighborhood.
- **GLASS BOTTLES AND JARS:** Clear, brown, green and blue food and drink glass bottles are acceptable. Lids and locking rings should be removed, if possible.
- **METAL BEVERAGE AND FOOD CANS:** Aluminum, steel and bi-metal cans are recyclable.

NEWSPAPERS:

Newspapers shall be co-mingled with other recyclables. You may include glossy inserts, magazines, copier paper and other paper products. These items are now recyclable and should be placed in containers with the rest of the recyclable materials.

CARDBOARD:

Cardboard items including cereal, pasta, cookie and cracker boxes, gift boxes, mailing tubes, corrugated cardboard and brown paper bags can be dropped off at the Creager Field parking lot, 24 hours/day.

NOTE: Please cut or break down boxes so that we can maximize loads and provide greater capacity for your fellow residents.

GRASS CLIPPINGS & YARD DEBRIS

GRASS PICKUP:

The city does not collect grass clippings. We encourage the use of mulching mowers and/or on-site composting. The expense of grass pickup and the environmental waste it creates greatly outweighs any benefits of pickup.

YARD DEBRIS:

- Small amounts of yard debris such as twigs, hedge clippings, sidewalk trimmings, garden debris, but NOT GRASS, may be placed in regular household trash containers or cut and tied into 3 foot long or shorter length bundles. This helps to expedite collection.
- Please do not place small piles of yard debris along the curb, in the boulevard, or in tree lawn areas.
- Yard debris too large or too heavy to be placed into trash cans or bundles should be placed with the larger brush/branch items on the tree lawn area, just behind the curb or edge of the roadway. **Note: Under no circumstance should you place yard debris in the gutter, street or center medians (boulevard areas). The only exception is leaves during the fall leaf collection season (please see Page 10).**

ENFORCEMENT

- Refuse crews will not empty containers that violate the rules in this handbook. As stated earlier, recurring non-compliance may result in citations.

BRUSH/BRANCHES

Brush material and large branches should be placed in the tree lawn area on your scheduled pickup day. Please see the map placed in the bi-monthly Oakwood City and School Scene Newsletter for a current schedule.

NOTE: In order to preserve community ambiance, please try to coordinate placement of brush material and branches with our collection schedule.

- All brush/branch items are to be no longer than six feet (6') in length and in a manageable pile.

NOTE: Please do not exceed six feet (6') lengths. Keeping brush at the proper length and in manageable piles helps us to stay on schedule and eliminates safety hazards.

- If you do not want to wait for a scheduled removal, you can arrange for a city dumpster. There is no charge for the dumpster when used for only brush and/or branches.

LEAF PICKUP

Leaves are collected from all roadways between October and December each year.

- Collection Schedule: leaves are collected on a 2-week schedule, the same as the brush and branch schedule.
- Rake leaves according to the city's pickup schedule, a day or two in advance when possible.
- Please do not park vehicles in the street or otherwise block leaf piles on the day of scheduled pickup.
- Leaves should be neatly placed in rows in the gutter along the edge of the street.
- Do not include brush material, branches or other yard debris with leaf piles.
- If unable to place in the street, leaves should be within the tree lawn area, just behind the curb, or edge of the roadway, or accessible by a paved driveway. If leaves are not visible from the street, call 298-0777 to advise us of the location prior to the scheduled day of collection.
- For special situations where there is not a convenient location for placing leaves, call 298-0777 to schedule the use of the city dumpster, free of charge.

MULCH

Leaves collected during the fall are ground into mulch. In the spring of each year, we return mulch to residents for a minimal fee.

- Residents can get leaf mulch delivered in 3 or 6 yard quantities.
- Orders are taken by calling 298-0777 on a first come, first served basis, beginning the first week of March. Deliveries start by the end of March and continue until the mulch supply has been exhausted (typically mid-May).
- On specified Saturdays in the spring, residents can pick up free mulch at the Public Works Center. Call 298-0777 or see local newspaper announcements for details.

SPECIAL PICKUPS

The special pickup program is one of the most popular waste collection services in Oakwood. Special pickups are available for standard household items that cannot otherwise be disposed of through the normal household, weekly trash pickup. In some cases, special pickups can include brush and branch debris where residents cannot utilize tree lawn areas for the bi-weekly pickup program.

HOW TO SCHEDULE SPECIAL PICKUPS

Call the Public Works Center at 298-0777. All metal material, including appliances, will normally be picked up on Fridays. We will schedule the pickup of all other items within two weeks of your call. The special pickup program is available year around, except during peak leaf pickup season. Leaf collection takes place during the 10-week period from mid-October to late December and involves the majority of our work crews. Therefore, special pickups are not available during this 10-week period.

FREQUENCY

- All property owners are entitled to two free pickups per calendar year. Additional pickups may be scheduled at a cost of \$25.00 each.
NOTE: Special arrangements can be made for additional pickups for residents moving into or out of town. Please give us as much advance notice as possible.
- The city reserves the right to require the use of a dumpster when the size or nature of the debris demands it. The city will deliver and pick up the dumpster. The only cost to residents is what the city is charged for dumping at the landfill or transfer station.

- Special pickups shall not include any regular, weekly household trash.
- All material to be collected must be placed on the driveway and be readily accessible to crews on the day of pickup.
- No special pickups will be made from inside or behind garages.
- Items should be placed on the driveway no sooner than the day before the scheduled pickup.
- Only debris generated from your Oakwood property will be collected.
- Material must not be stacked or piled against houses, garages or fences, nor around poles, fire hydrants, manholes or other items that obstruct access.
- No pickup items shall be placed at the curb, edge of the road, tree lawn area or boulevards.
- Dumpsters are required for roofing debris.

ACCEPTABLE ITEMS:

- Here is a partial list of items that may be included with Special Pickups:
 - Air Conditioners (freon removed)
 - Carpet (cut to lengths of 4 feet or shorter and rolled, or cut in pieces measuring 4 feet x 4 feet or smaller)
 - Furniture, Bicycles, Metal Toys, Wood Fencing, Cabinets, Sinks, Brick, Concrete Block, Dirt, Tile/Floor Covering, Siding, Gutters, Windows, Doors, Large Televisions/Stereos, Refrigerators, Freezers, Stoves, Furnaces and Water Heaters

- Doors must be removed and appliances purged of freon. Contact local appliance stores for freon evacuation. Appliance must have a company tag indicating freon has been removed. The property owner must pay the service charge.
- For gas water heaters and furnaces, you must provide a copy of the permit for installation of the new water heater or furnace. The permits are issued from the City of Kettering, 296-2441. Attach a copy of the permit to the old water heater or furnace and advise the city of the permit number when calling for a special pickup.

REMODELING DEBRIS - DUMPSTER

Disposal of debris from major remodeling projects is much more efficient if homeowners use the city's dumpsters. These dumpsters are available for do-it-yourself projects and come in various sizes. Call 298-0777 to learn more and to schedule a dumpster.

- The city will deliver and pickup the dumpster at no cost. Residents only pay the landfill or transfer station dumping fee. When scheduling the dumpster, we will give you an estimate of how much you might expect to pay for the dumping fee.
- The city will not remove debris generated by private contractors. Under no circumstances may contractors use the city dumpsters or special pickup program.
- Dumpsters are also available to residents cleaning out a house, basement or attic.

The dumpster may be kept for two calendar days. Arrangements for pickup will be made when the delivery is scheduled.

SUMMARY – HOW TO CONTACT US

We hope this handbook helps you to understand our refuse program. By following the guidelines, you can help ensure that we are able to continue to provide our community with an efficient and comprehensive waste removal service.

Thank you for your cooperation and, again, if you have any comments or suggestions on ways that we might serve you better, please contact us.

The following people are available for refuse collection or related service calls and information on weekdays between the hours of 7:30 a.m. and 4:00 p.m.

Theresa Caldwell
Public Works Administrative Support 298-0777 (ext. 2)

Kenneth Perkins
Refuse Foreman 298-0777 (ext. 7)

Mike Wenclewicz
Assist Public Works Director 298-0777 (ext. 5)

Kevin Weaver
Director of Engineering and
Public Works 298-0777 (ext. 4)

Direct voice mail lines are available after hours or on holidays. Our staff will respond the next working day.

CITY OF OAKWOOD



REFUSE REGULATIONS MARCH, 2003