

## Solid Waste Fee

The City of Roanoke's Solid Waste Management Division provides a high level of Solid Waste Collection services to its residents, including trash and recycling collections, bulk and brush pickups, and bagged leaf collection. Effective Jan. 1, 2018, any owner of a parcel of land in the City of Roanoke that receives Solid Waste Collection services from the city will be responsible for paying one of the following fees:

- \$8 per month/\$96 per year per parcel for a single-family dwelling unit (property owners who qualify for the elderly and disabled tax freeze will receive a \$3 monthly credit).
- \$16 per month/\$192 per year for multiple dwelling units on one parcel or any group of contiguous parcels.
- \$12 per month/\$144 per year per parcel used for business, commercial establishment, institution, or other location uses, other than

## Customer Service

To speak with a customer service representative about solid waste collections, or request special assistance for the elderly or disabled, please call 853-2000, option 1, during regular business hours: 8 a.m. to 5 p.m., Monday through Friday.

All information in this brochure applies only to properties located within the City of Roanoke.

Keep this brochure for handy reference!

For more information, visit  
[www.roanokeva.gov/solidwaste](http://www.roanokeva.gov/solidwaste)

## Trash Collection

Citizens can do their part to help Solid Waste Management operate efficiently and effectively by observing the city's collection schedules and requirements.

Trash is collected weekly, based on a quadrant system. Households are provided with one "Big Blue" container (dark blue) for trash disposal.

For each designated trash collection day, containers must be placed at the curb or the alley (depending on location) as follows:

- No earlier than 7 p.m. on the day before collection,
- Available by 7 a.m. on the day of collection,
- Removed by 7 a.m. on the day following collection.

Minimizing the amount of time that residential trash is placed at the street for collection is important. Your assistance improves neighborhood appearance, and even enhances safety and health.

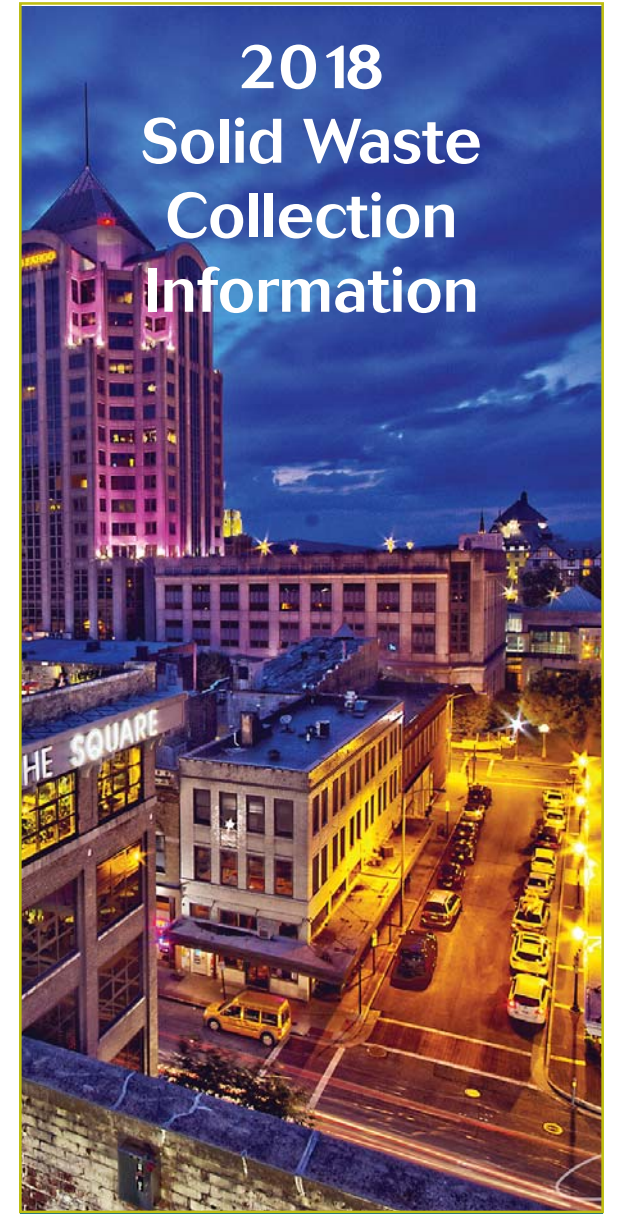
*Helpful Tip:* Please bag all household trash that is placed in your Big Blue container (dark blue). This helps prevent loose material from littering the ground if there is a spill or if the container is emptied on a windy day.

For the remainder of the time, City Code requires that Big Blue trash and light blue recycling containers must be stored no closer to the street than the front of the residence. It is OK to place your containers beside your house (even though it may be visible from the street). Placement behind the residence is preferred.

*Containers not complying with these guidelines will be subject to a notice of violation. Notices will be issued for three offenses; after a third notice, a \$25 fine will result for each subsequent violation.*

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DEPARTMENT OF PUBLIC WORKS  
Solid Waste Management Division  
1802 Courtland Road  
Roanoke, Virginia 24012  
540-853-6848 fax: 540-510-4360



# 2018 Solid Waste Collection Information

Trash  
Recycling  
Bulk & Brush

# PLEASE SAVE THIS SCHEDULE

**A**

**B**

2018

JANUARY							FEBRUARY							MARCH							APRIL						
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SEPTEMBER							OCTOBER							NOVEMBER							DECEMBER						
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30																					30	31					

## Recycling

The city now uses a Single-Stream Recycling Program. This means residents can combine all recyclable materials in one cart without having to sort paper products from bottles and cans. It all goes in one container!

Recycling collection is every other week, on your normal collection day. Depending on where you live, your residence will be on an A Week schedule or a B Week schedule.

To remember your correct recycling weeks, please refer to the chart on this page. If you are unsure about the recycling schedule for your residence, call Solid Waste Management at 540-853-2000, option #1, or go to [www.roanokeva.gov/solidwaste](http://www.roanokeva.gov/solidwaste) and click on Single-Stream Recycling to use the map feature.

Residents may use the Recycle Coach™ app to view/export schedules online and set up automatic reminders on smartphones. The web app is available at [roanokeva.gov/solidwaste](http://roanokeva.gov/solidwaste). Download the free mobile app from the iTunes Store or Google Play.

## Bulk & Brush

The city provides weekly collection of bulk and brush on your normal collection day in all neighborhoods.

- Small brush piles: If the pile can be picked up with two hands, please place it in your Big Blue (dark blue) container.
- Large brush piles: Piles up to 6'x6'x6' should be placed at the curb.
- Bulk trash: A maximum of three bulk items can be set out for collection each week. Bulk items are not collected in alleys.

*All trash must be placed in the Big Blue (dark blue) trash container for collection.*

*Trash placed curbside in plastic or biodegradable paper bags or boxes will not be collected as bulk trash.*

## Leaf Collection

The city collects bagged leaves only during a designated period in late fall. Information about the leaf collection schedule is publicized a few weeks prior to its start. Citizens may place an unlimited number of 30-gallon biodegradable paper leaf bags at the curb during leaf collection weeks. Loose leaves are not collected.

The only time bags will be collected curbside will be during the leaf collection season in the fall. Those bags must be biodegradable.

*Notice of Violation: Non-compliance with the above requirements for bulk, brush, and leaf collection can result in fees ranging from \$200 to more than \$400, plus a \$100 administrative fee for violations.*

## Holiday Schedule Information

The City of Roanoke observes several national holidays during the year when city offices are closed and services are suspended.

- For holidays that fall on a Monday, solid waste collections are delayed by one day for the remainder of the week.
- During Thanksgiving week, routes that are normally worked on Tuesday, Wednesday, or Thursday are worked one day early.
- Other changes to solid waste collection are scheduled on a case-by-case basis, as needed.

## Alley Vegetation

Parcel owners in the City of Roanoke have a responsibility to cut, remove, or destroy any overgrowth of vegetation in alleys.

Overgrown vegetation hinders access for property owners, scratches cars, and in some alleys may prohibit Solid Waste trucks from safely using the alley for trash collection. Vegetation should be trimmed back to the property line and up to a height of 12'.

## Household Hazardous Waste

For disposal of additional hazardous materials, the Roanoke Valley Resource Authority offers Household Hazardous Waste Disposal on the third Saturday of each month. Participants are required to pre-register online or by phone, by the Friday before the event.

For more information, go to [www.rvra.net](http://www.rvra.net) or call 540-857-5050.