



Town of Chapel Hill
Town Hall, 4650 Nashville Highway, P.O. Box 157
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Established 1808

Attention: Chapel Hill Customers of Trash Collection Services

Waste Management, the company the Town has contracted to collect trash, has gone to an automated collection system on the trash trucks. The transition to this new process has created some confusion and miscommunication as to how household trash is to be collected. Residents have asked for guidelines and we (the Town) have met with Waste Management to get their guidelines based on our current contract. Please review the following guide when preparing your trash for a pick up.

- Please set the trash cart at the curb the night before or prior to 6AM on your collection day. Keep in mind trash may not be picked up at the same time of day. They occasionally can run late on the routes.
- Please place your cart **3 FEET** apart from all objects such as other trash carts, mailboxes, trees, and cars.
- **The lid opening should face the street with the wheels of the cart facing your house.**
- Please place cart at the edge of curb or street. **Make sure cart is not in the street.**
- **All trash must be bagged and fit inside the cart with lid closed. ANY BAGS OR BOXES OUTSIDE THE CART WILL NOT BE PICKED UP.** This is due to the automated arm on the truck and the driver is not able to leave the truck. Again, anything outside the cart will not be picked up and you will be responsible to take to the local convenience/recycle center or make arrangements for disposal.
- You must have a trash cart from the Town. If you are needing one, please contact Town Hall to make arrangements.

Please be assured that we hear and understand any concerns or issues you are experiencing in this transition. We make every attempt to resolve these matters as expedient as possible where it is within our scope of control. Your patience and understanding are greatly appreciated- and thanks for making Chapel Hill your home town!

Danny Bingham
Town Administrator