

# CITY OF COVINGTON TRASH & RECYCLING SERVICE

## FAQs

### RESIDENTIAL CUSTOMERS

#### **How do I sign up for trash and/or recycling service?**

Please contact Rumpke at 1-800-828-8171 to request a trash and/or recycling cart if there is not a cart at the property.

### RESIDENTIAL BILLING

#### **Who bills me for trash and recycling services?**

The City of Covington bills all owners of residential properties with 4 or fewer units for regular waste and recycling services. You can contact the Covington Finance Department at 859-292-2180 to confirm they have your property billing information.

- Mixed-Use Parcels – If your property has a storefront, you may have been identified as a commercial property, which means that Rumpke will be billing you at commercial rates.
- If you believe that you've been identified as a commercial property in error, please call the City to reclassify your property as residential. You will be required to show proof that:
  - You reside at the property by providing a copy of the most recent utility bill
  - That you are receiving only once-per-week collection services.
- Property owners with parcel consisting of 5 or more units will be billed by Rumpke. To learn more, please see the section on Multi-Unit Residential Customers.

#### **What if I have old non-City issued/Republic Services/CSI carts?**

Please contact Neighborhood Services – Solid Waste and Recycling at 859-292-4417 to coordinate removal.

#### **Can I get smaller trash cart?**

Yes. In most cases, residents will receive a 95-gallon trash cart.

- Smaller trash carts are available upon request in 35-gallon or 65-gallon sizes.
- Please remember that all trash must be placed completely inside the City-issued trash cart each week. We encourage you to use the 95-gallon cart for at least 30 days before you make the decision to downsize.
- Residents with physical impairments or space constraints (e.g. lots with no yard or storage space) can discuss substitute 35-gallon and 65-gallon cart sizes and

disposal alternatives with Rumpke by calling 1-800-828-8171 or e-mailing covington@rumpke.com.

### Can I get an additional trash cart?

Yes, additional carts are available to lease at the following rates:

- Additional 95- **or** 65-gallon trash carts for \$75/year (\$6.25/month).
- Additional 95- **or** 65-gallon recycling carts for \$37.50/year (\$3.13 / month)
- Additional 35- gallon recycling or trash carts are available at no charge only to those residents who currently have a 35-gallon cart.
- Please contact Rumpke at 1-800-828-8171 to order additional carts.

### How many additional trash carts can I get for my household?

- Below please find a schedule of the maximum number of carts allowed for residential households.
- Any resident requesting more than the maximum amount of carts shall be considered a commercial user and will have to make arrangements with Rumpke regarding collection and billing.

| RESIDENTIAL MAXIMUM CARTS PER HOUSEHOLD |                         |                             |                      |                          |                        |
|---|-------------------------|-----------------------------|----------------------|--------------------------|------------------------|
| Household Size                          | Max. Initial Waste Cart | Max. Initial Recycling Cart | Max. Add. Waste Cart | Max. Add. Recycling Cart | Max. Total Carts       |
| Single Family                           | 1                       | 1                           | 1                    | 1                        | 2 trash<br>2 recycling |
| Two Family                              | 2                       | 2                           | 1                    | 1                        | 3 trash<br>3 recycling |
| Three Family                            | 3                       | 3                           | 1                    | 1                        | 4 trash<br>4 recycling |
| Four Family                             | 4                       | 4                           | 2                    | 2                        | 6 trash<br>6 recycling |

### Can I use my personal trash cart?

You must have a City-issued trash cart. If you're placing out extra bags of trash through the bulk item pickup program, use of a personal trash cart is permitted.

### What if my cart is stolen/misplaced?

Please follow the procedure below:

- Contact Rumpke to alert them of the incident and to get both the serial number for your cart and the City of Covington Missing/Stolen Cart form, which is also found [HERE](#).
- Check your neighborhood to see if you can locate your missing cart based on the serial number.

- If you are not able to locate your missing cart, complete the form.
- Return the completed form to Rumpke via regular mail at P.O. Box 575, Alexandria, KY 41001; by faxing to 859-448-0521; or by emailing to [covington@rumpke.com](mailto:covington@rumpke.com).
- Your claim will be reviewed and a replacement cart ordered. Multiple claims may result in denial or charges.

### **I think that my neighbor has my trash cart, what should I do?**

If you suspect that someone has your trash cart, please follow the steps below:

- Contact Rumpke to get the serial number for your cart.
- Check that the cart is indeed yours by comparing serial numbers.
- If you are unable to facilitate the return of your cart, contact Neighborhood Services – Solid Waste and Recycling at 859-292-4417.

### **What if my cart is damaged?**

Rumpke can fix issues with wheels, lids, and the lift bar. Your cart may be temporarily or permanently replaced depending on the nature of the damage. Please contact Rumpke at 1-800-828-8171.

### **What do I do with my trash/recycling cart when I move?**

Trash carts are owned by the City of Covington. Please leave in the rear of the property for new home owner.

## **COLLECTION AND TRASH GUIDELINES**

### **What does the City trash service include?**

The City of Covington trash collection includes:

- The collection of a City-issued 95-gallon trash cart.
- The collection of a City-issued 65-gallon recycling cart.
- One bulk item or three additional bags of trash each week. See bulk item guidelines [HERE](#).
- 1 (real) Christmas tree pickup.

### **When is my trash collected?**

Pickup days vary by neighborhood, please check the City's interactive [MAP](#) for your collection day.

- Please make sure you place your trash at the curb no earlier than 6 p.m. the evening before collection day and no later than 6 a.m. on collection day.
- If your trash collection day changes, the City and Rumpke will notify you.

### What if I have more trash than what my cart can hold?

- Weekly trash collection is limited to only items placed entirely inside your City-issued trash cart. Any large items must be properly wrapped and sealed in plastic and placed at the curb, one item per unit per parcel per week.
- If you continuously have more trash than what your trash cart can hold, please request additional trash carts from Rumpke.
- Large items that are not properly wrapped and sealed in plastic will not be collected. Non-compliance is subject to citation.

### What is a Special Pickup?

Residents who require the collections of more than (1) bulk item each week OR who have trash in excess of parameters of this program should contact Rumpke at 1-800-828-8171 to learn more about the pre-arranged special pickup service.

- Residents must make arrangement with Rumpke no less than 48 hours prior to setting out the waste items that require disposal.
- Residents requesting Special Pickups will be charged an additional fee of \$4.48/yard (the equivalent of a love seat) or \$5 per item.
- There is a \$25 fee for Special Pickups on weekends or after hours.

| SPECIAL PICK UP RESIDENTIAL RATES |          |            |         |                |
|-----------------------------------|----------|------------|---------|----------------|
| Min. Trip Charge                  | Per Yard | Per Hopper | Per Bag | Per Large Item |
| \$75.00*                          | \$4.48   | \$13.44    | \$2.00  | \$5.00         |

*\* No trip charge if special pickup is scheduled on regular collection day.*

### I have bed bugs – how do I dispose of the contaminated items?

Mattresses and upholstered furniture and any items known to be contaminated with bed bugs should be completely wrapped in plastic and placed at the curb.

### What should I do with yard waste?

Yard waste should be placed inside in your trash cart with your trash.

- If you have more yard waste than what your trash cart can hold, you can place up to three yard-debris bags or bundles out for pickup each week. See the City's bulk item collection guidelines [HERE](#).
- Loose shrubbery or *tree limbs* must be bundled and tied in lengths **no larger/longer** than 4 feet long and 2 feet wide. Bundles should not exceed 50 pounds.

### I need a large container to clean out my house/basement/yard. What are my options?

Rumpke offers open top dumpster rentals for the following prices:

| <b>RENTAL CHARGES</b> |                       |
|-----------------------|-----------------------|
| <b>Container Size</b> | <b>Per Day Rental</b> |
| 10 Yds.               | \$3.00                |
| 15 Yds.               | \$3.00                |
| 20 Yds.               | \$3.00                |
| 30 Yds.               | \$3.00                |
| 40 Yds.               | \$3.00                |

| <b>DISPOSAL CHARGES</b>          |                        |
|----------------------------------|------------------------|
| <b>Container Size and Weight</b> | <b>Disposal Charge</b> |
| 10 Yds. / up to 4 Tons           | \$450.20               |
| 15 Yds. / up to 4 Tons           | \$478.34               |
| 20 Yds. / up to 4 Tons           | \$506.48               |
| 30 Yds. / up to 4 Tons           | \$562.75               |
| 40 Yds. / up to 4 Tons           | \$619.04               |
| Charge for each Additional Ton   | \$34.90                |

Rumpke also offers a convenient alternative called Haul-it-Away, where a team of professionals will assist with your clean-up by removing items directly from your residence. Haul-it-Away pricing varies based on the amount of trash. If you are interested in learning more, please contact Rumpke at 1-800-828-8171.

## **RECYCLING**

### **Is there an additional cost to recycle?**

Curbside recycling with a City-issued 65-gallon cart is picked up weekly and is available to households at no additional cost.

### **How do I sign up for recycling?**

To request a recycling cart, please contact Rumpke at 1-800-828-8171.

### **Do I need to provide my own recycling container?**

No. The City will provide you with a City-issued 65-gallon recycling cart.

### **Can I get a larger/smaller recycling container?**

Yes, additional sizes are available upon request, including:

- A 18-gallon bin with a lid.

- A smaller 35-gallon recycling cart.
- A larger 95-gallon recycling cart.

### **What can I recycle?**

Rumpke accepts a wide variety of common household items as part of its recycling program, including:

- Plastic bottles and jugs (please flatten and reattach the lid).
- Cartons.
- Unbroken glass bottles and jars (any color).
- Aluminum and steel cans.
- Empty aerosol cans (with lids and tips removed).
- Paperboard (cereal boxes, 12-pack containers, etc.).
- Cardboard (broken down to 3-foot-by-3-foot sections)
- A variety of paper products, including:
  - Office paper.
  - Newspaper.
  - Magazines.
  - Junk mail and envelopes (with or without windows).
  - Telephone books.
  - Paper grocery bags.

### **Can I mix all the recyclables together?**

Yes. All recyclables can be mixed together in your recycling cart. Please place items in your cart loose. Don't bag your recyclables before placing them in the cart. Recycling processing plants are not designed to recycle bags and equipment can be damaged.

### **What happens to my recyclables once they leave the curb?**

Recycling is transported to Rumpke's state-of-the-art recycling facility in St. Bernard, Ohio, where it is separated by type before the material is shipped to end users to be turned into new products. To learn more about the recycling process, please watch this video [HERE](#).

### **When will my recycling be collected?**

Recycling is collected every week on the same day as your trash collection.

### **QUESTIONS?**

Contact Rumpke at 1-800-828-8171 or [covington@rumpke.com](mailto:covington@rumpke.com).