

# Curbside Recycling Program FAQs

## Who will receive a curbside recycling cart?

- City of Victoria residents. If you received a gray trash cart, you will receive a recycling cart.

## Where can I get a recycling bin?

- Recycling bins will be delivered to your home January 2012. If you are a new customer and do not have a cart, call 361-485-3220.

## When will my recycling cart be emptied?

- Every other week. Your recycling and trash will be collected on different days. To find out when your first pick up is click [here](#).

## What can I put in my recycling cart?

- All recyclables can be mixed together in the recycling cart. A sticker can be found on top of your cart that gives a list of what can and can't be recycled. Click [here](#) or visit [www.victoriatx.org](http://www.victoriatx.org) and follow the Environmental Services link to view the sticker.

## How do I prepare my recyclables?

- Recyclables can be mixed together in the cart; they do not need to be sorted.
- Flattening large or bulky materials conserves space in your cart so it can hold more recyclables.
- Rinsing is suggested to keep critters and odors away.
- It is not necessary to remove staples, plastic windows, or to bundle newspapers.

## Can I put my recyclables in bags?

- Bagging recyclables is not necessary, but allowed.

## What time should the cart be at the curb?

- Place the cart out for pickup by 7:00 a.m. on the day designated for pickup at your address and remove cart the same day of service.

## Where should I place the cart?

- Place cart in front of curb or street gutter at least 5 feet away from any obstacle with wheels and handle facing the residence.
- Corner houses should place cart on the side their driveway is located and/or received approval from Solid Waste supervisor for another location.

## Where should cars be parked on collection days?

- Park vehicles at least 5 feet away from the cart so that the truck can easily approach the cart.

## How are my recyclables sorted after they are picked up from my home?

- Your recyclables are compacted and sent to a materials recovery facility in Houston where they are sorted using conveyor belts and high tech machinery. They are sorted into categories to be sold to industry and manufactured into new products.

## Will another drop off recycling facility open when Hugar Recycling Center closes?

- Another drop off facility open only to city of Victoria residents showing proof of residency (i.e. a water/garbage utility bill) will open on George Street in February.

## Where do I recycle if I don't live in the City of Victoria since the Hugar Recycling Center is closing?

- There are a few other places to recycle in Victoria. Look up "recycling" in your yellow pages or "recycling Victoria Texas" online for a list.

#### What am I supposed to do if I live in the county?

- Only city residents showing proof of residency will be allowed to use the drop off center on George Street because City residents are being charged on their utility bill to have the center available to them as part of the curbside program. Please call your county commissioner if you are interested in recycling from the county.

#### Who owns the cart?

- The City of Victoria owns the cart.
- Carts are assigned to individual service (water meter) addresses, not to individual customers.
- Each cart has a serial number stamped on its side. Please record the cart's serial number for your information.

#### Can I take the cart with me if I move?

- No, the cart is the property of the City of Victoria and must remain at the assigned address.

#### How do I care for my cart?

- Complete instructions on cart care will accompany the cart when delivered.
- To prevent odors place food waste, pet waste or smelly garbage in plastic bags and tie/seal shut. PLEASE PAY PARTICULAR ATTENTION TO INFORMATION ON ITEMS, PRODUCTS, OR HAZARDOUS MATERIALS THAT SHOULD NOT BE PLACED IN THE CART.

#### How do I get the lid to stay down on the cart?

- After a day in the warm sunshine the lid will conform to the cart.

#### Where do I store the cart?

- The cart's design is 47.5" tall, 35" deep (front to back) and 27" across. The base of the cart (footprint) is slightly larger than a regular 32-gallon garbage can.

#### How can I conserve space in the cart?

- Crushing containers and flattening boxes and packaging will help conserve space.

#### Can I get another cart if I need one?

- You may order an additional cart for \$5.00/month by calling (361)485-3220.
- Additional carts are assigned to the residence and cannot be moved to another residence. Please call the City if you move so that the additional cart can be collected.

#### Who do I contact if the cart is damaged or stolen?

- The City will replace defective carts.
- If a cart is damaged, through no fault of your own, contact Solid Waste at (361) 485-3220 for a replacement.
- If the cart is stolen, notify Solid Waste at (361) 485-3220 and the City will replace the cart.

#### Is this going to be mandatory?

- Recycling is not mandatory.