

VILLAGE OF INDIAN HEAD PARK WASTE HAULING FRANCHISE AGREEMENT

FREQUENTLY ASKED QUESTIONS – OCTOBER, 2020

Note: The Village will be continuously updating this FAQ and our Village website (<https://www.indianheadpark-il.gov>) with information on specific dates and other important information. The Village will also provide information via our quarterly newsletter.

1. When will the Village's Waste Hauling Franchise Agreement go into effect?

October 1st, 2020 will be the first service day with SBC Waste Solutions.

2. Which parts of the Village are part of the Waste Hauling Franchise Agreement?

The Waste Hauling Franchise Agreement covers all single-family homes in the Village as well as townhomes in Ashbrook, Indian Woods Drive townhomes, and Chestnut on the Green. The 111 Acacia building in Wilshire Green is also part of the agreement.

3. Why is the Village establishing a Waste Hauling Franchise Agreement?

After months of discussion, the Village Board of Trustees has awarded its first Waste Hauling Franchise Agreement to SBC Waste Solutions. Refuse, recycling, and landscape waste removal will continue in a manner similar to existing services. Additional options will be available to residents at reduced pricing.

Previous to this contract, no Village Waste Hauling Franchise Agreement existed and residents were on their own when it came to setting up waste hauling services. Due to this, Indian Head Park residents have paid a higher price for waste hauling services than residents of other communities in the area. The Village sought to establish this waste hauling contract to negotiate lower prices for residents and to increase service options.

4. I have received a letter in the mail about the new Waste Franchise Agreement. How do I submit the page with my selected refuse and recycling options?

All residents that are part of the Waste Franchise Agreement should have received a letter informing them of the agreement. The third page of the letter has a form that residents must submit to the Village. Residents must submit the form to Village Hall. Residents may drop it off in person, in the silver drop box outside Village Hall, or mail it to 201 Acacia Drive. You may also fill it out and email it to aferrini@indianheadpark-il.gov. Please Submit this form by September 18th or as soon as possible. If the form is not able to be processed by the October 1st start date you will be automatically signed up for the largest cart options. To change service options after October 1st please call SBC Waste Solutions at 312-522-1115.

5. Will residents be able to choose to use refuse stickers or select a toter option for refuse pickup?

Yes. Residents will have the option of using refuse collection stickers on their own refuse containers/bags or can choose to sign up for the Toter Collection Program.

6. If I decide that I want to use refuse stickers for refuse pickup, what are the guidelines associated with that?

If you decide to use refuse stickers you may dispose of waste in bags up to 30-gallons or if you have a cart of your own you may dispose of waste in the cart with a sticker attached. 30-gallons is the maximum size of a cart that can be picked up for a refuse sticker.

7. What are the available options if I want to enroll in the toter service for refuse pickup?

*Residents who do not want to use refuse stickers for refuse collection may enroll in the toter service with SBC Waste Solutions. Residents can purchase their own 35, 65, or 95-gallon toter and pay a monthly service fee for pickup, **OR** residents can rent a 35, 65, or 95-gallon toter from SBC Waste solutions. Renting a toter cart will cost the monthly service fee as well as a \$2.50 monthly rental fee.*

8. If I would like to purchase my own toter for refuse pickup, where are they available for purchase?

SBC Waste Solutions does not have totes for sale, they are only renting them out at this time. If you would like to purchase your own refuse toter, they are available at home improvement stores (examples include Home Depot, Ace Hardware, and Menards).

9. What options are available for recycling?

Residents will be supplied with their choice of a 35, 65, or 65-gallon recycling toter free of charge. Weekly recycling pickup is also free to residents. Recycling pickup is on the same day as refuse pickup and yard waste pickup.

10. Is there a limit to the amount of recyclables that can be put out for weekly pickup?

No. There is no limit on recyclable materials that can be picked up during weekly pickup. Recyclable materials can be placed in any number of recycling bins that residents may have. Recyclables that do not fit into a recycling toter can be placed directly adjacent to it for collection as well.

11. Will my recycling still be picked up if I do not put out refuse that week?

Yes. Recyclables will be picked up even if refuse is not placed at the curb that week for service.

12. What are the colors of the refuse and recycling toter carts?

Refuse toter carts are black and recycling toter carts are green.

13. How will Yard Waste be collected? Can I still use brown bags for Yard Waste?

Residents can place landscape waste out on collection day in biodegradable Kraft paper bags or containers. The containers cannot exceed 32-gallons in size or 50 lbs. 1 sticker is required for pickup. There will also be 2 free weeks of yard waste collection throughout the year.

14. Will I have the chance to have yard waste collected without having to use a sticker?

Yes. Throughout the year there will be two weeks in which yard waste will be collected for free (without a sticker). These will typically occur in the Spring and Fall.

15. I Expect to have yard waste stickers from my previous waste hauler after October 1st.
What can I do with the stickers?

Refuse/Yard Waste stickers from any previous waste hauler will be usable for the first four (4) weeks of service with SBC Waste Solutions.

16. Where can we buy refuse and yard waste stickers?

Stickers will be available for purchase at Village Hall, located at 201 Acacia Drive. The Village is working with local businesses to make them available for purchase in other places as well.

17. Do refuse and yard waste stickers expire?

Refuse and yard waste stickers expire on September 1st every year.

18. What are the various options and rates available to choose from?

Refuse and Recycling Options and Pricing for the Next 5 Years

	Year 1	Year 2	Year 3	Year 4	Year 5
Refuse Sticker	\$2.85	\$3.00	\$3.10	\$3.22	\$3.25
35 Gallon Toter Monthly Rate	\$14.35	\$14.80	\$15.22	\$15.70	\$16.15
65 Gallon Toter Monthly Rate	\$14.55	\$14.95	\$15.40	\$15.87	\$16.37
95 Gallon Toter Monthly Rate	\$15.55	\$16.10	\$16.60	\$17.10	\$17.65
Yard Waste	\$2.85	\$3.00	\$3.10	\$3.22	\$3.25
Bulk Items	3 stickers	3 stickers	3 stickers	3 stickers	3 stickers

Special Collections	\$25.00, 3yd min	\$30.00, 3yd min	\$35.00, 3yd min	\$35.00, 3yd min	\$38.00, 3yd min
White Goods and Electronics	10 stickers	10 stickers	10 stickers	10 stickers	10 stickers

Note: In addition to monthly service cost, there is a **monthly fee of \$2.50 for those who are renting toters.**

19. When Will I receive new refuse and recycling toters from SBC Waste Solutions?

SBC Waste Solutions will be delivering your selected toter options Wednesday, September 30th or Thursday, October 1st. Residents will receive their selected toter carts either one of these two days.

20. When will the toters from my previous waste hauler be picked up?

Groot Should be picking up their toter carts within the week that new toters are being delivered. This will occur between Friday, September 25th and Thursday, October 1st.

21. What day will be my regular pickup day?

SBC Waste Solutions will pickup all single-family homes as well as townhomes in Ashbrook, Indian Woods Lane, and Flagg Creek every Friday.

22. When should I put my refuse and recycling containers out to the curb?

If you are using toters or cans you may put them out to the curb the day before pickup. If you are putting out garbage bags then you should put them out the morning of pickup. This is to prevent animals from tearing them open during the night.

23. When will I receive my first bill from SBC Waste Solutions?

Residents will receive their first bill in the first couple of weeks in October.

24. How often will I be billed from SBC Waste Solutions?

Residents will be billed quarterly by SBC Waste Solutions. Billing will be directly sent from SBC Waste Solutions.

25. How long is the Waste Hauling Franchise Agreement with SBC Waste Solutions?

The Contract with SBC Waste Solutions is for five years and ends on April 30, 2025.

26. How does pick up work when there is a holiday?

The following days will be considered holidays on which service will not be provided: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If a designated holiday falls on a regularly scheduled service day, the service will be performed on the next weekday.

27. Will there be an Annual Clean-up day Each year?

Once a year, usually in the Spring, residents will be able to put up to 5 yards of waste material out to be picked up for 3 stickers. This is a little more than (10) 95gallon totes.

28. Will there be a leaf vacuuming program?

Yes. Every Fall, usually starting in the 3rd week of October, SBC Waste Solutions will perform leaf vacuuming services for residents in their pickup area. The leaf vacuuming program will involve residents raking their leaves to the grass in the parkway within 3 feet of the curb line. DO NOT RAKE LEAVES INTO THE STREET. Collection will take place during a six-week window in the fall (typically October 15-November 30). The objective of the program is to ensure that all residents are eligible for at least 3 leaf pickups during this period.

29. What Days Will Leaf Vacuuming Occur?

Currently, the Village and SBC Waste Solutions are planning to conduct leaf vacuuming on October 26, November 16, and November 30. (Note: These dates are different in the Waste Franchise Agreement Special Edition of the Smoke Signals that residents received. The November 2nd date in the smoke signals has been changed to November 30th. This date was changed after input from residents that they would like the leaf vacuuming program to go later in November.)

30. During leaf vacuuming season can I rake grass clipping or branches into the leaf pile as well?

landscaping materials such as plants, grass, branches, or pumpkins should not be raked into the parkways where leave piles will be collected.

31. Is there a cost to me as a resident to be in the leaf vacuuming program?

There is no cost for residents in the leaf vacuuming program. All residents will be included and the Village will be paying for the service.

32. I have heard that the process of establishing a Waste Hauler Franchise Agreement started with the Village Board having the goal of bringing back a leaf pickup/vacuum program, is this accurate?

This is accurate. The Village started this process by exploring options for a leaf pickup program in the Village. Over time the Village came to realize that the prices our residents were paying for waste hauling services were higher than surrounding communities. This was because there had been no agreement in place prior. This led to the Village Board of Trustees approving the establishment of a waste hauler franchise agreement so that lower prices and increased services could be negotiated.

33. Will brush pickup be an option for residents?

Yes. Brush that is bundled, tied, and weighs less than 35 lbs. will be collected during regular pickup with a yard waster sticker. Also, during the period of leaf vacuuming, one bundle (tied and less than 35 lbs.) per week may be placed out for collection without a sticker.

34. I cannot place electronics in the regular refuse, can I dispose of electronics at the curb?

Yes. For 10 stickers you may dispose of electronics at the curb. Please contact SBC Waste Solutions for more information at 312-522-1115.

35. Will I have the chance to dispose of electronics and paint without using stickers?

Yes. Once a year residents will be able to drop off electronics and paint at no cost. These will probably take place Spring of 2021.

36. I have a bulk item (couch, dresser, etc.) to dispose of. Will SBC Waste Solutions pick it up?

Yes. Bulk items will be collected for 3 stickers.

37. I have a Christmas tree I would like to dispose of, will I be able to have it picked up?

Yes. Residents may set out up to 2 Christmas trees per residential unit to be collected on a designated day in the first two weeks of January.

38. If I have a complaint about my service who should I call?

The first point of contact for problems related to your service should be SBC Waste Solutions. You can call SBC Waste Solutions at 312-522-1115 or email them at customercare@floodwaste.com. If SBC Waste Solutions is not able to assist you then you can submit complaints or concerns to the Village. You can call Village Hall at 708-246-3080 or email aferrini@indianheadpark-il.gov.

39. Where can I get more information?

For more information on services offered by SBC Waste Solutions, you can call SBC Waste Solutions at 312-522-1115 or email them at customercare@floodwaste.com. You may also call the Village at 708-246-3080 Ext. 178 or email aferrini@indianheadpark-il.gov.