



Frequently Asked Questions: Garbage Cart Collection

Why use the automated garbage carts for collection of household garbage?

The automated collection system is a clean, safe and efficient means of collection which eliminates the need for residents to use nets and blankets to cover garbage and prevents garbage from being torn open and strewn over streets and lawns. This method of collection also contributes to a reduction in injuries to our Collector Operators.

Do I have to take a cart?

All residential dwelling units in Mount Pearl are provided a cart for use in the collection of household garbage. If a property owner decides that a garbage cart is not required, the City will endeavour to have the cart picked up.

Residents should be aware that the annual fee of \$20.00 will still be charged to each dwelling unit whether or not the cart is used. Household garbage will only be collected from City provided garbage carts.

What is the charge for a second cart?

Residential dwelling units are charged a fee of \$20.00 per year for each cart up to a maximum of two carts per unit.

How many carts can I have?

Each dwelling unit receives one cart. One cart for the principal dwelling unit and a second cart if the dwelling also has a subsidiary unit that is rented. There is a maximum allowance of two carts per dwelling unit.

When will I receive my cart?

New residents who have purchased newly constructed homes should check with Infrastructure & Public Works to arrange delivery of the City provided cart. Carts are to remain with the property.

What happens if we have a snow storm?

The City will cancel garbage collection on days where winter storms will affect the ability of residents to place the carts for collection or in incidents where the carts will hinder the clearing of roads by City equipment. Residents are asked to check the City website or listen to local radio stations for notices of garbage cancellation.

Where should I store my cart?

Residents are asked to store their carts as close to the house as possible, inside a garage, etc. Residents in row-houses can consider storing their carts at adjacent ends.

Who is responsible for the cart?

Although the cart will remain the property of the City, liability for the cart will rest with the property owner. Property owners will be charged for the replacement of carts that are vandalized, stolen or lost. Replacement cost is \$125.00. The City will only replace carts that are defective or damaged as a result of garbage collection efforts.

How much weight will the cart hold?

The total weight allowance per cart is 136 kgs (300lbs).

I am a senior citizen/disabled resident and cannot physically get the cart to the curb. What do I do?

The carts are easy to roll and may prove more convenient than carrying bags of garbage to the curb. The carts are equipped with wide wheels which ride well on snow and are easy to roll out. Some residents may have a special circumstance which may require review. These cases will be reviewed on an individual basis upon written request to the Department of Infrastructure & Public Works.

What if I already own a cart?

Residents are required to use the issued carts for collection of household waste. These carts are designed to resist strong winds, have a warranty and are stamped with the City's logo.

How can I identify my cart?

Each cart has an individual serial number (RFID Tag) which will enable the City crews to find and identify the residence to which the cart belongs. Residents should record the cart's serial number for reference.

What do I do if I rent my house?

Carts will be issued to the residence and it will be the responsibility of the property owner to ensure carts are maintained in a clean, safe and secure manner.

Why do I need to provide space between my cart and parked vehicles?

The collection arm of the automated vehicle requires space to make the collection movement safely so it will not tip over carts or damage property. Please keep the carts at least 1 metre away from hydrants, poles, electrical control boxes, parked vehicles and other obstacles that may interfere with the collection.

Do I need to bag my garbage?

Yes. Garbage is to be bagged before it is placed in the cart. Bagging helps keep the cart clean, eliminates blown litter and reduces odour.

What if I have more garbage than can fit in one large cart?

Excess material can be held over until the next collection day or taken to the landfill by residents. Residents are required to recycle plastics, cans and fiber products and place in separate blue bags. Recyclables must not be included in regular garbage carts.

How full can I fill my cart?

Carts should not be filled beyond the manufacturer's recommended load rating. For collection purposes the cart lid must be completely closed after the garbage is placed inside. Lids that are left open can be damaged during the collection process and cause litter problems.

Can bags or boxes be placed beside or on top of the cart for collection?

No regular household waste is to be placed on top or beside the cart. Only blue bagged recyclables will be collected when placed a minimum of 1 metre from the garbage cart.

If the cart blows over will the garbage still be picked up?

The 360 litre (95 gallon) cart is designed to withstand strong winds (95 km/hr) when placed on flat level surfaces. Residents are responsible for the proper use of the cart and to ensure the carts are placed correctly for curbside collection. This includes bagging all garbage and cleaning up any debris as a result of exceptionally strong winds or other acts.

My cart wasn't completely emptied. Why?

The cart dumping process lifts the cart upside down and stops with a slight jolt so waste in the cart will fall out, unless it is wedged, forced, or compacted in the cart. Please ensure waste is not packed too tightly in the cart.

Will inclement weather impact my collection?

The carts can withstand temperature extremes and users in areas with heavy snowfall have indicated that the wide wheels ride well on snow and are easy to roll out in winter. However, service changes may be necessary if streets become impassable due to snow or ice. Residents will be advised in advance of any change in scheduled garbage collection days.

Will my recyclables and fiber products still be collected?

Blue bags of recyclable material and bags of cardboard and fiber products should be placed to the curb, spaced approximately 1 meter from the cart. These bags will continue to be collected in the normal manner (i.e. manually).

What should I do if my property is on a steep incline?

Residents are asked to place their carts in a safe secure manner on an area which is as level as possible for ease of collection and to avoid damage to the cart.

Questions?

Contact the Infrastructure and Public Works Department
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