

**FAQs – There have been some frequently asked questions / concerns regarding the new recycling and refuse system that we thought we would share to clarify some issues.**

**1. It would be helpful if provisions are made for sample loaner carts to be available for inspection and / or checkout / return; it would assist residents in deciding what sizes would be optimal for them.**

There are sample carts in the Village Hall Lobby for residents to look at to help make their size choice. We will also have a trial period of preferably two months to change your selection (permitting we have the desired cart in stock at that moment) that you are able to change your mind at no cost to the resident. The public works crew will pickup / deliver the desired carts to residents after receiving notice of the exchange requested. To exchange carts during the trial period, please contact Karla at Village Hall to make this request.

**2. Most residents have no idea how big a 95, 65 or 35 gallon cart is, since no dimensions are given, only a photo, on the informational document.**

There are samples of all three size carts in the lobby at Village Hall. Please feel free to stop in between 7:30am and 5:00pm (Monday - Friday) to get an exact idea of the size choices.

Dimensions are as follows:

35 gallon cart:	Height 37.5"	Width 19"	Depth 23.75"
65 gallon cart:	Height 41.5"	Width 24"	Depth 27"
95 gallon cart:	Height 46"	Width 26"	Depth 34.5"

**3. What if any, refuse or recycling will still be picked up if it cannot be placed in the carts?**

Any additional recycling that will not fit in your specific cart can be placed in a clear plastic bag sealed next to your cart. This is only for recycling. For refuse, tentative plans are that the village will have six extra carts available upon request. Residents would call Karla in advance at Village Hall to request a cart to be delivered for special occasions where additional refuse would need to be collected during that week. In the situation that a resident is moving out or would have an abundance of refuse beyond two carts, they would need to call Pellitteri for pickup options.

**4. Requiring residents evaluate their space and storage needs, examine the carts if possible, all in less than two weeks time, seems a bit short.**

The reason this decision is being made so quickly is because Waste Management is costing the village an extra \$1,250.00 per month for service out of contract. We realize this timing concern and therefore are allowing a two month trial period for the cart sizes

chosen by residents with the option to exchange for a more desirable size if not satisfied with the cart chosen.

**5. What is being done with resident's existing metal and plastic cans / containers that will no longer have use? Will these be picked up as refuse, or recycled?**

You are welcome to keep your green bin from Waste Management for any reason you wish. If you do not wish to keep your bin, Recycle America will be willing to recycle the green bins for us and they would pick them up at the public works garage by December 18th. Waste Management explained they would not recycle them, instead would treat them as refuse, therefore making our decision to have them dropped off at the garage for recycling.

Your refuse container can be placed next to your new cart for pickup. The old refuse containers MUST BE EMPTY for Pellitteri to pickup.

**6. If a resident finds they cannot accommodate a given size, or desire a larger size, what provisions are being made available for exchange and on what schedule?**

If a resident finds their desired cart is not adequate, they can call Karla at Village Hall and exchange it for a different size in the two month trial period. The public works crew will be sure to deliver it. We can't guarantee that there will be a cart readily available in the desired size to exchange, BUT we assure you over a few weeks, we will have the exact size you prefer.

If you have any further questions, feel free to e-mail me or call me at any time.

Thank you for your assistance and patience in this new process.

*Karla*

Karla Endres  
Village of Shorewood Hills, Deputy Clerk  
810 Shorewood Blvd.  
Madison, WI 53705  
Phone: 608.267.2680  
Fax: 608.266.5929  
[kendres@shorewood-hills.org](mailto:kendres@shorewood-hills.org)