

Frequently Asked Questions

1. How many trash cans and/or trash bags can I put out?

A total of eight, excluding the recycling tote. Bags and cans cannot exceed 60 lbs.

2. If I miss putting my trash out before the truck pick-up, what can I do?

In order to maintain scheduling, trucks cannot return to streets. You will need to keep your trash containers and put them out on the next scheduled pick-up day. **We strongly recommend putting all trash out after 6:00 p.m. the night before trash day or having it out no later than 7:00 a.m. on the pickup day.** Circumstances may cause a change in scheduling and having it out the night before will prevent missing a pickup.

3. When can I put large items such as a sofa out for pickup?

Each household is allowed ONE large item each trash pickup day. Each part of a sectional sofa is considered one item.

4. Can I put a toilet out for trash pickup?

Yes. But you need to separate the sink from the tank and cover the seat with plastic or some other covering for sanitary reasons.

5. Can I put a dehumidifier out for trash pickup?

No, dehumidifiers cannot be put into the trash. You can contact All Appliance Parts & Service in Hamburg at 649.4803 for pricing information.

6. Can I put a TV out for trash pickup?

No, electronic items such as televisions, computers, TV screens cannot be disposed of through normal trash pickup. You can contact Hazman at 998-8073 or Sunnking at 585 637-8365 to make arrangements for disposal and pricing information.

7. Can I put a refrigerator or freezer out for large pickup?

Yes, but the door and Freon must be removed.

8. Can I put a mattress out for trash pickup?

Yes mattresses and box springs are considered one item collectively.

9. Can I put a shower door out for trash pickup?

Yes, most shower doors can be taken with the trash. If it is an oversize door, a separate truck will come by to pick it up.

10. How do I dispose of carpet?

Carpet must be cut into sections no longer than 4' and must be rolled and tied or taped.

11. How do I know if my trash pickup day will be moved because of a holiday?

Please refer to the Holiday Schedule on the bottom of the on line calendar. Only those holidays listed moves a pickup day.

12. What is a recyclable item?

Plastic bottles, plastic containers, food & beverage cans, paper, flattened cardboard and paperboard, food & beverage cartons, glass bottles, glass containers.

13. What items are not recyclable?

Food waste, plastic bags, plastic film, foam cups, foam containers, medical waste including needles.

14. What if I have filled my recycling and have additional cardboard to dispose of?

If you have an additional amount of cardboard, break it down into a 3' x 3' bundle and place it next to the recycling tote. The driver can then place the excess back into the recycling tote and load it on the truck.

15. What if I don't have a recycling tote when I moved into my used home?

You can purchase a tote for \$50.00 by contacting the Town Clerk's office at 662-6410.

16. What if I don't have a recycling tote when I moved into my new build home?

If you have closed on your home, you can contact the Town Clerk's office at 662-6410. The Town Clerk's office will place the order once the Certificate of Occupancy is issued. The first tote is paid for by the Town of Orchard Park and is therefore, property of the town.

17. What if I want an additional tote?

You may purchase an additional tote at \$50.00 by contacting the Town Clerk's office at 662-6410. You can pay to have the tote delivered or you can pick it up at our compost site on Milestrip Road.

18. What if my recycling tote or trash can was damaged during pickup?

We cannot be responsible for damaged totes or trash cans. If you are unable to use a damaged tote or trash can, you will need to purchase a replacement.

19. Does the town provide trash cans?

No, trash cans are not provided by the town.

20. How do I dispose of leaves?

Leaves will be picked up by the town Highway Department and taken to the Compost Site for recycling. Call the Highway Department for more information at 716-662-6442.