

City of The Village - Sanitation Service Guidelines

Important Information - Please Read

Dear New Resident:

Welcome to City of The Village. The city, state and zip code of your address are: The Village, Oklahoma 73120. The Village was established in 1950 and is bordered by Nichols Hills and Oklahoma City. The Village has its very own City Council, City Hall, Code Enforcement, Public Works, Fire and Police departments to serve you. The Village provides the sanitation, recycling and sewer line maintenance. These guidelines provide much of the information you will need to know about these services.

ROLL OUT CONTAINERS

- ◆ The City provides two (2) 95-gallon carts for the trash service.
- ◆ The carts are the property of City of The Village and are equipped with identification numbers for inventory and tracking purposes. Please do not remove the cart from the premises or swap carts with a neighbor.

WEEKLY CURBSIDE PICKUP

- ◆ The residential waste is collected once a week. Your collection day will be: _____.
- ◆ The trash carts must be placed in front of the residence at the curb by **6:00 AM** on the day of pickup. Do not put your carts out before 3:00 PM the day before and you must have them put away by 8:00 AM the following morning. Carts must be placed at least five (5) feet from mail boxes, gas meters, CARS, shrubs or anything else that could interfere with loading by mechanical equipment. Carts at curbside must be three (3) feet apart. All wastes must be placed inside the carts and lids must be completely closed in order to avoid spillage and problems with mechanical loading equipment. No extra trash bags, trash cans, boxes or bundles of brush will be picked up except on your designated bulky waste day.
- ◆ Residents are responsible for and should take steps to keep the inside of the carts free of messy waste. Bagging your trash helps with this. Also, occasional cleaning of the containers with a garden hose is highly recommended.

WHERE TO PUT CART?

Poly-carts should be kept at the side of the house. If this is not possible, you are allowed 1 cart in front of the house line as long as it is against the outside wall of the house. The lids should always be kept shut. If your cart breaks, call 751-8861 X255 for repair.

WHAT CAN GO INTO CARTS?

- ◆ Normal typical **household** garbage such as paper, tin cans and kitchen waste may go into carts. We encourage you to recycle as much as possible. Bagging your garbage is recommended.
- ◆ Wrapping wet garbage can help avoid odor and keep carts clean.
- ◆ Grass trimmings, leaves and brush may be placed in carts as long as the lid can be completely closed. Please be aware these items can pull moisture from the air and increase in weight.
- ◆ Maximum weight for 95 Gallon cart is 200 pounds.

DO NOT INCLUDE

- ⊗ Dirt, sod, rocks, concrete, tree limbs, hot ashes, wood, shingles, appliances, carpet or furniture.
- ⊗ Hazardous chemicals, flammables such as paints, oils, gasoline, etc.
- ⊗ Pieces of steel, metal or construction debris that can damage the garbage truck.

BULKY WASTE INFORMATION

Bulky Waste pick up schedule is as follows:

TUESDAY ROUTE – 2ND MONDAY OF THE MONTH

WEDNESDAY ROUTE – 1ST MONDAY OF THE MONTH

THURSDAY ROUTE – 3RD MONDAY OF THE MONTH

FRIDAY ROUTE – 4TH MONDAY OF THE MONTH

If your bulky waste day falls on a contractor holiday (very infrequent) your bulky waste day will be moved to the following Saturday.

The rules for bulky waste are as follows:

- ❖ Up to three (3) cubic yards of bulky waste may be placed at curbside each month. Three (3) cubic yards is roughly equivalent to six (6) 95 gallon polycarts. (You do not use your polycarts or personal cans).
- ❖ Bulky waste must not be placed at curbside more than 24 hours before your designated collection day and **MUST** be on the curb by **6:00 AM** on your collection day.
- ❖ Items must be placed at least five (5) feet from mailboxes, gas meters, cars, shrubs or anything else that could interfere with hand loading or mechanical equipment.
- ❖ Items must be placed at least ten (10) feet away from utility poles to prevent contact with overhead power lines.
- ❖ Bulky waste must be in a size and length that will fit in the hopper of the garbage truck.
- ❖ Small items or loose items such as twigs, paper, grass, leaves and other similar items must be containerized in plastic bags or boxes so they do not spill. Do not use personal cans.
- ❖ All items placed for collection must be able to be lifted and handled by two (2) persons.
- ❖ Types of bulky waste that can be placed for collection include, but are not limited to, the following: Household appliances, water tanks, furniture, mattresses, cardboard boxes that are broken down and bundled, tree limbs and wood scrap tied with strong cord and in two feet by four feet (2' X 4') bundles and not weighing more than 35 pounds, fencing (up to 4 panels cut in half), containerized *non-contracted* remodeling waste (left-overs from do-it-yourself projects). **Refrigerators and air conditioners may be placed out providing they DO NOT contain Freon.** Such items must have the compressor removed or have a sticker showing certified removal of the Freon.

DO NOT PUT ANY OF THE FOLLOWING ITEMS OUT FOR COLLECTION:

- ❖ Hospital or medical waste or hazardous waste of any kind
- ❖ Poisons, acids and caustics, explosives
- ❖ Dirt, rocks, bricks or concrete
- ❖ Sewage or any other liquid waste
- ❖ Nuclear materials
- ❖ Gasoline, kerosene, oils and other fuels
- ❖ Propane tanks, degreasers, lubricants, brake fluid, antifreeze, batteries, tires and rims, car batteries
- ❖ Sheet rock or roofing items
- ❖ Contracted construction, reconstruction, demolition and repair waste

For more information contact The Village City Hall - 751-8861
2304 Manchester Drive, The Village, OK 73120-3729

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UTILITY RATES

- ◆ City of The Village residential utilities are billed **in advance every other month**. The billing months depend on your pick up day. Automatic bank draft is available. Online payment is also available.
 - ◆ The fee is based on a garbage rate (including recycling) + sewer line maintenance + EMSA fee, including a Total Care membership.
 - ◆ Standard Service Rate:
Two (2) 95 OR 65 gal. containers, **\$42.20** per billing period
 - ◆ Sewer Line *Maintenance* Fee is **\$13.40** per billing period. (The OKC Water Department does the sewer line *treatment*. **There will be a charge for this on your OKC water bill each month.**)
 - ◆ EMSA fee is **\$5.50** per billing period.
 - ◆ The Standard 95 Gallon 1 or 2 cart sanitation service is:
\$42.20 + \$13.40 + \$5.50 = \$61.10 per billing period.
 - ◆ A 10% late penalty will apply to unpaid bills.
- ****Your first bill will have a prorated starting balance if you moved in during the billing cycle. There will not be any additional fees or penalties in the prorated amount****.**

HOLIDAYS:

The designated Garbage, Bulk and Recycling Service Holidays are:

- ❖ NEW YEAR'S DAY
 - ❖ INDEPENDENCE DAY
 - ❖ THANKSGIVING DAY
 - ❖ CHRISTMAS DAY
- ◆ **PLEASE** be sure to check the following sources for holiday service schedules or call City Hall in advance of the holiday.
 - The Daily Oklahoman.
 - The city's web site - <http://www.thevillageok.org>
 - Cox Cable Channel 20

SPECIAL AND FULL HOUSE-SIDE SERVICE

- ◆ Residents who are unable to roll containers to curbside may apply for SPECIAL HOUSESIDE service.
- ◆ Applications for SPECIAL HOUSESIDE service are available upon request at The Village City Hall or at www.thevillageok.org.
- ◆ Eligibility for SPECIAL HOUSESIDE service is as follows:
 - Any Head of Household having a handicap parking permit through DPS;
 - Any Head of Household with a Doctor's certificate indicating physical inability to roll container to the curb.

*All other residents who wish to have full house side service may pay \$17.90 extra per billing cycle. Applications are available at City Hall.

WHAT IF YOU MOVE?

- ◆ Residents must notify the City before they move. The roll out trash and recycling carts are property of City of The Village and its contractor. If you paid a deposit, **notice must be given to the City and account in good standing in order for the utility deposit to be refunded.**

WE'RE ON CABLE TV AND ON THE WORLD WIDE WEB

City of The Village has a public access channel on Cox Cable channel 20 to help keep citizens up-to-date on The Village information. Also visit us on the World Wide Web: www.thevillageok.org and **sign up for ebilling and our newsletter.**

MORE HELPFUL INFORMATION

- 🏠 Contact The Village Building and Code Enforcement for garage sale permits, city ordinance information and zoning and building regulations - 751-0493.
- ✂ The Village Public Works facility maintains a large dumpster at 1701 NW 115th Street for use by The Village residents to dispose of certain bulky wastes that cannot be picked up in weekly curbside service or on regular bulky waste pick up day. Residents must have service established and be current with their utility bill.
- ◆ For sewer problems contact The Village Sewer Department first at 751-4933, after hours and weekends call 751-9598.
- 🐾 The Village has its own animal shelter. If you want to adopt a pet or have lost a pet call The Village Animal Control, the number is 751-9518.
- 🚒 For emergencies, always call 9-1-1. House alarm permits can be obtained at The Village Police Department. The permit is free of charge. The Village Police Department is located at 2304 Manchester Drive in The Village Municipal Building and is open 24 hours a day, 7 days a week - 751-9564. The Village Court Clerk # is 751-9266.
- ◆ The Village Crime Stoppers number is 751-1234.
- 🚒 The Village Fire Department operates 24 hours a day, 7 days a week and is located at 2201 W. Britton Rd. 751-2122.
- 💰 City of The Village sales tax is 8.5%.
- ◆ The Village Library is located on the corner of Manchester and N. Penn; their phone number is 755-0710.
- 📮 The Village Post Office - 1-800-275-8777.
- ◆ Oklahoma City Water Dept provides water service - 297-2833 Report water breaks to 297-3334.
- ⚡ Electric service is provided by OG&E - 272-9741. Power outages should be reported directly to OG&E. Street lights out should be reported to 272-9595.
- ◆ Oklahoma Natural Gas - 551-4000.
- 📞 AT&T Telephone - 1-800-288-2020, provides telephone service. Repair service - 1-800-246-8464.
- 📺 Cox Cablevision is the local provider for cable service - 600-8282.
- 🚑 The Village Ambulance carrier is EMSA - 297-7100.
- 📄 Information about property ownership and property taxes contact the Oklahoma County Assessor's Office - 278-1200.
- 🚌 The Village area uses Oklahoma City Schools - 587-0000.
- 🗳 To register to vote or to find out where to vote contact the Oklahoma County Election Board - 713-1515.
- ◆ Oklahoma County Commissioner, District 3 - 278-1500.

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