



## **2023 SOLID WASTE COLLECTION AND DISPOSAL PROCEDURE**

### **Residential Solid Waste:**

1. Normal household trash cans are provided by the POA. If you are moving into a new home, please submit a sanitation request to obtain a trash can to the Public Services Department via our online form or by calling 501-922-5524.
2. Public Services collects normal household trash roadside once a week. Commercial areas use large collection boxes and are collected as required. Residents, visitors, or vacationers who miss their roadside pickup may use the community trash cans, available at 218 Minorca Road, Monday – Friday between 7:00 a.m. – 3:00 p.m. The community trash cans located at the Minorca Road facility are restricted to disposing of normal household solid trash that the individual would normally dispose of in their POA provided trash cans as well as broken down cardboard in designated bins.
3. Residents should ensure that all normal household trash including cardboard is properly bagged, boxed, and sealed to avoid loose trash from escaping the trash can during the emptying process. Trash cans will not be emptied that have anything resting on the lid of the trash can. The POA is not responsible for picking up loose trash that may fall out of the trash can as the trash can is being emptied.
4. Residential trash cans must be placed at the road's edge in front of the residence no earlier than the day prior to the scheduled pick up and no later than 7:00 A.M. on the day of collection to guarantee pickup and removed from the road within 24 hours of collection. Residents must ensure there are no obstructions that would interfere with POA trash truck's ability to collect resident's trash by ensuring the can has a five (5) foot clearance around it. (i.e., resident's landscape contractor blocking trash can or trash can next to mailbox). Residents with two (2) trash cans must also separate them by at least five (5) feet so the trash truck arm can grasp each can. Residents that request a return pickup trip due to the inability of POA trash truck to collect a resident's trash cart due to any of the above items will result in a return fee charge in accordance with the current fee schedule.
5. No yard debris, special collection items, or building materials shall be collected or mixed with any regular household trash. The POA will NOT empty any trash cans that are being used to dispose of anything other than normal household trash. Trash carts that are stolen
6. Residential customers are limited to a maximum of two (2) trash cans.
7. For an additional fee per the current fee schedule, a special service may be requested for at house collection of normal household trash. Residents requesting this service may download the At-House Pickup Request form online at [explorethevillage.com](http://explorethevillage.com).
8. Only POA licensed trash haulers can pick up normal household trash within the boundaries of Hot Springs Village POA.

9. POA sanitation crews have the right to refuse pick up of any trash non-compliant to policy.
10. Property owners will be responsible for paying for trash carts that are intentionally damaged beyond repair or if the property owner removes the cart from the property, it will be the responsibility of the resident to pay for the replacement cost of the cart per the current fee schedule.
11. The Hot Springs Village POA will provide hardship accommodations from the above requirements for physically disabled residents where the following conditions apply:
  - a. All occupants of the household are physically unable to place or return the POA provided trash cans in accordance with POA policies and procedures.
  - b. There is no one in the employ or providing in home assistance to the resident that is able to place or return the resident's POA provided trash can in accordance with POA policies and procedures.
  - c. A fully completed application is submitted by the resident. Application form online at [explorethevillage.com](http://explorethevillage.com).
  - d. Approved accommodation applications are valid through July of the following year of application. Renewal forms must be returned by the resident before June 15<sup>th</sup> of each year for any accommodation to continue. Failure to return the renewal application will result in a discontinuation of any approved accommodation.
  - e. If at any time the hardship status of the resident or household changes and the accommodation is no longer required, the POA must be notified at 501-922-5524.

#### **Special Collection At –House - Online form submission or call in required – 501-922-5524**

1. For an additional fee as outlined in the current fee schedule, residents may request an at home special item pick up. Special items include furniture, appliances, water heaters, grills, metal pieces, wood, tires, etc. One (1) collection is defined as the amount that would fit into a 6-ft by 8-ft pickup truck bed.
2. POA personnel will only pick up a limited amount of construction material in a special item pick up (ex. 120 sq. ft. of rolled carpet, 20 boards of decking material, 20 boards of landscape timber.) All nails must be removed prior to pick up.
3. Special item pickups are every Friday unless noted due to a holiday pick up schedule and must be scheduled with POA staff.
4. Special item pickups are by special request only and must be placed within three (3) feet from the edge of the road no earlier than 48 hours prior to the scheduled pick up. Residents must make sure there is a five (5) foot clearance around the item(s) for pick up with a grapple truck.

#### **Special Item Drop-off Service – Proof of purchase required**

1. For an additional fee as outlined in the current fee schedule, residents may pay for the ability to drop off one load of special items Mondays and Wednesdays from 8-11:00 am at the POA facility located at 218 Minorca Road. Fee must be prepaid at the POA office

located at 895 DeSoto Blvd. prior to drop off. Receipt for payment must be presented and surrendered to facility attendant at time of drop off.

2. Special items include, furniture, appliances, water heaters, grills, metal pieces, wood, tires, etc. One (1) load is defined as the amount that would fit into a 6-foot by 8-foot truck bed.
3. Facility will only accept a limited amount of construction material per load (ex 120 sq. feet of rolled carpet, 20 boards of decking material, 20 boards of landscape timbers. All nails must be removed.

#### **Individual Yard Leaf/Grass/Debris drop off at POA Terlingua Facility aka “The Pit”**

1. For a fee as outlined in the current fee schedule, residents shall be permitted to bring any amount of 39-gallon plastic bags or leaves or grass, or 35-gallon containers or bundles of debris to the POA Terlingua Facility aka “The Pit” every Friday morning from 8-11:00 am.
2. Residents shall be required to prepay at the POA office at 895 DeSoto Blvd. for the number of plastic bags or containers planned for drop off. Receipt showing total number of items purchased must be surrendered to attendant at the gate prior to acceptance at the facility. Any amounts in excess of what is shown on the receipt will be refused.
3. Plastic bags and containers must be emptied by the resident in the designated area and taken from the facility once emptied.

#### **Bulk Yard Debris Pickup at House - Online form submission or call in required**

1. For a fee as outlined in the current fee schedule, residents may request an at home bulk yard debris pick up of up to 22 total items containing any combination of 39-gallon plastic bags for leaves, 35-gallon containers for debris or bundles for limbs. **No grass is permitted.** Any additional items over 22 may or may not be collected by POA staff and if collected could result in an additional charge as outlined in the current fee schedule.
2. Plastic bags must not be tied or sealed. Plastic bags will be emptied by POA staff and left near residents’ mailbox under an item that the resident supplies for empty bags to be placed under.
3. Yard debris must not protrude out of the top of any container. Branches placed into containers must be no more than 3” in diameter and the weight of any bag or container must be no more than 40 pounds each. Limbs not in containers must be cut to lengths of four (4) feet or less, must be bundled, no more than 3” in diameter, and weigh no more than 40 pounds per bundle.
4. Bulk yard debris pickup must be made by special request only via the POA online form or call in and must be placed within three (3) feet from the edge of the road no earlier than the time the resident is ready to order for pickup.

#### **Individual At-House Yard Debris Pickup**

**Online form submission or call in required – 501-922-5524**

1. Individual yard debris pickup requests not tied to a bulk yard debris request will require residents to use individual biodegradable paper yard debris bags or limb bundles with

yard debris tags affixed to each paper yard debris bag or bundle of limbs. Yard waste can include leaves, grass, or debris. Yard debris tags can be purchased at the POA office at 895 DeSoto Blvd for a fee as outlined in the current fee schedule.

2. Limbs must be cut to lengths of four (4) feet or less, must be bundled, no more than 3" in diameter, and weigh no more than 40 pounds per bundle.
3. Individual Yard debris will be picked up by special request only and must be placed within three (3) feet from the edge of the road no earlier than the point at which the resident schedules for pickup.

### **Recycling:**

1. The POA accepts metals for recycling during all normal hours of operation at our 218 Minorca Road facility.
2. The POA does a plastic only (No. 1 and 2 plastics only) recycling event every Tuesday from 8-11:00 am and a more comprehensive recycling event (aluminum, glass, newspaper, paper, No. 1 and 2 plastics only) every Thursday from 8-11:00 am at our 218 Minorca Road facility. Other recycling may be taken to the following locations:
  - a. Garland County Recycle Center, 685 N Highway 7, HSV - 501-623-7499
  - b. Hot Springs Recycle Center, 218 Runyon St., Hot Springs
  - c. Saline County Recycle Center, 18511 Sardis Rd., Bauxite

### **Commercial Solid Waste:**

1. All commercial establishments within Hot springs Village are required to use a commercial bin or cart supplied by the POA. The **Property Owner will be responsible for setting up the accounts for their tenants and will be responsible for all billing and payments. The Property owner will be responsible for ensuring their tenants have enough containers to sustain the waste they generate.**
2. If the commercial customer uses a bin, it must be placed in an accessible area designated by a Public Works representative in conjunction with the tenant or landlord.
3. All commercial carts must be pulled out to the street.
4. Commercial areas containing two (2) or more tenants may elect to share a commercial bin(s). **The property owner will be responsible for all billing and payments.**
5. All commercial customers will be obligated to keep clear anything that will prevent an automated truck from having access to commercial bins.
6. Only POA licensed waste haulers can pick up commercial solid waste within the boundaries of Hot Springs Village POA.

### **Important Phone Numbers:**

Hot Springs Village Public Services online form or call 501-922-5524  
Hot Springs Village POA – 501-922-5556 or [explorethevillage.org](http://explorethevillage.org)  
Highway 7 Recycle Center – 501-623-7499  
Garland County Landfill – 501-623-8243  
Saline County Landfill – 501-569-3751  
Hot Springs Electronic Recycling – 501-321-6911