



New Trash Collection Process

This guide provides direction for using your new trash cart and obtaining other services from your Sanitation Department. If, after reviewing these instructions, you still have questions, please call Public Services at 501-922-5524, Monday-Friday, 8AM-4:30 PM.

Your Current Trash Cans

Prior to January 31, 2022, continue to use your existing trash cans and place them in their usual location for pickup by 7:00 AM on your current trash pickup day. These trash cans are your personal property. The POA sanitation team will not remove them from your property. There will be a voluntary collection of old trash cans at a designated location at a later date. Watch for news of this event in the Village Digest. Again, your current cans are your personal property, and you may repurpose them for storage, gardening, or however you wish.

Your New Trash Cart

Your new cart will be delivered to your home as early as January 17 and not later than January 29. Some residents have chosen the smaller 64-gallon cart. Most residents chose the larger 96-gallon cart. Residents who did not make a choice will receive the 96-gallon cart.

Your trash cart is POA property. If you move, please leave the cart at your house.

The new carts will be dark brown with a white Hot Springs Village logo embossed on the side. Each cart will have a day-of-the-week sticker on its lid, as shown in these photos. This sticker tells you what day your trash will be collected.

MO: Monday
TU: Tuesday
W: Wednesday
TH: Thursday

IMPORTANT: The sticker on your cart may show a day of the week that is different from your current trash pickup day. Your trash will be picked up on the day of the week shown on the sticker, regardless of your past pickup day.

A small number of carts will have an "**Across the Street**" sticker in addition to their day-of-the-week sticker. Homeowners with an Across the Street sticker should place their carts on the opposite side of their street to enable our new trucks to pick up their trash more safely and efficiently. If your cart has an Across the Street sticker, roll your cart to the opposite side of your street and point the open side of the cart toward the street.

Trash Cart Placement

Place your trash cart on the edge of your property within 3 feet of the street (but not IN the street) with the front opening facing the street. This applies to all homeowners –those who have their pickup on the same side of the street OR the opposite side of the street. Be sure your cart is placed at least 4 feet away from adjacent objects, such as mailboxes and vehicles. Our trucks need 4 feet of space to pick up your cart.

Carts must be in place before 7:00 AM on the day of the week shown on the sticker on the cart lid. You may place your carts out for pickup after 6:00 PM the day before pickup. Please remove your cart within 24 hours of placement.

At-House Pickup

If you prefer to have your trash cart picked up close to your house, instead of at the street, you must apply for At-House Sanitation Pickup. [Click here for the Pickup Form and Waiver of Liability](#). The monthly fee for At-House Sanitation Pickup is \$35. If you have a letter from your doctor stating that you are medically disabled, you can receive a 20% discount on this fee.

Large Item Special Pickups

If you have larger items that will not fit into your trash cart, you may schedule a special pickup for a fee of \$30. Special pickups are made on Fridays. To schedule a pickup, complete the Sanitation Request at explorethevillage.com/services/sanitation-recycling or call the Sanitation Department at 501-922-5524 between 8:00 AM-4:30 PM, Monday-Friday.

Yard Waste Pickups

Beginning **February 28, 2022**, all yard waste such as leaves and grass clippings must be placed in biodegradable paper bags, which can be purchased at Lowe's, The Home Depot, or from Amazon and other online and retail sellers. Each bag must have a sticker that can be purchased from the POA at our Administrative Building at 895 DeSoto Blvd. between 8:00 AM-4:30 PM, Monday-Friday. Stickers are sold in lots of 5 for \$5.

Yard waste pickups are made on Fridays. To schedule a pickup, complete the form at explorethevillage.com/services/sanitation-recycling or call the Sanitation Department at 501-922-5524 between 8:00 AM-4:30 PM, Monday-Friday.

For More Information

See our **Policy Guide** and **Rules and Regulations** on our [Governing Documents page](#).