



# GUIDE TO TRASH, RECYCLING & YARD WASTE SERVICE

WASTE  
*Wizard*

Use the online Waste Wizard to help you sort your waste wisely and to sign up for service alerts!

SEE PAGE 2






# CONTENTS

Waste Wizard.....	2
Your Rollout Carts .....	3
Recycling .....	4
Trash.....	6
Bulk Waste .....	7
Sustainable Options .....	8
Yard Waste.....	9
Loose Leaf Collection.....	11

# CONTACT US

Town of Wake Forest  
**Public Works Department**  
234 Friendship Chapel Road  
Wake Forest, NC 27587

 [wakeforestnc.gov](http://wakeforestnc.gov), search "solid waste"  
 919-435-9570  
 [publicworksdept@wakeforestnc.gov](mailto:publicworksdept@wakeforestnc.gov)

## NEW RESIDENTS

Any resident that is eligible to receive trash service through the Town of Wake Forest should set up service through Raleigh Water three business days prior to needing service. Call 919-996-3245 or visit [raleighnc.gov/water](http://raleighnc.gov/water) and select "start or stop utility services."

For newly constructed homes, go to [wakeforestnc.gov](http://wakeforestnc.gov) to request carts.

## STAY INFORMED

Sign up for the Town's free email subscription service at [wakeforestnc.gov](http://wakeforestnc.gov), search for "e-notifier."



Beginning January 1, 2021, solid waste service will no longer be covered solely by annual tax revenues, but instead by a \$21 monthly solid waste fee included on residents' Raleigh Water bill. The monthly fee includes weekly trash, recycling and yard waste collection along with seasonal collections for loose leaves, Christmas trees, bulk waste pickup and large brush collection.

The information in this guide is provided to help ensure you receive the best service possible and to inform you about additional information resources available on the Town's website. **If you choose not to keep this guide, please recycle it.**



[wakeforestnc.gov](http://wakeforestnc.gov), search "Waste Wizard"

Meet the "Waste Wizard" — the Town of Wake Forest's handy online tool designed to help you sort your household waste properly and stay informed about collection service.



## HELPING YOU SORT YOUR WASTE WISELY

Using the Waste Wizard, simply type in the name of an item (such as "wrapping paper") and the wizard will tell you whether it should go in your recycling cart, trash cart or dropped off at a county facility for safe handling.

## SIGN UP FOR SERVICE ALERTS

Using the "Calendar" function of the Waste Wizard, you can sign up to receive a service alert when delays occur to your regular collection service.

## VISIT THE WIZARD AND SIGN UP TODAY

Visit [wakeforestnc.gov](http://wakeforestnc.gov) and search "Waste Wizard" to sign up and get started. Or scan the code at right.

The Waste Wizard is also a function on the Town of Wake Forest app.



## Play the waste sorting game!

Test your sorting skills. Visit [wakeforestnc.gov](http://wakeforestnc.gov) and search "waste sorting game."

# YOUR ROLLOUT CARTS

## HOW TO POSITION YOUR CARTS CORRECTLY

- Carts should be placed at the curb of the address being serviced by 7 a.m. on the scheduled pickup day.
- Opening of cart should be facing the street with the arrow on the cart lid pointing out to the street.
- Leave 4 feet of space between the carts so that the truck's "arm" can grip the cart.
- Carts should be at least 4 feet away from utility poles, fences, mailboxes, fire hydrants, trees, cars and any other objects.
- One-way alleyways: Carts should be placed on the right side of the street in the direction of travel.

Carts that do not follow all of the above will not be serviced.



## PLACE CARTS OUT BY 7 A.M.

Please have carts at the curb by 7 a.m. on the day of service. Bring carts back in on the day of service. If your cart was missed, please fill out the "Missed Collection Report Form" at [wakeforestnc.gov](http://wakeforestnc.gov).

## BAG YOUR TRASH, BUT NOT RECYCLABLES

All trash should be bagged before it's disposed of in your trash rollout cart. This prevents flyaway litter as the trash cart is emptied into the trash truck.

**Recyclables should NOT be bagged or bundled before placing in the recycling cart.** They should be dropped loosely into the cart. This helps when the items are being sorted at the recycling facility.

### Bag Trash



### Do Not Bag Recyclables

*Keep recyclables loose*



## KEEPING YOUR CARTS CLEAN

Customers are responsible for keeping their carts clean. Visit the website for recommended cleaners to remove stuck on items and odors.

## ADDITIONAL CARTS & CART REPAIRS











Each address is assigned one 96-gallon trash cart and one 96-gallon recycling cart. Residents may request additional rollout carts or repairs (if the lid or wheels are missing or broken) by filling out the online form at [wakeforestnc.gov](http://wakeforestnc.gov), search "cart request form." Up to one additional trash cart and one additional recycling cart may be requested. Monthly charges apply for additional carts.

## WHEN YOU MOVE, THE CARTS STAY

The carts belong to the Town of Wake Forest. If you move, please leave your carts in your garage or behind your home. Make sure the carts are clean and empty. There's no need to cancel your service. Billing for monthly services will discontinue when water services for your address have been stopped.

# RECYCLING

## What's Accepted

PAPER	 <p>Nothing smaller than a Post-it note</p>				
	mixed paper <i>not shredded</i>	paperboard cartons	cardboard <i>flatten boxes</i>	cartons <i>empty and rinsed</i>	paper egg carton
PLASTIC					
	drink bottles <i>empty and rinsed, screw on caps, do not crush</i>	plastic jars <i>empty and rinsed</i>	plastic bottles <i>empty and rinsed, no pumps</i>	plastic jugs <i>empty and rinsed</i>	plastic containers <i>empty and rinsed, no lids</i>
GLASS					
	green glass <i>empty and rinsed, no corks or caps</i>	brown glass <i>empty and rinsed, no corks or caps</i>	glass jars <i>empty and rinsed, no lids</i>	baby food jars <i>empty and rinsed, no lids</i>	glass bottles <i>empty and rinsed, no lids</i>
METAL					
	aluminum cans <i>empty and rinsed, do not crush</i>	metal food cans <i>empty and rinsed, place lid in can</i>	tuna cans <i>empty and rinsed, place lid in can</i>	pet food cans <i>empty and rinsed, place lid in can</i>	aluminum pans & foil <i>clean, ball up foil</i>

## How to Prepare Recycling for Collection



**Do not bag recyclables.** Items should be placed loose in the cart.

- empty and rinse containers if needed (no liquid or food should be in the container)
- screw the caps back on plastic bottles
- break down cardboard boxes to optimize space
- remove any plastic film from recyclable materials

# RECYCLING

## What's Not Accepted *Reuse or put these in the trash*



small paper pieces



shredded paper



hardcover books  
*binding not recyclable*



soiled take-out containers



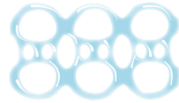
soiled cardboard



plastic baggies & pouches



single-use cups, lids & straws



six-pack rings



lids



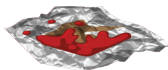
take-out containers



windows & mirrors



glassware



soiled aluminum foil



pots

## What's Accepted Somewhere Else *(but not in your recycling cart)*



electronic equipment & batteries

*take to a Wake County Recycling facility*



hangers  
*return to the dry cleaner*



plastic bags  
*return to the store*



Unsure if an item can be recycled?  
Check the **Waste Wizard!**

Type in the name of the item and the Waste Wizard will tell you if it should go in your recycling or trash cart.

Visit [wakeforestnc.gov](http://wakeforestnc.gov), and search "Waste Wizard."



# TRASH

**DEFINITION:** Trash is common non-hazardous household waste that cannot be recycled or reused.

## What's Accepted



**lightbulbs**  
*not fluorescent*



**broken glass**



**dried paint\***



**pet waste & household trash**  
*must be bagged*

\*Wet paint is likely to spill and leak on streets and equipment during disposal. To dispose of unwanted paint leave the paint can open to dry. Mix in play sand or kitty litter to help absorb the paint. Once the paint has dried it can then be discarded in your trash cart.

SHOW SOME  
**LOVE**  
#KeepWFClean

## What's Not Accepted



**yard waste**



**tires**



**pallets**

### HAZARDOUS MATERIALS



**automobile fluids**



**fluorescent lightbulbs**



**batteries**  
*disposable and reusable*



**lighter fluid/  
kerosene/  
flammable liquids**



**liquid paints/  
lacquers/  
polishes**



**pesticides/  
herbicides/  
fungicides**

ALSO: acids, ammonia, bleach, chemicals, fire extinguishers, fuel, mercury thermometers, mineral spirits, oil-based paint, paint thinners, poisons, polishers, solvents.

Visit [wakegov.com/recycling](http://wakegov.com/recycling) for drop-off locations of hazardous materials.

## How to Prepare Trash for Collection



### Bag your trash before putting it into the cart.

- Town ordinance requires that trash be bagged before it's placed in the cart. This prevents flyaway litter as the cart is emptied into the truck.
- Do not leave additional bags or boxes of trash next to or on top of your rollout cart. Items left next to or on top of the cart will not be picked up and collection may be rejected.
- Do not overfill containers or leave waste on the ground.

# BULK WASTE

**DEFINITION:** Bulk waste is trash not able to fit in your trash cart.\* Bulk waste is collected from behind the curb on Tuesdays and Wednesdays **by appointment only**. See "How to Schedule" below.

What's Accepted	What's Not Accepted
-----------------	---------------------

		
<b>furniture</b> <i>indoor &amp; outdoor</i>	<b>lawn mowers</b> <i>drain oil and gas</i>	<b>wooden pallets</b>
		
<b>bookshelves</b>	<b>appliances</b> <i>stove, washer/dryer</i>	<b>rugs</b>
		
<b>mattresses &amp; box springs</b>	<b>mirrors</b> <i>must be wrapped &amp; marked with an "X"</i>	<b>swing sets</b> <i>broken down</i>

ALSO: bed frames, trampolines, vacuum cleaners, fencing, moving boxes, packing materials

\*Subject to the availability of equipment and to the provisions of the Town's bulk waste collection policy, the maximum quantity of bulk waste which will be collected is not regulated. If the load is oversized, it may be rejected.

	
<b>construction material</b> <i>pre-treated lumber, drywall</i>	<b>move outs, evictions &amp; clean-outs</b>
	
<b>gasoline, oil</b>	<b>tires</b>
	
<b>electronics</b> <i>computer, phone, printers, TV, radio</i>	<b>batteries</b>

ALSO: hazardous materials, concrete, remodeling and construction material, refrigerators

Visit Wake County Recycling & Waste Disposal at [wakegov.com](http://wakegov.com) to see a list of drop-off locations for items that the Town of Wake Forest cannot collect.

**Most bulk waste items wind up in area landfills. Before scheduling a pickup, consider one of the environmentally-friendly alternatives on pg. 8. The Wake County Convenience Center is also an alternative.**

## How to Schedule a Bulk Waste Pickup



- Two free collections permitted per year. Each additional collection is \$50.**
- Fill out the online bulk waste pickup form at [wakeforestnc.gov](http://wakeforestnc.gov), search "bulk waste pickup."
  - Submit request before 2 p.m. Monday for a Tuesday or Wednesday pickup.
  - Put items behind the curb (on your property) and not in the street. Do not block the sidewalk. Do not place items underneath trees or power lines.
  - For more information, visit [wakeforestnc.gov](http://wakeforestnc.gov), search "bulk waste."



# SUSTAINABLE OPTIONS

Help keep items out of the landfill. Before putting something in the trash or requesting a bulk waste pickup, consider one of these environmentally-friendly alternatives:

## Habitat for Humanity

Most Habitat ReStores offer pickup of furniture donations, as well as other large items including appliances, building materials and more. You must have two or more items for pickup.

[wakerestore.org](http://wakerestore.org)

## Goodwill®

When you donate your stuff to Goodwill®, you create opportunities for individuals in our community looking to find a job and build skills, including veterans and military families, single mothers and many others. Your impact doesn't end there — the planet also benefits when you choose to ditch the dumpster and drop your items at Goodwill®.

Over the past few years alone, you've helped keep billions of pounds of clothing and household items out of landfills. [goodwill.org](http://goodwill.org)

## Social Media

Your trash may be someone else's treasure. Consider posting your bulky item for free on Nextdoor or Facebook.

## Diamond N-D Rough

Diamond N-D Rough creates tasteful and timeless refinished and repaired furniture. Your old furniture can be refinished, redesigned and repurposed into another one-of-a-kind piece for someone else to cherish. Why waste when you can recreate? Help others find their "diamond in the rough." Contact to donate.

Diamond N-D Rough  
223 S. White St., Wake Forest | 919-435-8113  
[diamond.nd.rough.furniture@gmail.com](mailto:diamond.nd.rough.furniture@gmail.com)  
[diamondndrough.net](http://diamondndrough.net)

## ⚠ Household Hazardous Waste

Household hazardous materials cannot be disposed in the landfill because of their caustic properties and potential for environmental contamination.

Wake County residents can drop off these materials for proper disposal at North Wake Household Hazardous Waste Facility, 9037 Deponie Drive, Raleigh. [wakegov.com](http://wakegov.com)

## Wake County Recycling & Waste Disposal

Visit Wake County Recycling & Waste Disposal at [wakegov.com/recycling](http://wakegov.com/recycling) to see a listing of drop-off locations for other items that cannot be collected by the Town of Wake Forest.

- Computers
- Refrigerators
- Printers & copiers
- Stereos
- All types of cords and cables
- CRT monitors & TV sets (except projection-style TVs)
- Game consoles
- Batteries
- Cell phones

[wakegov.com/recycling](http://wakegov.com/recycling)

# ▶ YARD WASTE

## YARD WASTE COLLECTION GUIDELINES

- Yard waste service is provided to any town resident that pays the Town of Wake Forest's solid waste fee.
- Yard waste must be placed along your residential property and must only contain materials from your property. No yard waste is collected from vacant lots, unoccupied properties or commercial properties.
- Yard waste must be placed in biodegradable paper yard waste bags, in clearly marked reusable household containers (marked 'YW') or in a Town-provided yard waste cart.
- **Large brush pickup must be scheduled in advance** by filling out an online form at [wakeforestnc.gov](http://wakeforestnc.gov), search "brush pickup."
- **Landscape Contractors:** Yard waste pruned or cut by a contractor will be collected by the Town if it's prepared according to Town guidelines. Yard waste materials from your property must be placed along your property, not along common areas or open space. See pg. 10 for a list of accepted items.
- **Subdivisions with alleys:** Put yard waste in front of your home on the main street for service.

## QUANTITY LIMITS

### YARD WASTE IN CONTAINERS



#### 10 containers

(up to 48 gallon)

Anything larger becomes too heavy for crews to lift

### BAGGED YARD WASTE



#### 30 bags

biodegradable paper yard waste bags only 30 gallon

Bags can be purchased at home improvement stores

### LARGE BRUSH

(yard waste, such as tree limbs and brush, that does not fit into bags or containers)



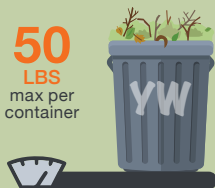
#### 8 cubic yards

(two pickup truck loads)

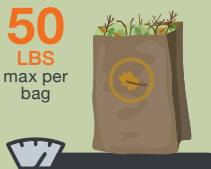
Pickup must be requested in advance at [wakeforestnc.gov](http://wakeforestnc.gov), search "brush pickup"

## WEIGHT LIMITS

**50**  
LBS  
max per  
container



**50**  
LBS  
max per  
bag



**NO**  
WEIGHT  
LIMIT



# YARD WASTE

**DEFINITION:** Yard waste is vegetative matter resulting from landscaping maintenance.

## What's Accepted



**leaves**  
bagged or contained  
mid March–Oct



**sticks & twigs**



**pine cones**



**grass clippings**



**garden refuse**



**pine straw**



**branches**  
1"–4" diameter  
cut to 6' max



**large branches**  
4"–10" diameter  
cut to 2' max

## What's Not Accepted



**animal waste\***  
loose or bagged



**rocks & gravel**



**plants in pots\***



**dirt & mulch**



**bags\***



**plastic trays\***



**fences & building materials**



**tree stumps**



**logs over 10" diameter**

Visit the online Waste Wizard to learn how to dispose of individual items.  
\*Can go in your trash.

**Do not mix branches with other yard waste**



## How to Prepare Yard Waste for Collection



brown paper bags only

**Bag it or put it in a container marked "YW" (yard waste).**

- *Container:* 48-gallon, marked "YW"
- *Bags:* 30-gallon, brown paper
- *Large brush:* place in a pile **behind** the curb and schedule a large brush pickup online at [wakeforestnc.gov](http://wakeforestnc.gov)

**Place all yard waste behind the curb.** Allow **4 feet** of clearance from cars, mailboxes, trees, poles and utility lines.

# LOOSE LEAF COLLECTION

FIRST MONDAY IN OCTOBER THROUGH THE SECOND FRIDAY IN MARCH

## What's Accepted



leaves

Leaves only, please. Any other items will cause mechanical failures in the vacuum trucks.

Loose leaf collection runs from the first Monday in October through the second Friday in March.

Throughout the rest of the year leaves must be bagged in paper bags or placed in a container marked YW (yard waste).

Containers up to 48-gallon are acceptable.

## What's Not Accepted



sticks & twigs



rocks



garden trimmings



trash



tree limbs



animal waste

Please separate these items from your loose leaf piles and put them with your yard waste, trash or alternative disposal method.

## ADDITIONAL SERVICES

### Leaf Mulch:

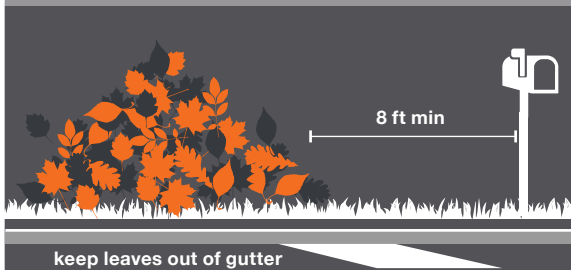
Leaf mulch is available from October through March. Each delivery is approximately 20 cubic yards (equal to five pickup truck loads).

To request a leaf mulch delivery, fill out a "Mulch Request Form" at [wakeforestnc.gov](http://wakeforestnc.gov), search "mulch."

### Leaf Collection Hotline: 919-435-9582

During loose leaf collection season, call the Leaf Collection Hotline to track daily progress of leaf collection crews. The hotline is updated each weekday morning with information concerning where crews will be working that day.

## How to Prepare Loose Leaves for Collection



- Place leaves **behind the curb**, not in the street or gutter, where they obstruct traffic and drainage.
- Leaf piles should be placed **at least 8 feet away** from cars, mailboxes, trees and shrubs.
- Leaf piles must be free of sticks, rocks, pine cones, limbs and debris.

[wakeforestnc.gov](http://wakeforestnc.gov), search "waste wizard" | 11



TOWN of  
**WAKE  
FOREST**

Public Works Department  
234 Friendship Chapel Rd.  
Wake Forest, NC 27587

## MY WEEKLY SCHEDULE:

To find the schedule for your address, visit [wakeforestnc.gov](http://wakeforestnc.gov) and search "Waste Wizard." Write your dates below or sign up to receive a weekly reminder by email, phone or text.



**Trash &  
Recycling**

IS COLLECTED ON:



**Bulk  
Waste**

IS COLLECTED ON:

**Tuesday & Wednesday**

BY ONLINE REQUEST ONLY\*

[wakeforestnc.gov](http://wakeforestnc.gov), search "bulk waste pickup"

*\*Request must be received by 2 p.m., Monday*



**Yard Waste**

in containers marked  
'YW', paper yard waste  
bags or yard waste cart

IS COLLECTED ON:

business day before trash collection day



**Large  
Brush**

IS COLLECTED ON:

**My Regular Yard Waste Day**

BY ONLINE REQUEST ONLY\*

[wakeforestnc.gov](http://wakeforestnc.gov), search "brush pickup"

*\*Cut-off time for request is 2 p.m. on the business day prior to regular yard waste day*