



Dear Resident:

ARC Disposal & Recycling has been selected by the Village of Lake in the Hills to be the exclusive provider of solid waste, recyclables and yard waste collection services. As such, ARC is responsible for the collection and disposal of refuse and the collection and processing of recyclables and yard waste for all residents. Please carefully review the following information and retain for future reference. For questions regarding your scheduled service day or any other inquiries please call ARC Disposal & Recycling directly at (847) 981-0091.

**IF YOU ARE A NEW RESIDENT PLEASE CALL ARC TO START SERVICE.**

**Collection Days:** Except as modified during the holiday weeks, all material (refuse, recyclable and yard waste) will be collected on the same day, once per week.

**Holidays:** There will be no collection on the following holidays:

New Year's Day	Memorial Day
Independence Day	Labor Day
Thanksgiving Day	Christmas Day

If your weekly collection day falls on or after one of the aforementioned holidays your collection will be delayed by one day, with Friday's collections being done on Saturday.

**Collection Hours:** All material must be placed out, at the curb, no later than 6:30 am on your scheduled collection day and no earlier than 6:00 pm on the preceding day, per Village ordinance.

**Billing:** ARC will invoice you directly, quarterly in advance, for these services. Payment is expected upon receipt.

**Missed Collection:** If your material is not collected for any reason please call ARC, within 24 hours of your scheduled pickup, at (847) 981-0091 to report it. Missed pickups will be collected the following work day.

**ARC Office Hours:** ARC's customer service department is staffed with live operators between the hours of 7:00 am – 5:00 pm Monday through Friday and 8:00 am -12:00 noon on Saturday.

**Refuse Information:** Residents may dispose of properly prepared household refuse able to be picked up by one person. Refuse must be contained in either cans or plastic bags not exceeding 34 gallons in size and 50 pounds in weight. Refuse that cannot be containerized must be securely tied and bundled. Bundles must not exceed 4 feet in length and 50 pounds in weight. Refuse carts are available; see the **Special Services** section for details.

**Recycling Information:** Please see the attached sheet for a complete list of acceptable recyclables, how to properly prepare them and other important recycling information. New residents will be issued one recycling bin free of charge. Additional bins may be purchased by calling ARC or from the Village Hall. Lost, stolen or damaged bins may be replaced by calling ARC at (847) 981-0091 or the Village Hall at (847) 960-7400. Recycling carts are available; see the **Special Services** section for details.

**Yard Waste Information:** Yard Waste Collection is offered each year from April 1<sup>st</sup> through November 30<sup>th</sup>. Yard waste must be placed in either biodegradable paper bags or cans clearly labeled with a “Yard Waste Only” decal. These decals are available at the Village Hall. Bags and cans must not exceed 34 gallons in size and 50 pounds in weight. Branches and brush less than 4 inches in diameter, that do not fit in a can or bag, must be securely tied, with string or twine, and bundled. Bundles must not exceed 4 feet in length and 50 pounds in weight. Branches and brush larger than 4 inches in diameter are treated as refuse.

**Bulk Items:** Residents may place bulk items out for collection on the same day as their regularly scheduled pickup. Bulk items are items which are too large to fit in an approved refuse container but are still less than 50 pounds in weight. Examples of these items are: *furniture, bathroom fixtures, large toys, bikes, exercise equipment, carpet (rolls must be 4 feet in length or less and securely tied), swing sets (must be cut into sections 4 feet in length or less), small outdoor appliances (all fluids must be completely removed), barbecue grills, etc.* Please contact ARC’s customer service department at (847) 981-0091 for more details and to schedule a special pickup of larger items.

**Construction Debris:** Construction and remodeling debris must be contained in either cans or plastic bags not exceeding 34 gallons in size and 50 pounds in weight. Construction and remodeling debris that cannot be containerized must be securely tied and bundled. Bundles must not exceed 4 feet in length and 50 pounds in weight. Construction and remodeling debris must be from “do-it-yourself” type projects and may not exceed one cubic yard in quantity.

**White Goods:** State Law prohibits the land filling of residential appliances and tires. Please call ARC at (847) 981-0091 to make arrangements for the collection of these items. A separate fee will apply and is due upon collection of the item(s).

**Special Services:** Special services include, but are not limited to, backdoor pickup, 95 gallon (refuse) or 65 gallon (recycling) cart rental, dumpster rental and the collection of large amounts of construction and remodeling debris. Arrangements for these special services can be made by calling ARC at (847) 981-0091 for scheduling and pricing information.

We look forward to our continued relationship with the residents of Lake in the Hills and will diligently meet all of your refuse, recycling and yard waste collection needs. If you have any questions please contact us at (847) 981-0091. Thank You.

Sincerely,

ARC Disposal & Recycling

# ALL RECYCLING MATERIALS MAY BE PLACED TOGETHER IN YOUR RECYCLING BIN(S) OR CART(S)

## RECYCLING MATERIALS ACCEPTED

### COMMINGLED CONTAINERS:

Aluminum Cans, Trays & Foil (*trays & foil must be cleaned*)

Steel Cans & Tins

Aseptic Packaging & Gable Top Containers (milk & juice cartons)

Glass Bottles and Jars - (clear, brown, green)

*No window glass, dinnerware or ceramics.*

PET Soda, Water, & Flavored Beverage Bottles (#1 clear and green plastic resin)

HDPE Milk & Juice Jugs (#2 clear plastic resin)

HDPE Detergent & Fabric Softener Containers (#2 colored plastic resin)

PVC Narrow Neck Containers Only (#3 plastic resin);

such as health & beauty aid products, household cleaners.

LDPE Grocery Containers (#4 plastic resin);

such as margarine tubs, frozen desert cups, six and twelve pack rings.

PP Grocery Containers (#5 plastic resin);

such as yogurt cups, and narrow neck syrup and ketchup bottles.

#7 Plastic Resin Narrow Neck Containers Only.

Plastic Buckets, such as kitty litter containers (5 gallon size maximum)

*No metal handles.*

*Notes: 1. All containers to be emptied and rinsed clean.*

*2. No motor oil, insecticide, herbicide or hazardous chemical containers.*

*3. Plastic bags should be returned to grocery or department store.*

*4. No plastic film (no plastic sheets, tarps or wrap).*

*5. Expanded foam and clear polystyrene not accepted per joint advisory from the Illinois Recycling Association, Illinois Department of Commerce & Community Affairs, and Region 5 US Environmental Protection Agency.*

### PAPER FIBER:

Newspaper, including inserts (*remove plastic sleeves*)

Cardboard (*no waxed cardboard*)

Kraft (brown paper) Bags

Magazines, Catalogs and Telephone Books

Office, Computer, Notebook & Gift Wrap Paper (*no metal clips, spirals, binders*)

Chipboard (cereal, cake & food mix boxes, gift boxes, shoe boxes, etc.)

Carrier Stock (soda & beer can carrying cases)

Junk Mail & Envelopes (*no plastic cards, stick on labels or unused stamps*)

Paper Back Books (*no hard cover books*)

*Notes: 1. All cardboard boxes must be broken down into 2' x 2' pieces or smaller. Larger boxes, if not broken down, will not be recycled.*

*2. Furnace filters are not a recyclable item.*

