Solid Waste Resource Guide

Yard Waste
Garbage
Recycling
Bulky Waste
Household Hazardous Waste
Multi-Family Housing
Business Garbage & Recycling Services
Move-in & Move-out
For the latest information, call the Customer Care Center at 704.920.5555 during regular business hours or go to Concord's website at concordnc.gov/solidwaste.

- Place all items (garbage, recycling, yard waste, and bulky waste) at the curb between 5:00 p.m. the day before and 6:00 a.m. on your collection day.
- Solid waste staff members locate bulky waste and yard waste with GPS-enabled devices to build daily collection routes. Locating begins at 6:00 a.m. daily.
- If items are set out after 6:00 a.m., they may not be located and miss collection. Items that miss collection may not be collected until your next collection day.
- Retrieve carts by 9:00 p.m. on your collection day.

**Approved Roll-Out Carts**
- All waste and recyclables must be placed in City-provided roll-out carts.
- Roll-out carts are property of the City and assigned to your address. Leave all roll-out carts at the residence if you move.
- Do not damage or deface assigned roll-out carts.

**Proper Cart Placement**
- Position wheels towards your house.
- Do not block driveways or sidewalks.
- Place the roll-out carts at least 2 feet apart and 2 feet from obstructions that may interfere with cart pick up (i.e. mailboxes, fire hydrants, parked cars, etc.).

**Back Yard Service Collection**
- Back yard collection service for garbage and recycling is available for customers who are physically unable to place their roll-out carts at the curb, and no person who is physically able resides or is employed in the home.
- A statement from your physician verifying your impairment is required to receive back yard service.
- Multiple cart customers are not eligible for this service.
- All garbage must be in tied plastic bags before placing into the roll-out garbage cart.
- All recyclables must be in tied, clear plastic bags before being placed into the roll-out recycling cart (for back yard collection service only).
- If you are physically unable to place your roll-out carts at the curb, please call 704.920.5555.

**Holiday Schedule or Adverse Weather Schedule Information**
- Holidays often result in changes in collection day and cart set-out date. Holiday collection schedules are available on the City web site.
- When icy roads make it unsafe for collection trucks to travel on residential streets, collection services will be suspended out of concern for public safety. Collection will resume once road conditions are safe and will proceed in a pattern that causes the least disruption and inconvenience to customers.
- The City’s Blackboard Connect phone messaging system is used to alert customers of changes in collection schedules. If you don’t already subscribe to this service, you can register on the City web site where you will also find daily updates on collection status.
Never Miss Your Waste Collection Day Again

Cabarrus County, Concord, and Kannapolis have launched a new waste collection calendar and reminder system to make it easier for residents to stay connected about waste management collection and programs.

Get the FREE APP

Search for **CARTology** to download our mobile app in the App Store (iOS) or Google Play Store (Android).

- **Know your Collection Day**
- **Sign up for FREE Reminders**
- **Find out how to dispose of items**

More information is available at cabarruscounty.us, concordnc.gov, or kannapolisnc.gov.

We’ve taken the guess work out of garbage, recycling, bulky waste, and yard waste...
Garbage Collection is a free weekly service. No advanced scheduling necessary.

- Place all garbage at the curb by 6:00 a.m. on your collection day.
- Retrieve carts by 9:00 p.m. on your collection day.

**Garbage Carts**
- Residents are provided one green roll-out garbage cart per household. Residents who recycle will find one garbage cart adequate. If your garbage does not fit into your green roll-out cart, you must rent a brown garbage cart (limit of 2) for your additional garbage. To learn more call 704.920.5555.

**Bag All Waste**
- All garbage must be in tied plastic bags and fit within the roll-out cart with the lid closed.
- Bags that are placed outside of the garbage roll-out cart will not be picked up and will result in code enforcement action. The only exception is listed on page 4 under the heading “Christmas Holiday Collection Exceptions.”

**Disposal of Pet Waste & Fecal Matter**
- Fecal matter contains harmful bacteria and is best disposed of through your plumbing system.
- Before placing anything containing fecal matter into your garbage cart follow these guidelines to prevent breakage that may expose collectors to disease and require special cleanup:
  - Triple bag all pet waste, kitty litter, and other items contaminated with fecal matter using tied plastic bags.
  - Bags must weigh less than 35 pounds.
  - No liquid fecal matter should be placed into your cart, even if bagged. Dispose of liquid material using your household plumbing system (i.e. pour it into your toilet).

- Litter occurring while emptying roll-out garbage carts with unbagged garbage is the resident’s responsibility and will result in code enforcement action.
Disposal of Paints
• We encourage citizens to recycle used paint at the Cabarrus County Household Hazardous Waste (HHW) Facility (see page 10 for more information).
• Do not place paint cans in your garbage or recycling roll-out carts.
• Oil based and latex paint will not be collected at the curb. Please take these paints to the Cabarrus County HHW facility for reuse or proper disposal (see page 10 for more information).

Disposal of Dangerous Items
Medications:
NEVER dispose of medication by pouring it down the drain, flushing it, or throwing it into the garbage. Medication should not be allowed to get into the water system. Medications can be safely disposed into permanent drop boxes located at:
• City of Concord Police Department
  41 Cabarrus Ave, West
• Cabarrus County Sheriff’s Office
  30 Corban Ave, SE
• Kannapolis Police Department
  401 Laureate Way

Dangerous garbage items:
All dangerous items such as broken glass, light bulbs, and sharp pieces of metal must be securely wrapped to prevent injury to collection personnel. Placing these items in paper or plastic bags is not considered adequate protection.

Hypodermic instruments:
All discarded hypodermic syringes or needles shall be rendered inoperable and placed into a rigid plastic container (like a liquid detergent bottle) with the lid tape closed. Place container into your regular garbage. DO NOT place container into the recycling cart to be recycled.

Christmas Holiday Collection Exceptions
• Extra bags are allowed outside your roll-out cart beginning the day following Christmas until Friday of the next full week following New Year’s Day.
• Most wrapping paper and gift boxes are recyclable (see page 5 for more information).
• Artificial Christmas trees and holiday decorations are garbage; remove lights, ornaments and the stand and bundle all the pieces together as bulky waste (see page 7 for more information).
• Live Christmas trees and other live greenery are collected with yard waste (see page 9 for more information).
Residential recycling is a free every other week service and is collected on your regularly scheduled collection day.

- Place all recycling at the curb by 6:00 a.m. on your collection day.
- Retrieve carts by 9:00 p.m. on your collection day.

**How to Obtain a Recycling Cart**
- If you are a City of Concord resident, recycling roll-out carts are free, just call 704.920.5555.
- If you are a business, call 704.920.5361 to learn about City recycling services available to you (see page 12 for more information).

**Properly Prepare Your Recyclables**
- Please rinse all bottles, cans, etc. before placing these items into your recycling cart. Larger plastic lids and small plastic bottle caps are recyclable. Do not bundle or bag. Labels are OK to leave on.

**Yes! Put these Items in Your Roll-Out Recycling Cart**
- Empty Aerosol Cans (no paint cans)
- Plastics #1, #2, #4, & #5 (No styrofoam, bags, plastic “Solo” cups, or wrap)
- Wide-Mouth Plastic Containers & Lids
- Rigid Plastic Containers & Small Plastic Toys
- Milk & Juice Cartons, & Juice Boxes
- Aluminum Cans, Steel Cans, & their Lids
- Glass Bottles & Jars
- Cereal & Food Boxes
- Gift Boxes, Shoe Boxes, & Small Cardboard Boxes (flattened and placed into cart)
- Large Cardboard Boxes should be flattened, cut into 3 feet x 3 feet sections and placed inside cart for collection
- All pizza boxes
- Magazines & Phonebooks
- Mixed Paper, Newspapers with Inserts, & Junk Mail
- Paperback Books
- Spiral Paper Cans (with plastic lids detached)
- Gift Wrapping Paper (without foil backing)

**Recycling Cardboard Boxes**
- Place all packing materials into tied, plastic bags and place them in your garbage cart.
- Lay smaller boxes near the top of your cart to prevent jamming.
- Break down (flatten) all cardboard boxes and cut down into 3 feet x 3 feet sections (or smaller) and place inside of your recycling cart with the lid closed.
- Boxes filled with items unacceptable for recycling will not be collected. Trash must be placed in tied plastic bags and placed in garbage cart.
No! Do NOT put These Items in Your Roll-Out Recycling Cart

- Plastic Bags, Plastic Film, or Plastic Wrap  
  (recycle shopping bags at participating stores)
- Shredded Paper
- Styrofoam
- Audio & Video Cassettes, or Photographic Film
- CDs & DVDs
- Rubber or Tires
- Paint Cans  
  (see page 4 for more information)
- Household Glassware
- Clothing (or other fabric)
- Household Garbage
- Gift Wrapping Paper with Foil Backing
- Aluminum Foil
- Any Pesticides, or Herbicides, or Oil Containers
- Garden Hoses

- Compact Fluorescent Light (CFL) Bulbs and Fluorescent Tubes  
  Place your CFL bulb into a sealed plastic sandwich bag in case of breakage. CHL bulbs are accepted at the following locations (from residential customers only):
- Cabarrus County Household Hazardous Waste Facility
- Cabarrus County Governmental Center
- Cabarrus County Cooperative Extension Building
- Concord Public Library
- Kannapolis Library
- Mount Pleasant Library
- Harrisburg Library
- Concord Senior Center
- Cabarrus County C&D Landfill

Cabarrus County Recycling Centers  
(for multi-family developments without recycling)
For a complete list of items accepted at the recycling centers, go to:  
www.cabarruscounty.us.

In addition to curbside recycling, items can be dropped off at one of these recycling centers:

**Cabarrus County Landfill**  
Recycling Convenience Center
4441 Irish Potato Road, Concord  
Mon - Fri  8:00 a.m. - 5:00 p.m.
Sat  8:00 a.m. - 2:00 p.m.

**HHW Facility**  
Recycling Convenience Center
246 General Services Drive, Concord  
Mon - Fri  8:00 a.m. - 5:00 p.m.

Additional items accepted:
- Used Motor Oil & Oil Filters
- Automotive Batteries
- Scrap Metal (bicycles, aluminum siding, metal ducts, copper pipes, power equipment – drained, and more)
- Appliances
- Electronics
- Used Tires (maximum 5 per load)
- Used Cooking Oil
- Oyster Shells (Cabarrus County Landfill Only)  
  (See page 10 for more information.)
BULKY WASTE

Bulky Waste is a free service. It is picked up on your regularly scheduled recycling collection day.

- Bulky waste refers to items too large to fit into roll-out carts, including furniture, appliances, scrap metal, tires, carpet & padding, and construction or demolition debris.
- Up to 10 cubic yards of regular bulky total (or 6 cubic yards of regular bulky and 4 cubic yards of construction debris) may be placed at the curb.
- Please consider donating items in good condition to a needy person or charity.
- Place loose bulky waste inside clear plastic bags for collection.
- Personal containers may not be used to contain garbage or recycling. Personal containers meant for disposal must be marked “Throw Away,” or they will be left by the curb.
- Place bulky items 2 feet from your roll-out garbage cart and away from low overhead lines, parked cars, or other impediments.

**Dismantling of Large or Heavy Items**

- Dismantle items such as swing sets, pool tables, basketball goals, and any items that are too heavy to be carried by two people before placing curbside.
- Items that are too heavy or bulky to be lifted shall be dismantled by the resident before placed curbside for collection.
- Individual items shall not weigh more than 65 pounds.
- Exceptions to this requirement include those items equipped with wheels, such as lawn mowers, garden equipment, refrigerators, etc. that can be rolled to the collection vehicle.

**Remove Concrete Anchors or Encasements**

- Customers must remove concrete from any item, such as posts, fencing, or playground equipment prior to placement curbside for collection.
- Any item totally or partially encased in concrete will not be collected regardless of weight.

**Electronic Waste**

- The State of North Carolina has banned electronic waste (e-waste) from N.C. landfills. For your convenience the City provides curbside collection of e-waste.
- E-waste includes:
  - Televisions
  - Computers and computer components such as printers, keyboards, etc.
  - Anything with a circuit board such as electronic games, cell phones, radios, stereo systems, etc.

**Scrap Metal & Old Appliances**

- Freezers and refrigerators (remove all food items), unit air conditioners, and other Freon containing appliances.
- Stoves, ranges, dishwashers, washing machines, clothes dryers, water heaters, and other similar household appliances.
- Bicycles, metal tools, wheelbarrows, tire rims (tires removed), old lawn mowers (remove oil drain plug and gas cap), large metal items (see dismantling and concrete removal requirements above), and other metal items not requiring lift equipment.

**Tires: 2 Collections per Calendar Year**

- Tires with rims removed can be collected 2 times per calendar year from single family residential properties.
- Maximum of 8 auto or pickup truck-sized sized (or smaller) tires per collection.
- Businesses do not qualify for this service.
- Tires must be removed from rims.
Toilets
• Residents can place the used toilet in a clear plastic bag or place in a cardboard box.
• Tank must be removed from the bowl if detachable.

Carpet & Padding: 2 Collections per Calendar Year
• Carpet and padding can be collected 2 times per calendar year from single family residential properties.
• Carpet and padding must be rolled and tied into rolls 6 feet or less in length.
• Each roll must weigh less than 65 pounds.
• Carpet and padding resulting from work performed by homeowner is collected at no charge.
• The City will remove carpet and padding placed at curb no more than 2 times per calendar year.

Construction & Demolition Debris
• Must not exceed 4 cubic yards (1 cubic yard is approximately the amount of material that would fit into your rollout garbage cart) or obstruct the street or sidewalk when placed at the curb.
• Remove nails or bend flush with surface of wood to protect collectors and pedestrians from injury.
• Place loose material such as drywall, insulation, etc. in clear plastic bags or in open cardboard boxes.
• Secure all materials to prevent scattering of litter.
• Individual bags or boxes are limited to 35 pounds.
• A combination of bulky waste and 4 cubic yards construction debris not exceeding 10 cubic yards may be placed curbside for collection without cost (see ‘Large Quantities of Bulky Waste’ on right).

Large Quantities of Bulky Waste
• For the collection of more than 10 cubic yards of bulky waste or more than 4 cubic yards of construction debris. Citizens must schedule and pay for a Roll-Off Container.
• A reduced rate is available if scheduled through the Customer Care Center. Advanced payment is required.
• Contractors do not qualify for this reduced rate; homeowners only please.
• Limit of 2 collections per year per address.
• Loading Restrictions and Service Guidelines form from the City’s container contractor must be signed and followed by homeowner.
• All service requests should be honored within 48 hours, or as soon as possible, after the appropriate paperwork and payment are accepted.
• Call 704.920.5555 to schedule and pay for this service.

How to Recycle Wooden Pallets, Used Oil, & Oil Filters
(Banned from North Carolina landfills)
• Small quantities of wooden pallets can be recycled by Cabarrus County residents at the following locations:

  Cabarrus County Household Hazardous Waste Facility (HHW)
  246 General Services Drive SW, Concord
  www.cabarruscounty.us
  704.920.EARTH (3278)

  Cabarrus County Landfill
  4441 Irish Potato Road, Concord
  www.cabarruscounty.us
  704.920.2950

• Used oil and oil filters can also be recycled at the HHW, as well as many of the retail locations that sell these items.
• Drain oil filters into your used oil container for at least 24 hours before taking them to the HHW.
• Do not place used oil filters into your garbage or recycling roll-out cart.
Consider backyard composting. Leaves, grass clippings, and plant material combined with kitchen scraps make an excellent compost that will enrich your garden and save tax dollars. Yard Waste is a free weekly service collected on your regularly scheduled collection day.

- Place all yard waste at the curb by 6:00 a.m. on your collection day.
- NEVER place yard waste in your garbage or recycling cart. It is illegal to dispose of yard waste in an NC landfill. Roll-out carts with yard waste will not be emptied.
- Grass clippings, tree and shrubbery trimmings, and leaves must be placed in untied, clear plastic or paper bags weighing less than 35 pounds. NO dark or opaque plastic bags are permitted.
- Limbs greater than 1 inch diameter and 12 inches long do not require bagging and should be placed with other limbs for collection.
- Limbs longer than 6 feet or greater than 12 inches in diameter are prohibited and will not be collected.
- Live Christmas trees and other live greenery are recyclable as yard waste. Remove tree stands, lights, ornaments, and tinsel; then place your tree curbside with other yard waste.
- Artificial Christmas trees and decorations are garbage and should NOT be placed along with yard waste.

Use of Personal Containers Permitted ONLY for Yard Waste
- Must be 44 gallons or less and be equipped with handles.
- Must be clearly marked “YARD WASTE ONLY.”
- Must weigh less than 35 pounds when full.
- The City is not responsible for missing, stolen or damaged personal containers.

Why Clear Bags Only?
- Clear bags allow crews to verify contents, and confirm that no garbage or other prohibited items are inside the bag.
- Clear, untied bags help slow down the decomposition of yard waste and prevent odors or liquids from becoming health hazards.
- Compostable bags (30 gallon yard waste paper bags) are acceptable to use and are recommended.

Yard Waste Placement & Restrictions
- Do not block sidewalks or traffic lanes, or place yard waste below low-hanging power or phone lines. Yard waste should be placed 2 feet from vehicles, utility poles, and other structures.
- Do not mix dirt, rocks, animal waste or trash with yard waste.
- The city does not collect yard waste that was put at the curb by a commercial landscaping company or tree company.

Loose Leaf Season
- Loose leaves are collected curbside November to January according to the published schedule.
- Loose leaf collection schedules are announced in September. Watch for the schedule in your utility bill.
- Do not mix limbs, rocks, or other material with your leaves. Contamination can damage collection equipment or injure crew members or bystanders.
- Properly bagged leaves are collected year-round on your scheduled collection day.
- Leaves left at curb after loose-leaf season ends must be placed in clear plastic bags or compostable bags (30 gallon yard waste paper bags).
- Second Chance Leaf Collection is offered for two weeks after the last week of leaf season. A fee of $75/collection will be charged to the resident.
• Cabarrus County operates and manages the HHW facility. Services are available to Cabarrus County residential customers only.
• Latex and spray paint are available to the public free of charge at the HHW Paint Swap Shop. Please call 704-920-3280 for an appointment to look at paint.

Yes! These are Examples of Materials Accepted
Items must have original label attached to container.
• Aerosol Spray Cans
• All Batteries
• Brake Fluid, Antifreeze, Gasoline, Kerosene, & Used Motor Oil
• E-Waste: Computers, TVs (there may be a fee associated with e-waste – call or visit the website to learn more)
• Fluorescent Bulbs & Tubes
• Lacquer, Wood Preservative, Nail Polish, Metal Polish, Polish Remover, Paint Stripper, & Paint Thinner
• Mercury Thermometers
• Moth Balls
• Paint
• Pesticides, Herbicides, & Rat Poison
• Pool Chemicals
• Solvents, Degreasers, Spot Removers, Kitchen Cleaners, Oven Cleaner, Bathroom Cleaners, Upholstery Cleaners, Drain Cleaners, Furniture Polish, Tile Cleaners, & Powder Cleansers

NO! These Items are NOT Accepted
• Ammunition
• Commercial Waste
• Explosives, Fireworks, & Flares
• Fire Extinguishers
• Gas Cylinders (except 16 oz. propane cylinders)
• Medical Waste & Drugs
• Radioactive Materials
• Smoke Detectors (send them back to the manufacturer – contact the manufacturer or visit the HHW website for more information)
• Trash
• Unknown Chemicals
• Unlabeled Containers

For a complete list of accepted materials and operating hours, go to: www.cabarruscounty.us or call 704.920.EARTH (3278).

Hours of Operation
• HHW will accept household hazardous materials ONLY on these days/times:
  • 1st Wednesday of each month
    8:00 a.m. – 4:00 p.m.
  • 3rd Saturday of each month
    8:00 a.m. – 1:00 p.m.

Facility Location
• 246 General Services Drive SW, Concord

Directions
• From the intersection of Hwy. 49 / Hwy. 601, head south on Hwy. 49 for approximately 1/2 mile and turn right (before bridge) onto General Services Drive. The facility is on the right at the end of the road. Please follow traffic signs.
Multi-family housing includes any apartment or group of apartments, townhomes, condominiums, and developments which include duplexes and/or other multiple dwelling units that have indirect access from a public right-of-way that have 6 or more dwellings. These are classified as a commercial multi-family development for waste disposal purposes regardless of the number of parcels occupied, the configuration of the property/zoning lines, or the number of owners.

Multi-family housing is classified as a commercial enterprise and is required to utilize dumpsters and pay for the container rental, waste disposal, and recycling services.

Multi-family housing does not receive City-provided yard waste, bulky waste (including building material), garbage, or recycling services.

The City will provide technical assistance in implementing a recycling program for multi-family housing if requested by the owner/manager. The cost to implement and maintain a multi-family housing recycling program will be entirely at the expense of the housing complex's owner/manager.

Multi-family housing complexes can request bulky item collection by the City or the City's waste contractor for a fee. Please call 704-920-5555 for more information or to schedule a collection.

Asbestos Insulation
Automobile Engines, Transmissions, Auto Body Parts (or other vehicle components)
Brick, Block, or Concrete
Compressed Gas Cylinders
Dead Animals over 100 pounds (Animals weighing less than 100 pounds can be bagged and placed at the curb. Larger animals must be disposed of by their owners. Call 704.920.5555 for pick up.)
Dirt and Rocks
Drums (unless both ends are removed to verify no liquid or residue is present)

Hazardous Waste (all paint, paint remover, solvents, gasoline, kerosene, pesticides, herbicides, motor oil, brake fluid, antifreeze, batteries, fluorescent tubes, and compact fluorescent bulbs)
Unsecured Glass
Pallets
Railroad Ties
Stumps

If you are unsure of how to discard of an item, ask Waste Wizard at concordnc.gov/solidwaste or call the Customer Care Center at 704.920.5555.

NO! These Items are NOT Collected at the Curb

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Pallets
Railroad Ties
Stumps

If you are unsure of how to discard of an item, ask Waste Wizard at concordnc.gov/solidwaste or call the Customer Care Center at 704.920.5555.

NO! These Items are NOT Collected at the Curb

Asbestos Insulation
Automobile Engines, Transmissions, Auto Body Parts (or other vehicle components)
Brick, Block, or Concrete
Compressed Gas Cylinders
Dead Animals over 100 pounds (Animals weighing less than 100 pounds can be bagged and placed at the curb. Larger animals must be disposed of by their owners. Call 704.920.5555 for pick up.)
Dirt and Rocks
Drums (unless both ends are removed to verify no liquid or residue is present)

Hazardous Waste (all paint, paint remover, solvents, gasoline, kerosene, pesticides, herbicides, motor oil, brake fluid, antifreeze, batteries, fluorescent tubes, and compact fluorescent bulbs)
Unsecured Glass
Pallets
Railroad Ties
Stumps

If you are unsure of how to discard of an item, ask Waste Wizard at concordnc.gov/solidwaste or call the Customer Care Center at 704.920.5555.
BUSINESS GARBAGE & RECYCLING SERVICES

For more information about business garbage and recycling services, call the Customer Care Center at 704.920.5555.

Commercial Roll-Out Garbage Cart Service (fee-based)

- Commercial roll-out garbage cart service for businesses, institutions, and non-profit organizations is available for a monthly fee under the following conditions:
  - The organization is not a part of a development where dumpster service is available.
  - The dumpster collection truck is unable to access the facility to empty a dumpster, including residence-based organizations.
  - The business is too small to require a dumpster and fronts on a public roadway.
  - Each building is limited to 3 roll-out garbage containers, irrespective of the number of commercial generators located in that building.
  - Only City of Concord roll-out containers are serviced.
  - For more information, call 704.920.5555.

Commercial Roll-Out Recycling Cart Service

- All businesses may request up to 3 95 gallon recycling carts for commingle recycling (must be approved by the Solid Waste Director).
- Commercial roll-out recycling customers must comply with the same guidelines and restrictions as residential recycling customers.

Cardboard Recycling

- Concord also collects corrugated cardboard, free of charge, from commercial generators.

Loose cardboard recycling is available for small quantities of piled, flattened cardboard.

- A crew member will help your business determine if loose cardboard collection is appropriate.

- Businesses that generate 4 or more cubic yards of cardboard per week will be provided 1 dumpster (8 cubic yards) and 1 weekly collection free of charge by the City. Any additional dumpsters or collections needed by the business will be their responsibility. Businesses shall contact the City’s contractor to arrange for the additional collections and payment.

- Businesses that generate 24 or more cubic yards each week may be required to provide compaction equipment.

Bulky Waste

- Bulky waste service not available to businesses or organizations.

Yard Waste

No yard waste services are available to businesses or non-profits except as described below:

- Loose leaf collection is only provided to churches, non-profits, and small businesses located within residential neighborhoods.
- If your property fronts on a predominantly commercial road, you most likely do not qualify.
- If you are uncertain that you qualify for loose leaf collection, call 704-920-5555 before you put your loose leaves to the curb.
Preparing to move from your home and settling into your new house are stressful events for everyone. Please follow these guidelines to make disposal of your excess material easier and avoid generating litter in your neighborhood.

**Moving Out**
Landlords and property managers: bulky waste limits and guidelines found on pages 7-9 apply to move out piles. If your tenants move out and leave excess materials or improperly place material curbside, you will be responsible for cleanup and any penalties that may apply.

- Consider renting a roll-off container to hold furniture and other household items. This practice will discourage scavenging which can result in litter throughout the neighborhood. Roll-off containers are available at discounted prices; call 704-920-5555 for details and pricing information.
- Consider donating your furnishings, appliances, and clothing to charitable organizations.
- Avoid leaving black bags at the curb; they encourage scavenging.
- Please consider using clear plastic bags to discourage scavengers from opening bags.
- Place similar items together for collection. Yard waste, recyclables, and bulky items must be separated for collection.
- Call the City in advance to schedule delivery of roll-off containers or for more information.

**Moving In**
- Bag all packing materials and place next to your garbage cart for collection.
- Packing material placed into boxes may spill. Cleanup of the spilled material will be the customer’s responsibility.
- Flatten all extra cardboard and place neatly in a stacked pile next to your recycling cart. Please call 704-920-5555 for collection.
- Do not put flattened cardboard into other boxes. These boxes cannot be collected and recycled in this manner.
- Place discarded furniture and other large items together but away from flattened boxes or other recyclables for bulky collection. (see guidelines for bulky waste on page 7).
SCAVENGING AND ILLEGAL DUMPING ARE NOT VICTIMLESS CRIMES

Have you Observed any of the Following:
- Someone going through your recycling cart to retrieve aluminum cans?
- A construction worker bringing home scrap lumber for the City to collect?
- Anyone bringing home tires from their business for City collection?
- A carpet installer bringing home scrap carpet for City collection?
- A lawn care service putting grass bags from outside the City in front of your house for City collection?
- Scavengers putting old picture tubes left from TVs out for collection?
- A tree service dumping limbs in front of a vacant house or on a vacant lot?

If you have seen any of these practices, you have witnessed someone stealing your tax money. These practices end up increasing the cost of your solid waste service. We need your help to stop these illegal practices. Should you witness scavenging and/or illegal dumping in your neighborhood please report what you saw. Without drawing unwanted attention to yourself:
- Try to get a license number and/or the company name from the truck.
- Note the make, model and color of the truck.
- If you know the person’s name or can provide a description, this information is important.
- Look at your clock so you can remember the time this occurred.
- Immediately call 704-920-5555 to report what you have seen. After hours, your call will be transferred to someone on duty or you will be given an opportunity to leave a recorded message.
- You can remain anonymous. Help us keep your waste collection service costs low and report any illegal activity you observe.

Please report the following activities to the Customer Care Center at 704-920-5555.
Have More Questions?
Need an Additional Cart?
Have Bulky Waste to be Picked Up?

Call the Customer Care Center
704.920.5555
or go to concordnc.gov