



TOWN OF LONDONDERRY, NH
AUTOMATED SOLID WASTE COLLECTION
& WEEKLY RECYCLING
JULY/AUGUST 2009

FREQUENTLY ASKED QUESTIONS (Updated June 24, 2009)

What is the reason for the change in garbage collection?

According to the NHDES the capacity of landfills will be reached by the year 2025. This will be the end of all commercial landfills in the state of New Hampshire.

The Town of Londonderry has embraced recycling since 1988. However, our rate of diversion of recyclable items from solid waste to recycling is still only 16%. In many communities this rate is over 30%.

Our existing contracts, using conventional solid waste disposal and dual-stream recycling will expire on June 30th of this year. Initially for fiscal year 2010 we were intending to exercise our option of extending the existing contracts for one year. In order to encourage a higher rate of recycling and to reduce the cost of solid waste disposal the Solid Waste Advisory Committee advised the town to seek new proposals. The Town Council concurred that new proposals should be obtained.

To help comply with the additional budget cuts made at the March 2009 Town Meeting and to get the best cost for our new contracts the requests for proposals included a number of options for solid waste and recycling. The proposals were received on April 16th.

In summary, there were 2 ways to reduce the cost of our new contracts, both by means of increasing recycling: by introducing a pay-as-you-throw program, or limiting volume and switching to an automated system.

The automated solid waste collection system as presented by Allied Waste Services was chosen for the following reasons: automation has been shown to reduce operating costs, increases recycling, has no additional significant administrative costs and is more convenient as compared to the pay-as-you-throw program. The immediate benefit would be the increase in recycling and a decrease in our trash tonnage costs.

When will the new program start?

The new collection program will start in July/August 2009.

What is automated trash collection?

Automated trash collection service uses a one-person vehicle with a mechanical arm that empties the trash container and returns it to its original position. Simply place the container at the curb with the arrows on the cover pointing to the street.

The trash containers are convenient and easy to use. The large wheels make them easy to roll. They are strong, sturdy, and little maintenance is required. The attached lids minimize animal scavenging and pests, help control odors, and reduce water/snow weight.

When will the containers arrive?

One container will be provided and delivered to each household at no charge to residents and will arrive the end of July/beginning of August. Allied Waste Services will send around 2 types of trucks for trash pickup until all containers have been delivered.

Where do I place the container on trash day?

Place the container at least 3 feet from any obstruction (mailboxes, fences, parked cars, recycle bins, etc) and no more than 8 feet from the edge of the pavement. The containers shall not be placed in the street or walkways. Containers shall be placed out on “trash day” by 7:00 a. m. Containers that are not properly accessible will not be picked up until the following week.

What can I place in the container?

Only non-recyclable household trash should be placed in the container. Recyclable items should be placed in a separate container. The use of trash bags will help keep your container clean and odor free. For a list of non-allowable items see the Town’s website at http://londonderrynh.org/publicworks/publicworks_005.htm. Bulk items cannot be placed at the curb and may be taken to the Drop Off Center.

Will the 65-gallon container hold all of the resident’s trash?

The 65-gallon container should be sufficient for homeowners if they recycle their recyclable materials (glass, plastic, cans, paper, and cardboard) according to town guidelines. For those households that do not generate 65-gallons of household trash, a smaller 32-gallon container is available upon request. For an occasional special event, if additional volume is needed, an extra bag will be available for purchase for \$3.00 each at the Town Hall. The staff will review other locations as feasible.

May a resident place trash bags outside the 65-gallon container?

Only approved Town of Londonderry bags will be accepted. They can be purchased for \$3.00 each at the Town Hall. The staff will review other locations as feasible. These trash bags are to be used only for an occasional special event.

Can I purchase a second container?

Experience from other towns has shown there is no need for a second container when residents recycle properly. To accommodate those residents (with their individual extenuating circumstances) who truly cannot meet the requirements of the new program, even after participating to an appropriate degree in the Town’s recycling efforts, the following options are available:

- An additional 32-gallon container - \$150.00 for the initial year issued, \$105.00 subsequent years
- An additional 65-gallon container - \$200.00 for the initial year issued, \$150.00 subsequent years
- Waiver of Fee – The fee for an additional waste container shall be waived for household units that have six (6) or more occupants, and may be waived by the Department of Public Works for households that have less than six (6) occupants, but have family members such as older adults or individuals with special needs that have personal care items to dispose of that cannot be reduced and add greatly to the overall volume of household waste.
- Contact the Department of Public Works to register your request for any of the above options.

Can I purchase a second container for my home based business?

Home based businesses should make their own arrangements for solid waste and recycling collection services. The Town’s curbside collection service is reserved for Town residents.

Will solid waste collection change at condominium and apartment complexes?

Collection at condominium and apartment complexes will remain the same. Complexes that currently use dumpsters for trash collection will continue to use dumpsters and complexes that have curbside pick up will be issued the new containers. Dumpsters that are currently provided by Waste Management will be removed at the end of June and new dumpsters will be put into place by Allied Waste Services. Residents are urged to use the recycling containers that are provided at each condominium and apartment complex for their recyclables.

Who do the containers belong to?

The containers belong to the Town of Londonderry and stay with the house. The containers will have a Londonderry Town Seal and a serial number associated with a particular address. The containers shall not be painted or defaced in any way. Each container has a 10-year warranty and all reasonable repairs will be made free of charge. Contact the Department of Public Works and Engineering to report repairs needed.

Can residents use their old trash barrel for trash pickup?

No, the automated truck will only pick up the new container. However, a resident can utilize their old trash barrels as recycling containers for plastic, glass and metal containers. A sticker will be available from the Department of Public Works and Engineering for residents to affix to their old trash barrels to convert it into a recycling container. Do not use the trash barrel for mixed paper and cardboard as it will be too heavy for the collection attendants to lift manually.

If the resident does not want to utilize the old trash container for recycling or for any other reason, Allied will hold a collection day at the Drop Off Center sometime this summer for collection of plastic trash barrels. Metal trash barrels can be placed into the scrap metal bin at the Drop Off Center at no charge.

Will the Town continue the “dual-stream” recycling as is?

Dual-Stream recycling will continue. You must separate paper /cardboard items from co-mingled items (plastic, glass & cans). Residents should place paper/cardboard items in one bin and plastic, glass, and cans in another bin. Corrugated cardboard must be no larger than 3 ft. x 3 ft. Larger corrugated cardboard can still be taken to the Drop Off Center to be placed into a larger dumpster.

How do I get a recycle bin?

Recycle bins can be picked up at the Public Works Department. For information on recyclable items visit the Town’s website at http://londonderrynh.org/publicworks/publicworks_005.htm.

What do I do with bulk items from basement and garage cleanouts?

As in the previous contract Bulk items were not included in the Town’s curbside collection. Residents may bring bulk items to our Drop Off Center where they can be disposed of for a fee. The Drop Off Center is located off of West Road and is open seasonally (Saturday’s only, 8:00 A.M. to 4:00 P.M.) from Mid-April through Mid-November.

If you must dispose of bulk items (that can’t be re-used, recycled or donated) between November and April, a number of companies rent dumpsters, provide bulk pick up or accept bulk items at their facility, all for their individual fees. The Department of Public Works and Engineering can provide some examples or you may look in the phone book or online.

The Drop Off Center is for bulk items only. Residential trash and recyclable materials approved for the curbside collection program cannot be accepted at the Drop Off Center.

What do we do with bulky, non-recyclable items that do not fit into the container?

Bulky items that do not fit into the container or overflow bags can be brought to the Drop Off Center for disposal.

Can I burn trash in my yard?

No. Open burning of residential trash materials is prohibited by New Hampshire law RSA 125-N.

What do I do if my trash container is ruined/hit by a large truck? Do I have to contact the Public Works Department for its replacement?

The containers **shall not be placed in the street**. The container should be placed at least 3 feet from any obstruction (mailboxes, fences, parked cars, recycle bins, etc) and no more than 8 feet from the edge of the pavement. If damaged the Public Works Department should be contacted for its repair/replacement.

Will roadside trash dumping increase?

Communities that have implemented automated solid waste pick have not noticed any increase in roadside dumping. The Police Department should be contacted to report any illegal dumping.

What happens when extra people congregate at resident's homes during a certain week creating extra trash?

For those special events/occasions only approved Town of Londonderry overflow bags will be accepted. They will be available for purchase for \$3.00 each at the Town Hall. The staff will review other locations as feasible.

Is dumpster rental allowed in town? Are they considered temporary storage (PODS)?

The Town's Zoning Ordinance does not prohibit dumpsters and they are not treated as PODS. If a nuisance complaint arises the Zoning Officer will address it on a case by case basis.

Who owns the container in the event that it is stolen?

The containers belong to the Town of Londonderry. The containers will have a Town of Londonderry seal and a serial number associated with a particular address. Missing containers should be reported to the Department of Public Works and Engineering so arrangements can be made for a replacement at no charge.

Are there competitive options to buy containers?

The cost of containers was included in the Solid Waste Request for Proposals, which was a competitive process.

How much are the extra bags to purchase from Town Hall? Is there a limit on the number of bags?

The Town Council approved at the June 22, 2009 Public Hearing the fee structure for additional solid waste capacity. Bags will be available for purchase for \$3.00 each at the Town Hall. An additional 32-gallon container will be provided for a cost of \$150.00 for the initial year issued and \$105.00 for each subsequent year. An additional 65-gallon container will be provided for a cost of \$200.00 for the initial year issued and \$150.00 for each subsequent year.

Is the Auburn Waste Management transfer station available to residents from other towns?

The station is open commercially on Monday – Friday, from 7:00 a.m. to 3:00 p.m. They have a 1-ton minimum which is currently \$119.00 (but fluctuates depending on fuel surcharges). **Only self-dumping vehicles are allowed.** Payment is by credit cards only. Call 668-6441 for more information.

Are there any options (other than dumpster rental) for bulk disposal from November to April?

To dispose of items while the Drop Off Center is closed (November – April) residents can patronize the following businesses:

Construction Debris & Bulk Items:

L. L. & S. (Across from Ice Center)
87 Lowell Road, Salem, NH
603-894-9800

Cleanouts - Cellars, Attics, Garages:

Ideal Disposal, 603-635-9300
We Get Rid of It, 866-952-8400

Appliance Pickup:

S & S Metals
196 Rockingham Rd, Londonderry, NH
603-537-1000

Compact Fluorescent Lamps

(CFL only no tubes):

Home Depot
41 Nashua Rd., Londonderry, NH
Bring CFL's to the customer service desk

Wal-Mart
30 Manchester Rd., Derry, NH
There is a collection box at the entrance

Plastic Bag Recycling:

Shaws, Market Basket, Hannaford's and
Wal-Mart. All have containers at the front of
the store.

Electronics:

RMG Enterprise
113 Hillside Ave., Londonderry, NH
603-434-9414

Staples
41 Nashua Road, Londonderry, NH

Best Buy Stores – visit web link
for information <http://www.bestbuy.com>

Virgin Wood Products (clean logs, brush):

M-R Wood Recycling
29 Scobie Pond Road, Derry, NH
603-425-0300

Books:

The Leach Library is always on the lookout for
books in good condition and should be your
first stop for donations.

The GOT BOOKS container (located behind
the Town Offices) accepts paperbacks,
hardcover, textbooks, comic books, videos,
CDs, DVDs, audio books, computer software
and games. No encyclopedias, magazines or
catalogs (these become outdated quickly but
may still be recycled in the curbside program).

Also, residents can look online or in the phone book for companies that rent dumpsters, provide bulk pickup or accept bulk items at their facilities (all for their individual fees).

Who do I contact for more information?

For more information, please call Doris Beatty, Environmental Engineer, Department of Public Works and Engineering, at 603-432-1100 extension 137 or email at dbeatty@londonderrynh.org.