



## Changes to City of DeSoto Residential Trash Service Frequently Asked Questions

Starting June 1, 2024

**1) When will DeSoto residents receive their new trash and recycle carts from Republic Services?**

During the month of May 2024. Carts should be used exclusively as of June 1, 2024.

**2) What size are the carts?** 95-gallon. They can hold approximately up to ten (10), 13-gallon trash bags (kitchen bags).

**3) What if the carts are too heavy for me to roll to my alley or street?** Please contact the City of DeSoto Action Center to request an application for Elderly/Disabled Sanitation Services.

**4) Are my trash service days changing?**

No, trash service will remain on either Monday & Thursday or Tuesday & Friday. Recycle service will remain on Wednesday.

**5) Which cart is for trash and which cart is for recycle?**

The blue cart with a black lid is for household trash and the blue cart with an aqua lid is for recycling.

**6) What about bulk? When and where can I put that out?**

Bulk service is changing as of June 1, 2024. Each resident may put out either one large bulky item per week or up to three (3) cubic yards of small bulk items and bundled brush on the second service day of each week (either Thursday or Friday). Place the smaller bulk items or extra bags next to your trash cart. Three (3) cubic yards is a pile that is 3 feet deep X 3 feet tall X 9 feet wide.

- Bags of leaves and small twigs that are bundled
- Extra bags of household trash (up to 5 bags per collection date)
- Small piles of limbs that are cut, tied, and bundled

**7) What constitutes “bulk” items to be placed at the front of my property?**

- Bags of leaves (up to 15 heavy duty bags per collection date)
- Small bushes, tree branches, and other foliage that are cut, tied, and bundled
- A/C Window units, refrigerators, and freezers with freon removed and tagged by an appliance or HVAC technician
- Any size box not intended for recycling
- Small furniture items (i.e. – end table, coffee table, bookcase, desk chairs, or window blinds)
- Large Bulk Items (i.e. – mattress, sofa, dining room table, washer, dryer, chairs, and recliners)
- A small DIY construction project (i.e. – toilet, small cabinet & sink, wall wood panels, interior doors, molding or baseboards cut into 4-foot lengths with nails either removed or hammered down)



**8) I have my own trash cart that I purchased or brought from another city. May I use that?**

No, Republic Services will only service its own carts. If you have small bulk or debris items, they must be boxed or bagged for collection in bulky trash. Carts from other waste haulers, other cities, or your personal cart will not be serviced.

**9) I have been renting a recycle cart from Republic Services. Will I still need to do that?**

No! Recycle carts are now included in your monthly utility bill.

**10) The current recycle cart I am renting is green. Will I continue to use that one?**

No. All carts will be uniform in the City of DeSoto. If you have a green cart, it will be replaced by Republic Services with a blue cart with an aqua lid. Old recycle carts will be retrieved at the same time as new cart deliveries.

**11) Since bulk is changing, is brush service also changing?**

Yes. Brush service is moving to a 1x/month, "On Call" service with a 10 cubic yard limit per month. DeSoto residents should contact the Action Center via phone or the My DeSoto App to submit a service request. Republic Services will schedule your collection date and will have five (5) business days to complete the action.

**12) Why has the City of DeSoto made this change to brush service?**

- a. City leaders want to make small, manageable changes to help beautify the city. With the previous system, brush often could be out for weeks at a time which became unsightly and cause potential hazards to a residential property.
- b. Because we live in an area prone to unpredictable weather, this often results in heavy storms in the spring and summer. This causes large amounts of storm debris and significantly slows down regular service. By instituting capacity restrictions on brush, the City and Republic Services is better able to manage service levels.
- c. Making the service "On Call" allows for Republic Services to predict and schedule its trucks for a more efficient collection of brush.
- d. The City is also attempting to prevent third party tree-trimming and landscape companies and non-DeSoto residents from taking advantage of the current unlimited service.

**13) What if I use all my 12-brush collections before the end of the year and need more brush collections?**

Once a resident has reached 12-brush collections, there will be a fee of \$50 for each 5-yard excess of brush. For example, if you have 15 cubic yards of brush and it's your 13+ time using the brush service within the year, you will pay \$150 to have that brush collected. Simply call the Action Center to schedule pick-ups with and pay Republic Services.



**14) Those two carts are big, and I do not have room in my garage. What do I do with them?**

You can place them inside your backyard gate if you have alley service or place them beside the garage on the outside (whether you have alley or curb service). There is no ordinance in the City of DeSoto saying the carts must be hidden.

**15) Since we are getting a larger recycling cart, what should we put in there?**

Nothing will change regarding the items which can be recycled. ONLY PLACE cardboard, mixed paper, plastic bottles, glass jars/bottles, and aluminum cans in the recycling cart. Visit the City of DeSoto's webpage using the QR Code visible on the lid of the recycling cart.

**16) What about large boxes that will not fit in the new recycle cart?**

Please break down the boxes and secure them next to your recycling cart on Wednesdays.

**17) Do I need to bag my trash now that it is going into a cart?**

Yes, Republic Services asks that residents try their best to bag the trash that goes into the carts. Any biological waste must be bagged. If there are a few loose items, that is okay, but by bagging most of the waste, this will prevent trash from being blown or strewn about the streets or alleys.

***Special note regarding charcoal ashes:*** you must bag cooled ashes if you will be placing them in your trash cart. (Loose ash will blow in the Helpers' faces – please help protect them!)

**18) What happens if my Republic Service carts get damaged?**

The polycarts will remain the property and responsibility of Republic Services. If a cart or any part of the cart is damaged, simply submit a replacement ticket through the Action Center, and Republic Services will accommodate the request on your next trash service day. They fulfill these requests on your trash or recycle day because your cart will already be out for service.

**Contact the Action Center at (972) 230-9600 for more information regarding all trash services in the City of DeSoto.**