

## CUSTOMER SERVICE RESOURCES

### MSBU Program

www.seminolecountyfl.gov/msbu  
 E-mail: MSBUProgram@seminolecountyfl.gov  
 Office Hours: Mon - Fri, 8 a.m. to 5 p.m.  
**407-665-7178**

- Service Option Change\*
- Assessment Information\*
- Service Options/Rates\*
- Other MSBU Opportunities\*

### Solid Waste Management Division:

www.seminolecountyfl.gov/envsrvs/solidwaste  
 E-mail: swcustomerservice@seminolecountyfl.gov

**(407) 665-2260**

- General Questions - Solid Waste Management\*
- Disposal Facility Questions\*
- Special Collection Request
- Urban Bear Management Area Ordinance\*
- Recycle Bin Request\*
- Bear Resistant Containers (purchase/lease)
- Collection Days\*\*
- Sharps Container Disposal
- Report Service Problem

\*On-Line Self-Service Available 24-7

\*\*My Resident Page Look-up

[www.seminolecountyfl.gov/myresident]

### Other Resources

Report Illegal Dumping Reporting: 407-665-6650 Sheriff (non-emergency)

Environmental Complaint: 407-665-2261

Prescription Drug Disposal:

http://seminolepreventioncoalition.org/pitchyourpill/

Wildlife (Bear Information): 850-488-4676 or http://myfwc.com  
 Florida Fish & Wildlife Conservation Commission

Change of Address: 407-665-7506 (Property Appraiser)

## TWO LOCATIONS TO SERVE YOU

### SEMINOLE COUNTY DISPOSAL FACILITIES 407-665-2260

#### CENTRAL TRANSFER STATION

1950 State Road 419, Longwood, FL 32750  
 Open 7:30 a.m. - 5:30 p.m., Monday - Saturday

#### SEMINOLE COUNTY LANDFILL

1930 East Osceola Road, Geneva, FL 32732  
 Open 7:30 a.m. - 5:30 p.m., 7 days a week



# RESIDENTIAL SOLID WASTE MANAGEMENT

## Collection & Disposal Services 2016 - 2017



### UNINCORPORATED SEMINOLE COUNTY

Este folleto se puede obtener en español por correo electrónico a: MSBUProgram@seminolecountyfl.gov



## Residential Solid Waste Management

### Residential - Unincorporated

Seminole County provides collection, recycling and disposal services for residential solid waste on behalf of residential communities throughout the unincorporated area of the county. Collection and recycle services are provided through contracted service providers. Disposal services are provided at facilities owned and operated by Seminole County.

### Assessment Funded

These residential services are funded by assessments collected annually via property tax bills. Assessment is based on the number of dwellings on a property and the cost to provide collection and disposal services. The assessment is not based on occupancy. The assessment is billed in advance of the service calendar year.

### Collection Service Options

Four collection service options are available. The options vary by services included, frequency of service and cost. Property owners are encouraged to select the option that best meets their needs. The service option on record continues year to year unless a change is requested by the property owner. Confirmation of the service option on record for a property is communicated to the owner each year via the mailed Notice of Non-Ad Valorem Assessment. Online inquiry of option on record is also available via MY RESIDENT lookup at the county website.

### Program Management

The Solid Waste Management Division of the Department of Environmental Services manages the collection service contracts and the disposal facilities. This Division monitors the collection services and provides customer service for day-to-day activity associated with collection and disposal. The MSBU Program of the Department of Resource Management facilitates the financial management of these services, including the levy of assessments and service option record management.

### New Owners or New Homes

New owners of existing homes assume the prior owners service option. New houses are assigned Option 1 when the building permit is issued. Townhouses are assigned Option 2. Collection services begin when the construction is completed and a certificate of occupancy is issued. Option changes may be requested and are processed per standard procedures.



## Collection Service Options & Rates Unincorporated Seminole County

Service Option	Household Garbage (unlimited volume)	Recycle (unlimited volume)	Yard Waste (limited volume)	Annual Assessment Tax Year 2016
				Service Year 2017
1	2	1	1	\$220.00
2	2	1	0	\$213.00
3	1	1	1	\$206.00
4	1	1	0	\$199.00

### Service Option Changes

Property owners may request Service Option changes online or by contacting the MSBU Program. A written confirmation of an option change is mailed to the property owner. Requests for service option changes are accepted year-round.

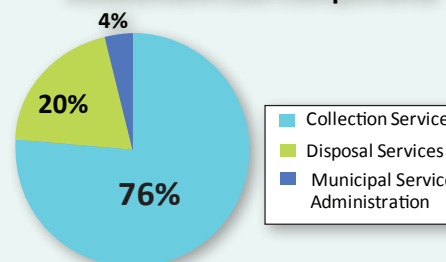


Service upgrades (higher cost) are processed immediately throughout the year and the added service charges are prorated per the month in which the change is effective. Prorated charges are collected on the next available property tax bill.



Service option downgrades (lower cost) are coordinated with the annual property tax bill. Option change requests must be received by September 1 to be included on the property tax bill and effective with the next service year. Requests received after the deadline will be held for processing in the following year.

### Assessment Cost Components



# Collection Services & Requirements - Residential



## Collection Days

Collection days are designated for each area of the county. Dependent on route schedule, household garbage is collected either **Monday & Thursday** or **Tuesday & Friday** for service options that include two collection days per week. For options with one collection day per week, collection is either **Thursday** or **Friday**. Yard Waste collection is **Wednesday** for customers with service Options 1 or 3. Recycling collection day varies throughout the County. Online **My Resident** look-up information offers property specific collection day details.

### Collection Time & Location

Collections may occur anytime between 6 a.m. & 8 p.m. All items placed for collection need to be within 6 feet of the curbside or at the designated collection point by 6 a.m. on collection day.

### Holiday Schedule

Collection service is not scheduled for New Years Day, Independence Day, Thanksgiving Day or Christmas Day. Collection will resume after the holiday per normal schedule.

### Christmas Trees

Collection service will be provided for CHRISTMAS TREES each Wednesday after the holiday through January. Trees longer than 8 feet must be cut in half.



## Urban Bear Management Ordinance

Is your home located west of I-4? If yes, your household refuse must be secured (indoors or in a bear-resistant container) at all times --- with exception of designated times on your collection days. Refuse containers may be placed curbside after 5:00 a.m. on collection days. Authorized bear-resistant containers, exempt from time restrictions on curbside placement, are not required, but are available for purchase from your collection service company. Additional **"IMPORTANT TO KNOW"** information to be bear aware and compliant with the Ordinance is available at [BearAwareSeminole.com](http://BearAwareSeminole.com).



## Household Garbage

An unlimited amount of household garbage may be placed for collection in garbage cans or bags. The following conditions must be met for household waste to be collected:

- Cans have lids and handles
- Container does not exceed 50 gallons in size or 50 pounds in weight
- Placed curbside on designated day for selected Service Option



## Recycle

Recycling helps make the environment a cleaner place, conserves materials, saves energy and reduces the amount of garbage in landfills. An unlimited amount of approved recycle items may be placed for collection. Recycle bins are provided by the County and items must be placed within the bins. Please rinse all containers and discard lids in household garbage.

### Approved items collected weekly:

- aluminum/steel/tin household cans (such as food/drink cans)
- glass bottles/jars (clear, green or brown) without lids
- pasteboard (such as paper towels/toilet rolls, or cereal, soda, beer, tissue, gift, and pizza boxes)
- corrugated cardboard (flattened and cut to fit inside bin)
- magazines/catalogs
- newspapers & supplements
- brown paper bags (no wax/wet strength material or liners)
- phone books
- box board
- carrier stock
- white/colored paper
- plastic containers #1-7 (# on bottom of container) with lids removed

**Items not collected curbside for recycle:** Plastic cups/bags, wax lined paper cups/plates, drinking glassware, Styrofoam trays/egg cartons, light bulbs, shredded paper, aluminum foil/pie plates, and paint/pesticide/motor oil containers.



## Yard Waste

Vegetation such as tree branches, grass clippings and palm fronds are collected once a week on Wednesday. There is a weekly limit of 15 containers - any combination of bags, cans or tied bundles. The following conditions must be met for yard waste to be collected:

- Material is in container (bags or cans) or tied bundles
- Each container or tied bundle does not exceed 50 gallons in size or 50 pounds in weight
- Bundles do not exceed 4 feet in length
- Branches do not exceed 4 inches in diameter
- Property has service Option 1 or 3

Wheelbarrows, buckets, & recycle bins are not proper containers for household garbage or yard waste collection!



## On-Call Collection Services

On-call collection services may be available for large items such as bicycles, furniture, furnaces, lawn equipment/mowers, white goods (large appliances) and materials from minor household repairs/remodeling projects. Be sure to call in advance to confirm item is eligible for special collection and to schedule a collection date.



## Excluded Items

While most household solid waste items are eligible for curbside collection, there are exclusions that require special handling. Household hazardous waste [HHW], construction & demolition materials, electronics, petroleum products (gasoline/oil), tires, and Sharps containers are not collected curbside. For proper disposal for these items, refer to the special disposal requirements noted for each disposal facility.

## Disposal Services and Locations

Seminole County operates two disposal facilities that are open to the public – the *Central Transfer Station* and the *County Landfill*. Both locations accept residential solid waste that is typically collected curbside. Each location also offers special disposal programs and restrictions that may apply to certain items. As each facility may accept specific items – “know before you go” is encouraged.

### Central Transfer Station

1950 State Road 419, Longwood, FL 32750  
Open 7:30 a.m. - 5:30 p.m., Monday - Saturday

The following items are accepted from Seminole County households/residents for disposal without charge.

[Commercial (business) disposal of these items is accepted upon payment of disposal fee.]



Corrugated Cardboard Recycling - Clean only! Also accepted at Landfill, but will be disposed as household garbage.



E-Scrap – End-of-life electronics such as computer components and televisions.



Household Hazardous Waste [HHW] includes:  
• Aerosols • Antifreeze • Automotive batteries  
• Batteries (rechargeable) • Fluorescent bulbs  
• Gasoline • Motor oil (used) • Oil filters (used)  
• Paint • Pesticides • Poisons • Propane tanks  
• Pool/Lawn chemicals • Solvents/Thinners  
• Thermostats & Thermometers (mercury)  
All containers must be in good condition with CONTENTS CLEARLY LABELED.



## Tire Amnesty Events

Disposal of up to 5 tires without charge for non-business sources are offered to Seminole County residents on: **October 15, 2016, April 8 & October 21, 2017**. During operating hours, the Central Transfer Station will accept up to 4 tires and the landfill will accept up to 10 tires at \$1 per tire. The landfill accepts waste tires from businesses at \$100 per ton.



## Sharps Program

SHARPS CONTAINERS for disposal of needles, syringes, lancets, razors and other sharp objects can be obtained and disposed at County disposal facilities, any Seminole County/City Fire Station, and several other locations. Check online or call for more details.

### County Landfill

1930 East Osceola Road, Geneva, FL 32732  
Open 7:30 a.m. - 5:30 p.m., 7 days a week

- Automotive batteries\*
- Motor oil (used) & oil filters (used)\*
- Construction & Demolition Debris – such as asphalt, brick, concrete, fencing, steel, glass, lumber, pipe/conduit, roofing materials, wallboard, wiring, etc.
- Propane tanks\*
- Vegetation from tree removal or land clearing (such as large stumps, branches, etc)

\* These items are only accepted from private Seminole County households/residents.

For more information about residential solid waste services:

**Solid Waste Management Division:**  
[www.seminolecountyfl.gov/envsrvs/solidwaste](http://www.seminolecountyfl.gov/envsrvs/solidwaste)  
E-mail: [swcustomerservice@seminolecountyfl.gov](mailto:swcustomerservice@seminolecountyfl.gov)  
**(407) 665-2260**