

# City Of Charleston Environmental Services Division Frequently Asked Questions

## **About the Division**

The Environmental Services Division is responsible for maintaining a clean, safe, and healthy environment for residents and visitors of the City of Charleston. This division is responsible for the collection of refuse, street sweeping, and enforcement of related environmental codes adopted by the City Council.

Services include garbage collection, trash collection, and street sweeping. Click [HERE](#) to visit the home page of the Environmental Services Department.

## **Where can I obtain information on the City of Charleston's Garbage, Trash, and Refuse regulations?**

Click the link below to see the City of Charleston's Garbage, Trash & Refuse Regulations brochure for information: [Residential Garbage and Trash Collection Flyer](#) – Please Read for Information Regarding collection Policies and Procedures

## **How do I go about requesting a residential garbage container?**

If you are a new resident to the City of Charleston, you will be issued a garbage container for your household garbage upon request. Please submit an online request with the link listed below or call 843-723-2278 to request a container. Residential containers are available in three sizes to suit the needs of the customer. Most customers use a 96-gallon container. A record of each assigned container is maintained to control and ensure against container loss.

If this a brand new home that no one has ever lived in before, the Environmental Services Division will deliver the container when they receive the certificate of occupancy. If they do not get this from the permit center, then the resident (new owner) will need to inform Environmental Services that they have moved in.

If this is an existing home that someone is moving into and there is no container the new owner will need to call Environmental Services to let them know so that it can be delivered. Containers are supposed to stay with the residence and are to be left at the location on move out.

The City will provide 1 trash can to all new homes or homes that are missing cans. If for some reason the container is stolen the resident must call the police and get a claim number before the city will replace the container. They

can call the non-emergency number at (843) 577-7434 option 8. Once they get the claim number they can call Kim Henry, cart inventory manager who is responsible for cart deliveries. Kim can be reached at (843) 723-2278. Owners can also go to the city's website under Environmental Services to request a container. If for some reason you are having issues contacting Kim, please email her at [henryk@charleston-sc.gov](mailto:henryk@charleston-sc.gov).

### **What if I need a replacement or an additional trash container?**

Owners should contact Kim Henry for any container issues. The cost for an additional container is \$47.47 per container.

Click [HERE](#) to request a garbage container.

### **How do I report that my garbage/trash was not collected during normal pickup?**

To report garbage/trash that was not collected click the link below:

[Report Garbage Not Collected](#)

### **Does the City pick up mattresses from the curb as part of their normal weekly pick up?**

Yes – These items can be placed at the curb for pickup on the scheduled trash days.

### **Is there such a thing as a “special pickup”?**

There are no special pickups unless something was missed by the crew. In that case, residents should call the office at (843) 724-7365. If you are unable to reach anyone, there is a link on the City of Charleston's website under Environmental services to report a missed pick up.

Click on link below to report non collection of garbage:

[Report Garbage Not Collected](#)

### **What is the holiday garbage and trash pick-up schedule and where can I access this information?**

During the holiday week, your collection generally occurs one day later than your regular day. You may check the City's Website [HERE](#) or visit the City's Facebook Page [HERE](#) for the exact dates your garbage or trash will be picked-up.

### **Where should I place my garbage container on my scheduled day of pick-up?**

Place containers within 2 feet of the curb with handle facing away from curb and at least 3 feet from any obstructions such as vehicles, mailboxes, recycling containers, trees, etc.

Garbage should be placed no earlier than 6 PM the day before scheduled pick-up and trash shall not be placed earlier than two days before scheduled pickup. Garbage containers must be removed as soon as possible after pickup, but no later than 6 PM on the scheduled pickup days.

### **Does the City of Charleston provide Curbside Recycling Services for the residents of Daniel Island?**

The City of Charleston does not provide Curbside Recycling Services for Daniel Island. Berkeley County Water & Sanitation offers a single-stream curbside recycling program through Republic Services. The cost is \$15/month or \$45/quarter. Daniel Island recycling pickup currently takes place on Thursdays of each week. Recycling bins are available for purchase through Republic Services. To sign up for curbside recycling, please call Republic Services at 843-873-4810.

### **How should I prepare my yard waste for collection?**

Please prepare yard waste the following ways:

- All leaves, twigs, weeds and grass clippings shall be placed in brown paper bags designed for the purpose of leaf and clippings disposal and placed at the curb. It is the responsibility of the resident to provide the necessary bags. Loose leaves and grass placed at the curb in piles will not be collected.
- No household garbage may be placed with yard waste for pick-up.
- Tree limbs and stumps need to be cut into measurements that are no longer 4 feet in length and 4 inch in diameter and stacked curbside clear of obstructions.

- A professional landscaper has worked on my yard. Who is responsible for removing the yard waste?
  - All debris generated within the City by a contractor (tree surgeon, landscaper, etc.) must be removed and disposed of by the contractor – City Ordinance Sec. 14-51.
- Click on link for City ordinance regarding landscape contractor removal of yard waste: [City Ordinance Section 14-51](#)

### **Does the City remove contractor or builder refuse due to construction?**

The city shall not collect refuse, bricks, lumber, mortar, plaster, roofing, guttering, shavings, tree debris and all other like material which is generated by a hired contractor or builder. It is the responsibility of the contractor/builder or owner/resident to remove refuse created by professional construction or renovations.

Construction or renovation refuse which is generated exclusively by an owner or resident on a residential and/or commercial construction, renovation or demolition project shall be collected by the city when the volume of the said material does not exceed ninety (90) gallons per trash collection cycle.

### **How can I dispose of junk, old appliances or scrap metal?**

The City refers to these items as white goods or bulk items. To dispose of old appliances and large metal items, place them separately at the curb. Please drain hot water heaters and remove or secure all doors on refrigerators and freezers. Junk, furniture and other bulk items can be placed in their own pile at the curb on your collection day. Smaller items (dishes, clothing, etc.) should be bagged on your first scheduled collection day.

### **My garbage container was vandalized or stolen. What do I need to do?**

If your garbage can was stolen or vandalized you need to report it to the Police Department at (843) 577-7434. To order a replacement container, or to report repair/service needs due to vandalism or graffiti, please call the Environmental Services Division at (843) 723-2278 or enter an online service request. When calling for service, please give the service address, telephone number, your name and the case number given to you by the Police Department. Please empty and wash out the damaged containers and place them at the curb on the scheduled day of repair.

Click link below for lost or stolen garbage container:

[Garbage Container Lost or Stolen Online Request](#)

**For any additional questions, concerns or information regarding Environmental Services Department services – please contact:**

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