

Frequently Asked Questions

- **What day of the week is trashed picked-up?**
 - Trash is picked up in Marshall on Mondays. Please have your trash ready by 8:00 am.
- **What can I do about illegal dumping?**
 - Discarding trash of any sort including garbage, junk and old appliances on both public and private property, streets and sidewalks is ILLEGAL. Illegal dumping also includes placing any trash at curbside for collection by the Town which was generated outside Town limits. If you witness illegal dumping, please report violators to the Marshall Police Department 828-649-3031.
- **How can I get rid of a junk car or old car parts?**
 - If you own the car and would like to have it removed free of charge, call the Kidney Foundation at 1-888-288-CARS. Old car parts are not collected by the Town. You may be able to dispose of these through a local scrap or auto salvage dealer.
- **How do I dispose of mattresses, TV sets, and computers?**
 - These items must be recycled and cannot be collected with your regular trash. Since the Town cannot put these items in the trash truck, they are not collected by the Town. The Madison County Landfill will accept these items from private citizens.
- **Will the Town collect motor oil?**
 - NO! If you change your own oil, you must take the used oil to an approved collection center. Many garages and auto parts stores accept used oil for recycling or you may take the oil to the Madison County Landfill. It is ILLEGAL and an environmental hazard to dump used oil into sewers, septic tanks, into drainage systems or on the ground. Just one gallon of used oil can contaminate 1 million gallons of fresh water!
- **How do I dispose of old tires and car batteries?**
 - The Town will not collect car batteries or tires. Both tires and car batteries can be taken to the Madison County landfill for disposal. Many stores will take your old tires and batteries when you purchase new ones. Check with your store for details.
- **I'm remodeling my house; will the Town collect discarded building materials, lumber, etc.?**

- The Town will collect these materials only if they are contained in standard trash cans or bags subject to the same limitations as regular garbage. Containers are available from most private trash haulers for bulk disposals. Check your phone book for listings. You can also dispose of these materials at the Madison County Landfill.
- **What do I do with old appliances?**
- When you purchase new appliances, make every effort to have your old ones disposed of by the store where you made the purchase. You can schedule curbside collection of appliances such as washers, dryers, stoves, refrigerators, dish washers and hot water heaters by calling the Public Works Department at 649-3031. You will be given a date for the collection. Please do not put appliances out earlier than the night before scheduled collection. This service is available to residences only. Furnaces, boilers and other such machinery will not be collected by the Town. For the safety of small children, please remember to remove appliance doors before placing it outside.
- **Does the Town collect yard waste?** There is a separate charge for this service.
- Yes, provided it is has not been cut by a professional tree or landscape contractor and is not the result of a land clearing operation. **There is a separate charge for this service. Please call 828-649-3031 to schedule a time for pick-up.**
- **How should I prepare my yard waste?**
- Grass Clippings and Shrubbery Trimmings - Grass clippings and shrubbery trimmings smaller than ½ inch diameter are disposed of by composting. These materials must be collected separately from brush and trash. Place grass clippings and shrubbery trimmings in bags at curbside for collection. Do not mix any type of trash or garbage with yard waste. Please use CLEAR plastic bags so collection crews can differentiate yard waste from garbage. Loose grass clippings and shrubbery trimmings dumped at curbside will not be collected. There is a separate charge for this service.
- Brush - Brush, tree limbs, and small tree trunks are ground into chips for disposal. Brush and tree limbs for collection by the Town shall be a minimum ½ inch diameter by 3 foot length. Smaller pieces are to be bagged as shrubbery trimmings. The maximum size is 6 inches diameter and 25 pound weight. Cut protruding limbs into individual pieces and place at curbside with the large ends toward the street for chipping. Do not mix trash, debris, leaves, or dirt with your brush because these items will not go through the chipper. The Town does not provide regular collection service for tree trunks and tree stumps weighing more than 50 pounds. You may dispose of these materials at the Madison County Landfill.
- Leaves - Leaves are to be contained in clear bags and placed at curbside for collection in the same manner as grass clippings and shrubbery trimmings. There is a separate charge for this service.

- Thorny Vegetation - Thorny vegetation, if placed at curbside for collection, shall be cut in lengths not exceeding two (2) feet and placed in separate piles from other yard waste. There is a separate charge for this service.
- **Will the Town pickup discarded furniture and other large items?**
- Discarded furniture, carpet, and other large items and household junk are picked up with your trash. Place these at curbside on your regular collection day. Some items are not collected by the Town as noted below.
- **Will the Town pickup paint cans?**
- Paint cans will only be collected if the cans are empty or dried out. Mix latex paint with kitty litter or sand and allow it to completely dry. Leave the dry or empty cans at curbside with your trash on your collection day. Oil base paint should be used entirely or held for a household hazardous waste collection
- **How do I dispose of corrugated cardboard boxes?**
- Disposal of corrugated cardboard in the County Landfill is prohibited in accordance with North Carolina State Law. You may take corrugated cardboard to the County Recycling Center located on the Marshall By-pass.
- **I'm disabled and can't carry my garbage can to the curb? What can I do?**
- Contact Town Hall staff at 828-649-3031. The Town offers trash carry out and carry back service in hardship cases such as when all members of a household are incapacitated due to age, disability, or infirmity. Persons utilizing this service must bag their trash for collection. You will need to fill out the attached form.
- **Are collection rules different for businesses?**
- Like households, businesses are limited to 6 cans or bags of trash per week. If your business generates more than this amount, you must contract with a private hauler for your garbage service.
- **What materials are recyclable?**
 - Metal Cans
 - Empty aerosol cans
 - All plastic bottles, jugs, and containers #1-7 (including yogurt & margarine containers)
 - Glass bottles & jars (green, brown, clear)
 - Pie tins & aluminum food trays
 - Corrugated cardboard (please flatten)
 - Newspaper and inserts

- Mixed paper (brown paper grocery bags, catalogs, cereal boxes, construction paper, paper egg cartons, envelopes, glossy paper, junk mail, magazines, office paper, paper back books, phone books, post-it-notes, shredded paper, soda or beer cartons, toilet & paper towel rolls, TV guides)

- **Am I required to separate recyclable materials from my trash?**

- Yes. It is unlawful and a violation of North Carolina State Law, the Madison County Solid Waste Ordinance, and the Marshall Town Code to dispose of recyclable materials in the county landfill.

- **How should I put my trash out for collection?**

- The Town collects trash once per week. You are limited to 6 bags or 6 cans per week. Bags must not weigh more than 25 pounds each and cans are limited to 32 gallon capacity and 50 pound weight. If you live in an area where animals could get into your trash, bags are prohibited. The cans must have tight fitting lids in order to reduce insect and animal problems. Bags or cans must be placed at curbside by 8:00 a.m. on your collection day. Please do not put trash out earlier than the night before collection and remove your trash containers from the curb promptly after collection.

- **What if my trash collection day is a holiday?**

- The Town of Marshall observes the following holidays:
 - New Year's Day
 - Martin Luther King Day
 - Memorial Day
 - Good Friday
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Friday after Thanksgiving
 - Christmas Eve
 - Christmas Day

In the event that your trash collection day falls on a holiday, trash will be collected on the following Tuesday unless it is also a holiday, in which case trash will be collected on the following Wednesday.

- **What if my trash collection is missed due to ice or snow?**

- In the event that your trash cannot be collected due to snow or ice, Monday's trash will be collected on the following Tuesday (weather permitting).