

FIRE AND REFUSE FEE FREQUENTLY ASKED QUESTIONS (FAQ'S)

Q. MY PROPERTY IS VACANT. DO I STILL HAVE TO PAY FOR FIRE AND REFUSE SERVICE?

A. As long as you own the property, you are responsible for these fees.

Q. DO I NEED TO NOTIFY THE CITY IF I PURCHASE OR SELL PROPERTY IN THE CITY OF CHARLESTON?

A. Yes. Whenever you purchase or sell property located in the Charleston City Limits, you should notify the Office of the City Collector in order to have your fire and refuse fee account opened or closed. Failure to notify our office may result in you receiving a large and past due bill, with additional penalties included.

Q. HOW DO I NOTIFY THE OFFICE OF CITY COLLECTOR I HAVE SOLD OR PURCHASED PROPERTY WITHIN THE CITY LIMITS?

A. In order to close or open your account, we need documentation supporting the property transfer. This information may be **any** one of the following documents: 1) a notarized copy of the deed (must include the property address; or 2) a copy of the closing statement; or 3) a letter from the closing attorney stating the date of property transfer, the property address, purchaser or owner, and the seller or previous owner.

Q. WHY AM I SUDDENLY BEING BILLED FOR FIRE AND REFUSE FEE SERVICES? I HAVE OWNED THE PROPERTY FOR SOME TIME, AND HAVE NEVER BEEN BILLED?

A. Most likely, the Office of the City Collector never received notice of the change of ownership. As the owner of property within the Charleston City Limits, you are responsible for notifying our office should you sell or acquire any property within the city limits. You may be receiving a sanitary bill through the Charleston Sanitary Board. However, the CSB is a separate a distinct entity apart from the City of Charleston.

Q. WHEN IS THE CITY'S GARBAGE BAG DISTRIBUTION?

A. The City of Charleston distributes a six month supply of black garbage and clear plastic recyclable bags two times each year to residents who are current with their fire and refuse service fees. Distribution usually takes place in early fall (September or October) and early spring (March or April). Only those residents who are current on their fees will receive "Bag Vouchers" in the mail. The vouchers can be redeemed at local participating retailers during the retailers' normal business hours. A list of the participating retailers is listed on the vouchers. This information is also be posted on the city's website at www.cityofcharleston.org.

***Please be aware that each voucher has an expiration date.**

Q. I AM OUT OF CLEAR PLATIC RECYLABLE AND OR BLACK GARBAGE BAGS. CAN I GET A NEW SUPPLY?

A. You may purchase addition black garbage and clear plastic recyclable bags from the participating retailers. The participating retailers are listed on the vouchers and on our website: www.cityofcharleston.org.

Q. I DIDN'T RECEIVE OR I LOST MY BAG VOUCHER. CAN IT BE REPLACED?

A. Call our office at (304)348-8024. If your account was eligible for a voucher at the time that the vouchers were originally generated, we will contact the vendor that distributes the voucher and request a duplicate voucher to be mailed to you. **Please note: The cutoff date for a duplicate voucher is May 31st for the Spring Distribution and November 31st for the Fall Distribution.**

Q. WHY WAS MY TRASH NOT PICKED UP?

A. If your trash was not picked up on a particular day, please call the City of Charleston Refuse Department at 348-6831 or 348-6832. The Refuse Department is responsible for all residential garbage and recycling pickup in the Charleston City Limits.

Q. WHAT ITEMS ARE ACCEPTED FOR TRASH PICK UP?

A. The items listed in the following tables are accepted for trash pickup:

Normal household garbage in black trash bags	Plant containers
Glass	Wax coated paper
Plastic Foam	Corrugated cardboard
Styrofoam	Garment bags
Colored plastic bags	Plastic toys with none plastic parts
Furniture including mattresses, chairs, couch's, and tables	

Q. WHAT ITEMS ARE NOT ACCEPTED FOR TRASH PICK UP?

A. The items listed in the following tables are not accepted for trash pickup:

Concrete	Loose debris from job sites
Items set out after the truck passes	Debris from job sites by contractors
Automotive parts and accessories	Wet paint
Asphalt	Debris from job sites with building permits
Trees cut by private contractors	Hazardous material
Paving Materials	Bags/containers weighing over 40lbs
Yard waste cut by private contractors	

Q. WHAT ITEMS ARE ACCEPTED FOR RECYCLING PICK UP?

A. Recycling items accepted by the Refuse Department include:

Newspapers
Newspapers inserts
Junk mail
Office grade paper
Cereal boxes
Magazines
Catalogues
Aluminum cans
Bimetal (steel) cans
Plastic items with recycling code numbers 1,2,3,5 or 7 listed on the bottom of the item

In addition, we also accept yard waste such as grass, leaves, weeds, plant pruning's, and light brush.

Q. WHAT ITEMS ARE NOT ACCEPTED FOR RECYCLING PICK UP?

A. Recycling items not accepted for recycling pick up by the City of Charleston include:

Glass and Plastic Items #'s 4 & 6.

Q. WILL THE CITY PICK-UP APPLIANCES AND TIRES?

A. If you need to dispose of any tires or appliances, you must call the Refuse Department at 348-6831 or 348-6832 to arrange pick-up. These items will be picked up on your regularly scheduled garbage pick-up day.

Q. WHEN SHOULD I SET OUT MY REFUSE/RECYCLING ITEMS?

A. Any and all refuse/recycling items to be picked up should be placed at curbside by 6:30 a.m. on your regularly scheduled collection day. No items should be placed at curbside before 7:00 p.m. on the evening prior to pick-up day.