

Waste Transition FAQ

CONTACT INFORMATION

What is Flood Brother's contact information?

(630) 261-0400 or kenilworth@floodbrothersdisposal.com

COST AND PAYMENT

How much will the new services cost?

- Backdoor Refuse: \$39.30 – collection once per week, \$72 – collection twice per week
- Alley Refuse: \$29.89 – collection once per week, \$38– collection twice per week
- Refuse / Yard Waste Sticker: \$2.50
- Seasonal Subscription Service, April - November (includes food scrap service): \$200 , \$175 year one (May – November)
- Yard Waste 65-gallon Cart: \$22.50 per month
- Yard Waste 95-gallon Cart: \$25.00 per month
- Additional Cart Rental: \$9.50 per cart per month
- Bulk Item Collection: One free/week, up to 50 pounds – encouraged to notify Flood Brothers in advance. Over 50 pounds and additional items: \$25 per item.
- Electronics Collection (up to six items, including 1 TV): \$30.00. Additional TVs are \$25 each for under 50 pounds, \$50 for over.

How do I set up auto-pay?

Once the first invoice is received, residents can use their account number and access code to set up an online account on Flood Brothers' website, www.floodbrothersdisposal.com. To enroll prior to the first invoice, call Flood Brothers at (630) 261-0400.

If I don't use auto-pay, how will I be billed?

Residents will be billed quarterly through a mailed invoice.

CARTS

When will carts be delivered?

Carts will be delivered beginning April 26 based on residents' regular collection day. Carts will be staged outside of Village Hall in the parking lot.

When will the old carts be picked up?

Beginning the week of April 26 after the final Republic Services collection.

What size carts will be delivered?

95 gallon refuse, 65 gallon recycling. Flood Brothers will be onsite during the delivery process to switch out carts based on customer request. Customers may switch their cart size for free between April 15 and May 15.

When can I use my new cart?

The first week of May. Republic Services will begin to remove their carts on the last scheduled service

day for each resident. The cart removal process may take multiple days and they should remain outside until removed by Republic Services.

Can I still use my privately owned cart? If yes, how?

Yes, call Flood Brothers to let them know. If a new cart was delivered, they will come and collect it.

YARD WASTE AND FOOD SCRAPS (COMPOSTING)

When will new yard waste stickers be available?

Yard waste stickers (\$2.50) will be available for purchase at Village Hall by April 23.

I have yard waste stickers from Republic Services. Can I still use them?

Flood Brothers will honor Republic Services yard waste stickers through May 31, 2021. The Village will not buy back yard waste stickers from residents.

How many bags/units can I put out each week with the subscription?

8 units

What is the yard waste collection season?

April 1 – November 30

Will the first year of yard waste collection be prorated since it is starting a month late?

Yes, estimated at \$175 for year one.

Where should I set out my yard waste on Wednesdays?

Yard waste should be placed at the curb.

How can I dispose of my yard waste?

Yard waste should be placed in a waterproof plastic or metal container with a tight cover, or a biodegradable Kraft bag, no larger than 35 gallons and not exceeding 50 lbs. Residents can also dispose bundles of brush or limbs, providing the bundles do not exceed a weight of 50 lbs per bundle, are not more than four (4) feet long, are not more than two (2) feet in diameter, do not contain limbs greater than three (3) inches in diameter and are tied with a proper yard waste sticker affixed.

How does food scrap (composting) collection work?

Food scraps may be included with yard waste for collection.

COLLECTION

Will the waste / recycling / yard-waste collection day change?

No, it will remain the same based on the home address.

Will I have alley or backdoor collection?

Residents will continue to have the same service they had with Republic. For any changes, contact Flood Brothers.

I had every other week service with Republic; can I continue that service with Flood Brothers?

Unfortunately, this collection service is not available at this time.

When should waste and recycling be out for collection?

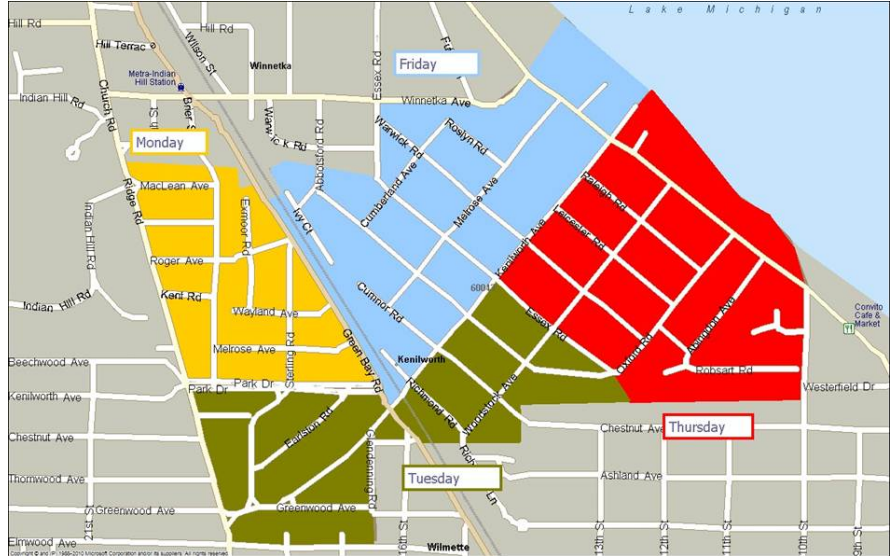
By 6:00 a.m. on your collection day.

What is the holiday schedule and how will it impact my collection?

New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Collection will be delayed one day for those holidays.

I’m new to town / cannot remember my collection day. What is it?

- **Monday** - West of Green Bay Road and North of Park Drive
- **Tuesday** - South of Park Drive, South of Kenilworth Avenue, West of Essex Road
- **Thursday** - South of Kenilworth Avenue and East of Essex Road
- **Friday** - East of Green Bay Road and North of Kenilworth Avenue



Homes that receive twice-per-week service will be picked-up as follows:

Primary Collection Day	Secondary Collection Day
Monday	Thursday
Tuesday	Friday
Thursday	Monday
Friday	Tuesday

How do I dispose of electronics, large bulk items or white goods?

Call Flood Brothers to schedule a special pick-up. Electronic devices will be charged the same as bulk items. Residents may dispose of electronic devices for free at the Glenview Transfer Station at 3 Providence Way, Des Plaines, Illinois, from 9 – 11:30 a.m. on Saturdays.

Can I put hazardous waste in my cart?

No, hazardous waste will not be collected by Flood Brothers. Residents are encouraged to visit SWANCC’s website for drop-off locations: <https://swancc.org/recycling/chemical-and-paint-disposal>

Acceptable Materials at SWANCC: Aerosol Paints, Antifreeze, Cleaning Products, Drain Cleaners, Fluorescent Bulbs, Gasoline, Herbicides, Hobby Chemicals, Insecticides, Lawn Chemicals, Medications, Mercury, Oil-based Paint, Paint Thinners, Pesticides, Pool Chemicals, Solvents, Used Motor Oil

Unacceptable Materials at SWANCC: Agricultural Waste, Business/Commercial Waste, Explosives, Farm Machinery Oil, Fire Extinguishers, Fireworks, Institutional Waste, Latex Paint, Lead Acid Batteries, Medical Waste, Propane Tanks, Smoke Detectors

DEFINITIONS

White Goods: Refrigerators, ranges, water heaters, freezers, air conditioners, humidifiers and other similar domestic and commercial large appliances

Bulk Item: Item that is too large to fit into a solid waste cart or other permitted container