

MORE GREAT INFO AT <http://www.allstartrash.com/clayton.html>

1. **Why is the Town of Clayton switching garbage providers?**

Our contract for solid waste collection with Waste Management was coming to an end, so the Town of Clayton put out a request for companies interested in serving our growing Town for garbage, recycling, yard waste and bulky waste collection. We received multiple bids and – after reviewing pricing, services and other factors to determine quality local service – Town leaders landed on [All Star Waste Services!](#)

2. **Who is All Star?**

Opened in 2003, All Star is owned and operated by a family right here in Johnston County. All Star has served the Town of Garner for the past 7 years with rave reviews! The owner, who insists you call him Tommy “Trash,” is hiring new drivers and buying all new trucks and carts for this new relationship with the Town of Clayton! We’re excited to start working with Tommy Trash, and we hope you’ll have patience as we transition!

3. **Do All Star trucks have automated arms?**

No! All Star puts two people on every truck and they pick up everything by hand (garbage, recycling, yard waste and bulk items). Please put your cart to the curb with the handle out, so they can grab it and hook it on to the back of the truck to empty. They’ll then unhook the cart, roll it back to your curb and turn it sideways so you AND they know it’s been emptied. All Star prefers this method because it ensures quality service, results in better care and longer-lasting carts AND keeps your neighborhood looking great, even on garbage day!

4. **Will this cost more?**

Nope! We are not charging a dime more on your utility bill for weekly garbage, yard waste, bulk waste and NOW, WEEKLY recycling as well. That’s right! This expanded service, offering same-day pick-up for EVERYTHING – will ALL be for the same monthly charge you’re used to on your Town of Clayton utility bill. It’s just \$17.57 built into your total electric, water and sewer bill.

5. **Is my garbage day going to change?**

No! It stays the same. In fact, everything will be picked up on the SAME day – the garbage day you’re used to. So please put your garbage cart, your recycling cart, your yard waste, and bulk items out the NIGHT BEFORE your normal garbage day. It will ALL be collected on the same day!

6. **What all is staying the same?**

- The price is staying the same.

- Your garbage day is staying the same.
- The rules for what you can and cannot recycle and throw out are staying the same. Your garbage will still go to the Johnston County landfill, and your recycling will go to the [Sonoco Materials Recycling Facility in Raleigh](#). Sonoco's rules on what we can deliver to them are staying the same. In addition to the materials listed by Sonoco, you can also recycle glass of all kinds.
- Yard waste rules are staying the same, and we will review these with All Star once they have some experience serving Clayton. Some aspects of our yard waste ordinance were not being followed and WILL be enforced starting July 1 - yard waste **must be bagged in CLEAR plastic bags** so drivers can tell it apart from bulky items, which will now be collected each week. Also, the 6X6X3 weekly limit for yard waste includes piles of limbs, bags of leaves AND containerized material TOGETHER (not just the limbs as may have been the practice). See yard waste questions below.
- All garbage and recycling must still fit inside your cart with the **lid closed** – we still are trying to avoid overflowing carts.
- You **MUST** still **put your cart out the NIGHT BEFORE** your pick-up day. All Star will start no earlier than 7 a.m., but as they transition to serving Clayton, we cannot predict what exact time each day they will arrive. It will always vary, so to be safe **ALWAYS** put your carts out the **NIGHT BEFORE!**
- **NO PLASTIC BAGS IN RECYCLING CARTS!** Please take them to your nearest grocery store where they **CAN** be recycled. The Sonoco plant in Raleigh where All Star takes our recycling does **NOT** accept them mixed with the other recyclables because they get caught in the recycling machinery and can shut the plant down.

7. So what's changing?

- You won't call the Town of Clayton for service issues, such as missed pickups or broken carts – You'll call Tommy Trash & his All Star staff!

**JUST CALL OR TEXT ALL STAR DIRECTLY
at 919-989-1562**

- **EVERYTHING** (garbage, recycling, yard waste & bulk items) will **ALL** be picked up **WEEKLY** on the **SAME DAY**
- Yard waste rules are staying the same, and we will review these with All Star once they have some experience serving Clayton. Some aspects of our yard waste ordinance were not being followed and WILL be enforced starting July 1 - yard waste must be bagged in **CLEAR** plastic bags so drivers can tell it apart from bulky items, which will now be collected each week. Also, the 6X6X3 weekly limit for yard waste includes piles of limbs, bags of leaves AND containerized material **TOGETHER** (not just the limbs as may have been the practice). See yard waste questions below.

- To help All Star be more efficient – PLEASE ONLY roll out your recycling cart when it's more than half full! Remember, All Star will be picking up EVERY week now!

8. **What do I do with my old garbage and recycling carts?**

You MUST keep using them up until June 30! Waste Management will collect its old carts in the last two weeks of June. They'll start by picking up recycling carts on the RED recycling week routes **the week of June 19**...that's neighborhoods like Walnut Creek, Summerlyn, Chandler's Ridge, Parkview, Cobblestone, Alta Mobile Home Park, Wynston, Lionsgate, Garrison, Candlewood, parts of Glen Laurel, Mitchiner Hills, Cassedale, Ellington, Clayton Estates, Walden, Starmont, Moss Creek, Georgetown and western parts of Downtown Clayton. **Get those Waste Management recycling carts to the curb that week of June 19 – full or empty – they MUST be collected.** One Waste Management truck will come by and empty them, and then another truck will come and haul away the cart for good. Waste Management plans to empty and remove carts on the same day, but LEAVE THEM AT THE CURB UNTIL THEY ARE GONE!

The last week of June – June 26-30 – Waste Management will collect the rest of the recycling carts from the BLUE routes and ALL of its garbage carts. Again, one truck will empty, another truck will haul away. ALL Waste Management carts MUST be collected from the entire Town, so get them to the curb (empty or full) the NIGHT BEFORE your scheduled pick-up days and LEAVE THEM THERE UNTIL THEY ARE GONE! If the Waste Management carts are still at your property as of July 10, please call 919-284-4800.

9. **When will I get new All Star carts?**

All Star will deliver carts June 12 through June 23. They will bring a brand new, dark green 95-gallon garbage cart and a tan 95-gallon recycling cart. If you were paying for 2 garbage carts or two recycling carts, you will receive replacements for those carts unless you call and tell us you'd like to stop payment for the additional carts (919-553-5002). There will be a packet of information attached to your cart. Please read this info for important instructions!

10. **What if my cart lid looks damaged when its delivered?**

The lid on your new cart may appear bent when you first receive it. That's the normal warping of plastic during shipping and transit. All plastic will return to original form after a day or two in the sunshine!

11. **What if I'm not able to roll my cart to the curb due to medical or age issues?**

No worries. We're passing on the list of residents who need this extra special service to All Star. If you are or have a family member with issues that might prevent them from safely rolling the cart to the curb, call our Utilities & Billing staff at 919-553-5002.

12. **If you're delivering new carts before All Star starts, won't that mean I'll have FOUR carts at my house at the same time?**

Yes, unfortunately, to make this huge transition, there will be several days where you could have two Waste Management carts and two All Star carts. We have reached out to local homeowner associations to inform them that you may have more carts on your property during this switch, and we've asked they waive any violations as All Star works to deliver carts and you work to leave your carts at the curb for Waste Management to pick-up.

13. When can I start using my new All Star carts?

DO NOT PUT YOUR ALL STAR CARTS TO THE CURB FOR COLLECTION UNTIL THE WEEK OF JULY 3! Waste Management is the only company collecting trash in our Town through June 30. They will only service Waste Management carts. They will NOT empty your All Star cart. ONLY put Waste Management carts to the curb during June. You can start using the All Star carts the week of July 3. All Star will not run on Tuesday, July 4, so they'll be a bit behind during that holiday week. Please put ALL your carts out on your regular garbage day, just be prepared during this holiday week that it might take two days for All Star to empty your carts as they catch up from Independence Day. Let's all have patience as we welcome All Star to the Town of Clayton for their first week on the job!

14. My apartment/townhouse is serviced by a dumpster. Will there be any changes?

You will only notice a new dumpster delivered to your complex! There will be no changes in when your garbage is picked up!

15. How much yard waste can we put out?



All Star will be following our current yard waste ordinance. That means IN TOTAL you cannot have more than the equivalent of 6 ft. long, 6 ft. deep, 3 ft. tall pile. Yes, you can have loose piles of limbs, you can have bags of leaves AND you can have containerized yard waste – but TOGETHER their total volume must not exceed the 6x6x3 limit each week. Prepared yard waste should be placed at the curb the night before your service day, alongside your garbage and recycling carts. The Johnston County

Yard Waste Facility does NOT accept bags. If you are going to use bags, please ONLY use CLEAR bags so that All Star crews can rip open the bags and empty them into their yard waste truck. All Star would prefer you use yard waste containers, which are available at home improvement stores. Many of you already use Rubbermaid containers. You can continue to use containers up to 50-gallons each for small amounts of loose yard waste – but those containers cannot weigh more than 40 pounds! Remember, All Star crews pick up yard waste by hand.

For larger limbs, you will still have to cut down and line up bigger limbs. Tree limbs up to 4 inches in diameter can be up to 6 feet long. Larger tree limbs (up to 10 inches in diameter) must be cut in 2 foot lengths or less with no piece weighing over 40 pounds. Limbs, logs, and trunks greater than 10 inches in diameter will NOT be collected. Neither All Star nor the Town will pick up commercial tree work – if you contract a company to come and cut down big trees – THEY must haul them away.

If your pile is not prepared properly or it exceeds the 6x6x3 limit, you'll receive a notice on your pile about how you can adjust your pile, or pull materials back from the curb and, once in compliance, All Star will return the following week and collect at no charge. If you do not want to adjust your pile to come within the 6x6x3 limits, All Star will estimate the special pick-up fee that will be added to your utility bill, and they will collect all your yard waste for that fee when they return the following week.

If you'd like to keep things simple - All Star is offering an amazing solution! To make yard waste more efficient for everyone, All Star will soon offer 95 Gallon "YARD WASTE ONLY" brown containers for a low one-time user fee of \$50 per container! This is 50% off retail! All Star will service the containers every week at NO additional charge. CALL or TEXT All Star at 919-989-1562 if you have questions OR if you'd like to pre-order one of these new yard waste containers!

16. Will yard waste enforcement change? YES! PLEASE READ!!!

For years now, our Town of Clayton ordinance has stated that you can bag (or containerize) your leaves and small yard waste (pine straw, clippings) year-round and leave them at the curb for pick-up. That ordinance has always stated that the bags must be CLEAR plastic bags. Our previous solid waste contractor, however, fell into the practice of collecting bags that were NOT clear.

We need to start off fresh with All Star and stop that practice. It's a matter of efficiency and avoiding confusion. All Star is collecting garbage, recycling, yard waste AND bulk items on the SAME day – that's a lot of trash and debris at the curb for All Star drivers to sort through. They need to see clearly and quickly that those yard waste bags at the curb are indeed leaves and not other trash (each All Star truck picks up a different waste – one is for garbage, one for recycling and one for yard waste only.) You can still rake leaves to the street during our 4-month loose leaf pick-up season, and you are welcome to put loose leaves in Rubbermaid-like containers or bins all year long (as long as they are no bigger than 50 gallons and don't weigh more than 40 lbs.). But if you enjoy bagging leaves, PLEASE, THEY MUST BE IN CLEAR bags from now on!

The second enforcement issue deals with the weekly yard waste volume limit. Contrary to what had been practiced, All Star is going to follow the 6X6X3 ordinance rule, which states that IN TOTAL you cannot have more than the equivalent of a 6 ft. long, 6 ft. deep, 3 ft. tall pile. Yes, you can have loose piles of limbs (cut to the correct sizes), you can have CLEAR bags of leaves AND you can have containerized yard waste – you can have it all - but TOGETHER their total volume must not exceed the 6x6x3 limit each week.

Yard waste that is not prepared properly will NOT be collected, but All Star WILL leave a wire tag so you know why!

If you'd like to keep things simple - All Star is offering an amazing solution! To make yard waste more efficient for everyone, All Star will soon offer 95 Gallon "YARD WASTE ONLY" brown containers for a low one-time user fee of \$50 per container! This is 50% off retail! All Star will service the containers every week at NO additional charge. CALL or TEXT All Star at 919-989-1562 if you have questions OR if you'd like to pre-order one of these new yard waste containers!

17. Will All Star be doing loose leaf collection?

During the autumn months, the Town of Clayton, not All Star, will continue providing WEEKLY loose leaf/pine straw collection. The Town of Clayton performs curbside vacuum collection of loose leaves from Oct. 1 through the end of January. Your loose leaf day is the next business day following your regularly scheduled garbage day. Leaves and pine straw must be at the curb by 7 a.m. on your day of service. DO NOT mix sticks, rocks or trash with your loose leaves. And remember: You may containerize your yard waste, including leaves, year-round for collection by All Star. Since weather varies year to year, the Town of Clayton may decide to delay the start of or extend the end of loose leaf collection. You can check ClaytonNC.org/trash for updates on loose leaf season changes.

18. Can I still recycle the same stuff? Are plastic bags still a NO-NO!

Absolutely! And now you don't have to wait for every OTHER week – recycling is NOW EVERY SINGLE WEEK!!! You can still throw everything loose into your recycling container! No need to sort! But you can NOT, repeat, CANNOT, put plastic bags of any sort into the recycling cart – no grocery bags, no garbage bags, no plastic bags of any kind. And PLEASE, NO FOOD on your recycling materials – AT ALL! That especially applies to pizza boxes.

You CAN recycle: aluminum, steel, bi-metal and metal cans (soup cans, etc.), glass bottles and jars (all colors), plastic jugs and bottles (milk, soft drinks, juice containers), paperboard & cardboard products (cereal boxes, show boxes, gable top, etc.), newspapers, magazines, junk mail, catalogs, telephone books, and all inserts, clean aluminum foil, cardboard pizza

boxes (as long as they aren't soaked with grease/cheese and you remove the thin plastic sheets the pie sometimes come with), and paperback books.

You can NOT recycle: Plastic bags (grocery bags, trash bags, bread bags), clothes hangers, Styrofoam (cups or egg cartons), drink cups (like red SOLO cups), cellophane, bubble wrap, peanut packaging, sticky tape, tissues, paper towels, food, hard bound books (because of glue in the binding), meat trays, soiled pizza boxes, rubber garden hoses, anything with food on it, or any electronics like TVs or computers. You can drop off electronics for FREE to any of the Johnston County convenience sites. You don't need to purchase a county landfill decal. The closest free recycling convenience sites are at 15031 Buffalo Road in Clayton or 369 Barber Mill Road in Clayton. For more info, go to <http://www.johnstonnc.com/recycling/>

All Star also has great info at <http://www.allstartrash.com/clayton.html>

19. My cart was missed today! What do I do?

PLEASE put all your carts out the NIGHT BEFORE your scheduled pick-up day. All Star will typically run routes from 7 a.m. (no earlier due to noise) and hope to finish daily routes around 2 p.m. All Star will be picking up in several different trucks, maybe 4 or 5, so PLEASE give them time to work through routes for the day before you call. You see the garbage truck and think you were missed, but that could have been recycling – the trucks look similar. If you haven't had your carts emptied by around 2:30 p.m., DO NOT call the Town of Clayton – just call OR text All Star directly at 919-989-1562.

20. How about bulk items like an old grill or sofa? Do I still have to schedule a special bulk item pick-up?

You don't have to call anyone! All Star will collect one or two bulk items at the curb each week. Just place them out the night before your garbage/recycling day. All Star will pick them up at no charge. Bulk waste is any item or bags too large to go into the cart you roll out. Bulk waste includes: mattresses and box springs, large tables or desks, sofas and recliners, sinks, toilets (left in one piece), bedroom furniture like dressers, chests, headboards, etc..., or appliances (white goods) like refrigerators, dryers, water heaters, washers, etc... Again, **just one or two items at a time please!**

21. How do I know if I've put out unacceptable bulky items or too much?

If you put an excessive amount of bulk items or household hazardous waste (paint, oil, etc.) All Star will not collect them. Drivers will leave you a door hanger that explains whether they simply cannot pick up the item at all, or if they CAN pick it up, but would need to charge an extra fee. They'll take a picture and send that to the Town, and we will advise you before collecting and adding the fee to your next monthly utility bill.

22. What if I have had remodeling work done at my home? Will All Star pick up that material at the curb?

No. You will need to have your contractor remove those items, or you can contact the Johnston County landfill at 919-938-4750 to see how best to dispose of those items. All Star will NOT pick up demolition or construction debris.

23. Who do I call to have my cart repaired? You'll start out with brand new carts so hopefully you won't need a repair for a LONG time. If you do need assistance, call or text All Star at 919-989-1562. Please note, the lid on your new cart may appear bent when you first receive it. That's the normal warping of plastic during shipping and transit. All plastic will return to original form after a day or two in the sunshine!

24. Will I be able to pay my bill online on All Star's website?

No...while they take online payments from other customers, all Town of Clayton customers are charged through their monthly utility bills, where we combine garbage, electric, water and sewer charges. The Town of Clayton does accept online payments at ClaytonNC.org/pay. So be careful NOT to double pay...if you make a payment to All Star on its website, it will not be credited to your Town of Clayton account. Only make payments to Town of Clayton!

25. What holidays will All Star not run?

They take 6 holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Year's Day.

- **Independence Day Tuesday July 04, 2017 CLOSED**

Tuesday residents collected Wednesday 07/05/17

Wednesday residents collected Thursday 07/06/17

Thursday residents collected Thursday 07/06 AND Friday 07/07/17

Friday residents collected Friday 07/07 AND Saturday 07/08/17

- **Labor Day Monday September 09/04/16 CLOSED**

Monday residents collected on Tuesday 09/05/17

Tuesday residents collected Wednesday 09/06/17

Wednesday residents collected Thursday 09/07/17

Thursday residents collected Thursday 09/07 AND Friday 09/08/17

Friday residents collected Friday 09/08 AND Saturday 09/09/17

- **Thanksgiving Day 11/23/17 CLOSED**

Thursday residents collected on Friday 11/24/17

Friday residents collected on Friday 11/24 AND Saturday 11/25/17

- **Christmas Day Monday 12/25/2017 CLOSED**

Monday residents collected on Tuesday 12/26/17
Tuesday residents collected Wednesday 12/27/17
Wednesday residents collected Thursday 12/28/17
Thursday residents collected Thursday 12/28 AND Friday 12/29/17
Friday residents collected Friday 12/29 AND Saturday 12/30/17

- **New Year's Day 2018, Monday 01/01/2018 CLOSED**

Monday residents collected on Tuesday 1/02/18
Tuesday residents collected Wednesday 1/03/18
Wednesday residents collected Thursday 1/04/18
Thursday residents collected Thursday 1/04 AND Friday 1/05/18
Friday residents collected Friday 01/05 AND Saturday 1/06/18

- **Memorial Day 2018 May 28, 2017 CLOSED**

Monday residents collected Tuesday 05/29/17
Tuesday residents collected Wednesday 05/30/17
Wednesday residents collected Thursday 05/31/17
Thursday residents collected Thursday AND Friday 06/01/17
Friday residents collected Friday 06/01 AND Saturday 06/02/17

Tommy says THANK YOU for rolling your containers curbside the NIGHT BEFORE your collection day!!