

TOWN OF PENDLETON FAQs FOR REFUSE COLLECTION

MODERN DID NOT COLLECT MY TRASH or RECYCLING

For all missed collections, please contact Modern customer service at **1-800-330-7107**, Opt. 1, then Opt 2 for Niagara County.

WHY DID OUR TOWN MOVE TO CARTS FOR TRASH COLLECTION?

Cart-based collection is cleaner, safer and more effective. The local solid waste industry is transitioning to cart based collection as a means to increase worker safety and reduce labor expenses. Cart based refuse collection is a much more efficient means to collect solid waste and will help to contain inevitable future increases in costs related to operating a refuse collection program.

WHO IS ELIGIBLE FOR SERVICE?

All 1, 2, 3 and 4 family parcels are required to participate in the new refuse collection program. Commercial properties are not eligible for this service.

CAN I CONTINUE TO USE MY TRASH CAN/CART PURCHASED FROM SOURCES OTHER THAN THE TOWN?

No, only Town issued carts may be used. Any other cart/can placed out for collection will not be serviced. If you have previously purchased carts from Modern, you may continue to use it, but you must contact the Town Clerk's Office at 716-625-8833, option 3, to sign up for additional cart service.

WHEN CAN I PUT OUT BULK/LARGE TRASH ITEMS?

You may place a total of 3 bulk items out once a month on the designated "bulk waste" collection days. Only 3 bulk items are allowed regardless of the number of trash carts you have. A single bulk item is generally a sofa, 3 rolls of carpeting or a mattress/box spring set. 1 bag of normal household trash outside your cart will be counted as 1 bulk item.

CLICK HERE FOR [ACCEPTABLE VS. NON-ACCEPTABLE BULK ITEMS](#)

CLICK HERE FOR [RECYCLING AND BULK CALENDAR](#)

WHAT IF I WANT TO PUT OUT MORE WASTE THAN WILL FIT IN MY CART?

There are two options if you have more waste than will fit inside your cart. You may purchase additional capacity tags for \$5 per tag at the Town Hall or, if you need more consistent capacity, you may request an additional cart. The annual fee for an additional cart will be \$55.00 prepaid each calendar year. Contact the Town Clerk's office to purchase tags or an additional cart.

WHAT IS ALLOWED AT THE CURB FOR TRASH COLLECTION?

Trash is collected weekly, and the trash cart lid must be closed. Any additional waste outside of the cart must have a Town issued sticker for collection. Additional "bag tag" waste is limited to 30 gallon bags of waste which cannot weigh more than 40 pounds. During bulk week, three bulk items are allowed roadside for collection. Recycling shall be placed out every-other-week.

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AM I ALLOWED TO THROW ANYTHING I WANT INSIDE MY TRASH CART?

You are allowed to place all household trash inside your carts. Compressed cylinders (propane tanks), liquid waste (oil, paint), electronics, hazardous, radioactive and explosive wastes are prohibited. Town residents will continue to be able to dispose of electronics and tires at the Public Works Garage during business hours (7:30 a.m. – 3:30 p.m.).

DID RECYCLING CHANGE?

Your recycling schedule did not change BUT the collection of recycling material has changed. Acceptable materials for recycling must be placed in your recycling cart with the lid closed. Large cardboard must be flattened and no larger than 2 feet long by 2 feet wide, and placed neatly next to your cart. Cardboard will no longer be collected as trash on your non-recycling week. A current list of accepted recyclables can be found by clicking here >>> [RECYCLING GUIDELINES](#).

HOW DO I PLACE MY CARTS OUT FOR COLLECTION?

All carts should be at minimum of 3 feet away from any other fixed objects and the handle/wheels must face the house. Please have carts out by 6 a.m. on the day of collection (Tuesdays). Contents must fit inside the cart and the lid must close. Any material outside of the cart will not be collected unless fitted with a proper “additional capacity tag”. Also, only waste in a Town-issued cart will be collected.

WHAT DO I DO WITH MY OLD GARBAGE CONTAINERS?

If you decide later to dispose of old garbage containers, please place the item roadside during bulk collection week with a “Take Me” sign on it. If you have previously purchased carts from a home improvement store and do not want to dispose of them, you are encouraged to find an alternate use for them.

WHAT DO I DO IF I AM CLEANING OUT MY HOUSE OR GARAGE? I USED TO BE ABLE TO PUT EVERYTHING OUT AT NO CHARGE?

If you are doing a renovation or clean-out, you should contact a local private hauler for a dumpster or make arrangements with a debris removal company. Alternatively, you may take advantage of your ability to place three (3) bulk items curbside for collection each month on the dedicated bulk date which is scheduled.

CAN I PURCHASE AN ADDITIONAL CART FROM SOURCES OTHER THAN THE TOWN OF PENDLETON?

No. The Town has contracted with Modern Corp. for collection from ONLY Town issued carts. Any other cart, can, or container placed roadside for collection will not have the contents emptied.

I AM BUILDING A NEW HOUSE IN PENDLETON, HOW WILL I GET CARTS WHEN I MOVE IN?

At the time of issuance of a certificate of occupancy, the Building Department will notify Public Works or Modern Corp. to have refuse and recycling carts delivered to your home. The cost of each cart will be prepaid at the time of application for a building permit.

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IF I MOVE, CAN I TAKE MY CART WITH ME?

No. The refuse carts are the property of the Town of Pendleton and must remain with the property.

WHAT DO I DO IN THE WINTER WHEN THERE IS SNOW IN MY DRIVEWAY?

We encourage residents to clear a spot to place your cart when snow is on the ground. If you would like to place your cart in your driveway, you may, but please expect your cart in the same location after it is emptied.

WHAT HAPPENS IF A CAR PARKS IN FRONT OF MY CARTS?

We respectfully request that you place your carts out of the way of obstructions such as telephone poles, bulk waste, hydrants, parked cars and mailboxes. If a car parks in front of your cart(s), often the Modern driver will collect them anyway. However, if the issue is persistent, you may be requested to relocate your carts.

CAN I WRITE MY HOUSE NUMBER ON MY CART?

Each cart is assigned a unique set of numbers and bar code. You are encouraged to write that number down in the event your cart is missing. Also, all carts are scanned with your address upon delivery. If you wish to write on your cart, write on the interior of the lid.

WHAT HAPPENS IF SOMEONE STEALS MY CART?

If your cart is lost or stolen, please contact Public Works. Often weather events that include heavy winds blow carts into a neighbor's yard. Before calling, please first check with your neighbors to see if someone pulled your cart away from the road to protect it. Also, please check areas such as ditches and hedgerows. Should you be unable to locate your cart, please contact Public Works. Each cart is equipped with a serial number to assist in returning recovered carts to the appropriate address. In the event a cart replacement is necessary, Public Works will make delivery of the new cart. Any patterns of abuse, such as multiple replacements requested in a short period of time, may be subject to a charge for the cost of replacement. Procedures addressing these situations will be updated reflecting the Town's experience with the cart-based collection program.

WHAT HAPPENS IF MY CART BLOWS OVER?

We request that you make every effort to place your cart on stable ground. On very rare occasions, if a full cart blows over, please attempt to stand it up. If not, seek assistance or let your hauler know.

Please understand that the tote based refuse program is new to many municipalities in our area and the goal is to contain ever-increasing costs for the future. As we gain experience with managing this program, procedures and rules will be updated with a focus on maintaining the best service possible for the Town's residents.