

# VILLA PARK WASTE COLLECTION

## COMMONLY ASKED QUESTIONS & ANSWERS



### DO I HAVE TO USE THE LRS CONTAINERS?

Yes, LRS carts are to be used before additional non-LRS carts can be placed out.

### MAY I USE NON-LRS CONTAINERS FOR WEEKLY COLLECTION?

Yes, additional material that does not fit in the LRS cart can be placed in non-LRS containers. Non-LRS containers will be serviced as garbage if a weatherproof **RECYCLING ONLY** or **YARD WASTE ONLY** container label is not affixed to the container.

### HOW CAN I RECYCLE MY OLD NON-LRS CONTAINER(S)?

Unwanted, non-LRS carts may be placed out **EMPTY** with a note that reads "**REMOVE**" or "**RECYCLE PERMANENTLY**".

### WHERE CAN I GET WEATHERPROOF RECYCLING ONLY AND YARD WASTE ONLY CONTAINER LABELS?

Weatherproof **RECYCLING ONLY** or **YARD WASTE ONLY** container labels are available at Village Hall, 20 S Ardmore Ave

### MAY I RENT ADDITIONAL LRS CARTS?

Yes, LRS offers additional 95-gallon garbage carts and 65-gallon recycle carts for \$3.00/cart per month.

### WHERE CAN I FIND ADDITIONAL PROGRAM INFORMATION AND RECYCLING GUIDELINES?

Program information and recycling guidelines can be found online at [LRSrecycles.com/VillaPark](https://www.lrsrecycles.com/VillaPark).

### HOW DO I REPORT A MISSED PICKUP?

Online | [LRSrecycles.com/missed-pick-up/](https://www.lrsrecycles.com/missed-pick-up/) | E-mail [Service@LRSrecycles.com](mailto:Service@LRSrecycles.com) | Call **844.633.3577 (844-NEED-LRS)**

### HOW DO I SUBMIT A REQUEST FOR A SPECIAL OR EXTRA PICK-UP?

E-mail (fastest) [Service@LRSrecycles.com](mailto:Service@LRSrecycles.com) | Call **844.633.3577 (844-NEED-LRS)**

### WHAT HOLIDAYS WILL IMPACT SERVICE?

LRS observes 6 holidays; New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day. If the holiday falls on or before your service day, service will be delayed by one day.

### WHAT IF I NEED MY LRS CART REPLACED?

LRS carts that are damaged by service crews will be replaced for no charge. If damage occurs to the cart from other sources, LRS will gladly replace the damaged cart for a fee. Residents are responsible for basic cart cleanliness and to maintain the cart in good condition. Call LRS at **844.633.3577** to submit a request.

### HOW FAR APART (DISTANCE) SHOULD MY GARBAGE AND RECYCLE CARTS NEED TO BE PLACED?

Carts should be placed a minimum of three (3') feet apart with the lid opening facing the street.

### WHAT IF I HAVE AN ITEM THAT DOES NOT FIT IN MY CARTS?

Weekly collection includes one bulk item per week for no additional charge. Items can be placed where you normally receive collection service. Cardboard boxes should be broken down. You may place all broken down cardboard boxes into one cardboard box.

### IS LRS BILLING ME FOR GARBAGE & RECYCLE SERVICES OR THE NEW CARTS?

Residents are billed for refuse services through the Village carts are included in the new program. Garbage and recycle carts are included in the monthly rate. The new carts remain the property of LRS.

Please reach out to the Village at **630.834.8500** with any questions or refer to their webpage.