



## **SUMTER SANITATION**

### **FREQUENTLY ASKED QUESTIONS**

The following Frequently Asked Questions relating to sanitation information pertain **only to those residents residing in Village Community Development Districts 1-11 in Sumter County, Marion County and the Villages of Fruitland Park.** For additional information, please contact Customer Service Utilities at (352) 750-0000.

#### **How much is the sanitation fee?**

The current monthly residential fee for Sumter and Marion counties is \$22.52. Commercial customers can contact Customer Service Utilities at 352-750-0000 for a current rate schedule and application for service.

#### **Is this a permanent fee?**

The collection of sanitation is part of your contractual declaration of restrictions and is provided by the North Sumter County Utility Dependent District (NSCUDD), which owns Sumter Sanitation. Sumter Sanitation contracts the service to Jacobs. NSCUDD has the authority and responsibility to amend its schedule of rates, fees, and charges from time to time to ensure the perpetuation of service.

#### **When do I receive a bill for sanitation services?**

The fee for the sanitation services is included on the monthly amenity/water/sewer/irrigation bill mailed monthly.

#### **What happens if I pay late?**

Monthly bills are issued with specific due dates. Amounts not paid by the due date are subject to a 5% (five percent) late charge as provided in the rate rule adopted by NSCUDD.

#### **Can I have the sanitation bill sent to a third party, who is not the primary owner?**

The bills remain in the name of the current property owner on file with the respective County Clerk's office. The owner of a participating dwelling unit or commercial unit whose name appears on the real estate tax bill for the property is the responsible party for the sanitation fee. Bills can be mailed to any address requested by the owner.

### **Can I schedule the sanitation fee payment through an automated debit to my bank?**

The entire amenity/water/sewer/irrigation and sanitation bill can be set up for automatic draft, linked to existing bank accounts. The District cannot separate out the sanitation charge for an automatic debit service that is linked to existing bank accounts.

### **Do I have to pay the sanitation fee if my property is vacant?**

Yes, the sanitation fee, along with the amenity/water/sewer and irrigation fees, are year-round fees charged regardless of whether the property is occupied.

### **Does the fee include disposal of bulk items?**

A \$10 charge will be added to your utilities and amenities bill each time a bulk pickup is requested. Charges will apply for any scheduled pick-up not canceled a minimum of 24 hours in advance of the scheduled dates. Please contact the service provider directly at 352-748-0109 to schedule pick-up of bulk items. Their office is open Monday through Friday, 8:00 a.m. to 5:00 p.m. (excluding holidays).

### **How do I dispose of household waste, recyclables, and yard waste?**

- All household waste should be placed in sealed tall kitchen trash bags or 20-30 gallon trash bags (. Each bag should weigh no more than forty (40) pounds.
- Trash bags should be placed together at the end of your driveway.
- No garbage cans/bins are allowed – they will be disposed of with household trash.
- Yard waste should be bundled, tied, and placed at the end of your driveway.
- Tree limbs and branches may not exceed five (5) feet in length. Lawn clippings and similar yard waste should be placed in bags.
- The following will not be accepted: dirt, rocks, sod, concrete and contractor waste.

### **What if I don't know my garbage, recycling, or yard waste days?**

You can view the [Collection Schedule](#) or call the VCDD Customer Service Utilities at (352) 750-0000 to speak to a Customer Service Representative. Schedules are also available at the Customer Service Center located at 984 Old Mill Run.

### **How often will I have a collection day?**

All household garbage is collected twice a week. You can also view the [Collection Schedule](#).

### **What if my collection day falls on a holiday?**

There will not be collection on certain scheduled holidays. To view these scheduled holidays, please visit the [Holiday Collection Schedule](#). If your regularly scheduled pickup day falls on a scheduled holiday, pick-up will occur on your next scheduled pick-up day unless otherwise noted on the schedule.

### **Where do I place the trash bags on collection day?**

Place the bags at the end of your driveway, at the edge of the street. Bags must be placed for collection before 6:00 a.m. on your collection day or the night before. No garbage cans/bins are allowed – they will be disposed of with household trash.

### **Where do I dispose of bulk items that do not fit inside the bag?**

Garbage too big, bulky or heavy to fit in a normal trash bag is considered a “bulk item.” Bulk items should be scheduled for pick-up. There will be a \$10 charge added to your utilities and amenities bill each time a bulk pickup is requested. Bulk items include furniture, large household trash, pallets, homeowner-generated remodeling debris, bicycles, lawnmowers, mattresses, loose items in open boxes, toilets, carpeting, fencing, lumber, computers, and other electronic equipment. Bulk items should be placed curbside and at least three feet (3’) away from your normal household garbage, mailboxes, utility poles, trees, gas or water meters, fire hydrants, cars, sprinkler heads, or anything else that collection equipment could damage, or come in contact with. Do not mix bulk items or appliances, or collection cannot take place.

### **How do I dispose of my yard waste?**

All waste, both household and yard waste, is collected on your two scheduled pick-up days – there is no separate day for yard waste. You may use brown paper bags for the collection of lawn clippings and similar yard waste items and place them at the end of your driveway the night before or before 6:00 a.m., the day of pickup. Tree limbs and branches may not exceed five (5) feet in length. Please bundle and tie these items and place them at the end of your driveway. Trees cut down by contractors will not be collected and must be removed by the contractors.

### **How do I dispose of my household recyclables?**

Household sanitation collection processes have been streamlined – all household waste can be placed in the same bag, no need to sort.

### **How do I dispose of household hazardous waste such as paint and motor oil?**

Do not place household hazardous waste (flammables, paint, poisons, motor oil, etc.) with the household garbage. For information on hazardous material disposal, please see the contact information for your county below:

- Sumter County: 352-689-4400
- Marion County: 352-671-8465
- Lake County: 352-343-3776

**What time can I put out the garbage?**

Garbage bags must be placed at the curb no sooner than 9 p.m. the day before your scheduled pick-up and no later than 6:00 a.m. the day of pickup.

**What if my garbage isn't picked up?**

In some cases, garbage collection is delayed by the volume being collected on that day. If you are concerned that your home or street has been overlooked, please call 352-748-0109.