

Hoffman Estates USERS GUIDE

This document produced by the
Village of Hoffman Estates



This version updated June 2016. For service questions related to the Village of Hoffman Estates residential solid waste, yard waste, and recycling program, please contact:

Groot Recycling & Waste Services, Inc.
2500 Landmeier Road
Elk Grove Village, IL 60007
Phone: 800-244-1977
Website: www.groot.com

For billing questions, contact the Village of Hoffman Estates Utility Billing Division:
1900 Hassell Road
Hoffman Estates, IL 60169
847-843-4824
www.hoffmanestates.org/waterbilling
Email: waterbilling@hoffmanestates.org



Recycling

Yard Waste



Solid Waste

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ILLEGAL PRACTICES

Illegal Dumping

Dumping of garbage or yard waste on public or private property (including ditches, parks, lakes, streets and dumpsters) is strictly prohibited by the Village of Hoffman Estates Municipal Code. Violators will be issued a court citation, and the Village will aggressively prosecute such violations. Fines are \$50 and up.

Counterfeiting/Theft of Service

The illegal reproduction of stickers is considered, at a minimum, to be a Class A misdemeanor and, at maximum, a felony. All attempts to counterfeit solid waste stickers will be fully prosecuted. The minimum fine for such transgressions is \$500. Theft of or damage to stickers, toters, recyclables and recycling toters is also illegal; again, violators will be prosecuted.

Residents who observe illegal dumping activities or theft should immediately report such incidents to the **Hoffman Estates Police Department by calling 847-882-1818.**

STICKER PURCHASE LOCATIONS

The following is a list of locations where Hoffman Estates yard waste stickers are sold. Please note that this list is subject to change without notice.

Village of Hoffman Estates
1900 Hassell Road
Hoffman Estates, IL

Jewel Osco
1485 W. Palatine Road
Hoffman Estates, IL

Mariano's Fresh Market
2575 Golf Road
Hoffman Estates, IL

Jewel-Osco
2501 Schaumburg Road
Schaumburg, IL

Valli Produce
850 N. Roselle Road
Hoffman Estates, IL

Jewel-Osco
1151 S. Roselle Road
Schaumburg, IL

Jewel Osco
1069 N. Roselle Road
Hoffman Estates, IL

Walgreens
1550 Algonquin Road
Hoffman Estates, IL

Jewel Osco
1040 Summit Street
Elgin, IL

Walgreens
2560 Golf Rd.
Hoffman Estates IL

Buy online!
www.hoffmanestates.org

PROGRAM HIGHLIGHTS

Service Days and Areas

- On Monday, residences NORTH of the Tollway (I-90) are serviced.
- On Wednesday, residences SOUTH of the Tollway (I-90) are serviced.

Garbage, recycling and yard waste are all picked up once a week on the same day in each service area. Different trucks collect the three types of material, so they are not picked up at the same time. Route schedules for trucks may vary weekly. Appliance pickup will take place on Wednesdays, and must be scheduled with Groot 24 hours prior to pickup at no extra charge. To schedule an appliance pick-up, contact Groot at 800-244-1977.

Hours of Collection/Set Out Hours

Collection begins at 7 a.m. Residents must have their materials at the curb by that time. Groot will not return to pick up late set-outs. **Residents may not set materials out before 6 p.m. the night before collection, and must remove their toter by 10 p.m. the day of collection.**

Collection Containers

Plastic bags or rented refuse carts (toters) are permitted. Unapproved and prohibited garbage containers will be hauled away. Bags cannot exceed 32 gallons in capacity, and bags or boxes cannot exceed 50 pounds in weight. Overweight or overcapacity containers will not be picked up. Bags must be securely tied shut, and boxes must be sealed in such a fashion that no trash can fall, blow away or leak out.

Refuse carts or toters are available in 65 gallon or 95 gallon sizes. A 35 gallon size is available for senior or hardship rate participants. The toter's lid must be shut tightly. Additional bags or items that will not fit securely in the toter will be collected if set out at the curb next to the toter.

Toters can be leased from Groot for \$1 per month. For information regarding toter service, contact Groot at 800-244-1977.

PROGRAM HIGHLIGHTS (cont.)

Billing

Each household will be billed directly by the hauler on a bimonthly basis at the current flat rate for the service. Extra charges may apply for additional services. Residents who qualify for the senior rate should contact the Village Manager's office at 847-781-2600. Billing questions should be directed to the Village at 847-843-4824. For hardship (Circuit Breaker program) rate questions, contact the **Schaumburg Township office at 847-884-1560.**

There are three options for residents to dispose of yard waste under this program. These options are as follows:

Yard Waste Stickers

Yard waste stickers may be purchased directly from Groot, Village Hall, via the Village's website or from local retailers. Specific information regarding use of yard waste stickers is provided on page 9 of this guide.

Subscription Service

Residents who wish to sign up for a yard waste subscription should contact Groot directly at 800-244-1977. The subscription allows for unlimited yard waste pick-up from April 1 through Nov. 30.

Alternative

Residents who wish to reduce or avoid yard waste costs should use mulching mowers, leaf shredders or back yard compost piles.

Special Pickup Charges

Residents may arrange for collection of large amounts (exceeding 1 cubic yard, or roughly 9 square feet) of refuse or debris, such as "spring cleanup," move-in or move-out rubbish. Special pickup service is also available for large amounts of yard waste. Contact Groot directly for an estimate of charges and scheduling. Billing is by the cubic yard. Roll-off container (dumpster) rental is also available.

ADDITIONAL SERVICES

Holiday Schedule

Collection is delayed by one day for both service areas if a holiday falls on a Monday. No other state or national holidays affect the schedule. The list of observed holidays is as follows:

*New Year's Day
Memorial Day
Independence Day*

*Labor Day
Thanksgiving Day
Christmas Day*

Groot Customer Service

Groot has established a toll-free customer service number: **800-244-1977**. Hours are 8 a.m. to 5 p.m. Monday through Friday. Please dial for:

- *Missed pickups. You must call by noon the next day.*
- *Special pickups of large quantities of trash or yard waste.*
- *Other services or inquiries regarding accepted materials.*

Ordering Yard Waste Stickers

By Phone

*Yard waste stickers are available by mail directly from Groot. A minimum purchase of 25 is required. **Call 800-244-1977 for ordering instructions.***

Via the Website

*Please visit the Village's website at www.hoffmanestates.org. There, you will be able to purchase yard waste stickers by using your MasterCard or Visa credit card. If you have problems with the website, please contact the **Village Manager's office at 847-781-2600.***

Other Ways to Order Yard Waste Stickers and Bags

Yard waste stickers are also available for purchase at Village Hall at the main counter. Biodegradable 30-gallon Kraft paper yard waste bags are available at various local grocery and hardware stores.

YARD WASTE GUIDELINES (cont.)

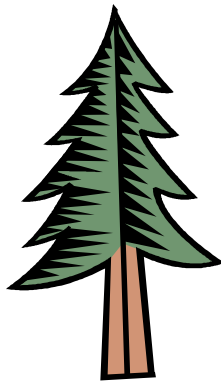


Preparation Instructions — Bags

- Affix a disposal sticker to each bag.
- Use only Kraft paper yard waste bags. NO plastic bags.
- Do not include dirt or sod.
- Bags must be rolled shut. DO NOT seal with tape or staples.
- No branches over 3 inches in diameter are acceptable.
- Leaves can not be disposed of in plastic bags.

Christmas Trees and Greenery (*seasonal pickup only)

- Wrap a disposal sticker around a branch of each tree.
- Remove all tinsel and ornaments.
- Trees do not have to be bundled, cut up or placed in yard waste bags.
- DO NOT place trees in plastic bags at the curb.
- Garlands and wreaths must be disassembled. The organic portion is to be deposited in a paper yard waste bag with a yard waste sticker attached. Wires and hooks are to be disposed of with regular household trash.
- “Flocked” Christmas trees and greenery are acceptable.
- DO NOT mix yard waste with refuse. Groot cannot collect any refuse or yard waste **that does not comply with this requirement.**



SOLID WASTE GUIDELINES

Large Household Items

Large household items should be placed at the curb on regularly scheduled pick-up days. These items include:

Mattresses

Sofas and Loveseats

Chairs

Tables

Pianos and Organs—contact Groot to schedule; fee charged

Box Springs

Bookcases/Shelf Units

Desks

Water Softeners

Limit one (1) large household item per week. Residents who desire to dispose of greater quantities are subject to special pickup charges. Please make arrangements with Groot for special pickup service. Small or light items, such as folding lawn chairs, portable televisions, lamps, etc., are not considered large household items. Construction debris and equipment items are handled differently (see page 5). If disposing of a queen or king size mattress, tie or bind the mattress so it is able to be moved by a single person.

Appliances (“White Goods”)

Effective July 1, 1994, the state of Illinois banned “white goods” from landfills unless certain hazardous components have been removed. For safety reasons, residents should not have this done inside their home. A special curbside collection will be required. Such appliances are listed below:

Stoves

Refrigerators

Washers

Dryers

Freezers

Dishwashers

Microwaves

Furnaces

Hot Water Heaters

Air Conditioners

Humidifiers

Dehumidifiers

Trash Compactors

Appliances require a separate pickup from regularly scheduled service, which will take place on Wednesdays. There is no additional charge for appliance pickup. However, this pickup must be arranged by calling Groot at 800-244-1977 in advance of service.

SOLID WASTE GUIDELINE (cont.)

Items Not Collected

Illinois law prohibits the disposal of certain waste in landfills. In addition, other items should be disposed of by other methods. Please observe these regulations, or your trash will not be collected. The following items are banned from landfills:

<i>Automobile Tires</i>	<i>Acids and Poisons</i>
<i>Automobile Batteries</i>	<i>Unhardened Paint or Liquid Waste</i>
<i>Appliances ("White Goods")</i>	<i>Explosive or Volatile Waste</i>
<i>Lawnmowers or Snow Blowers</i>	<i>Flammable Waste</i>
<i>Toxic or Hazardous Waste</i>	<i>Gasoline, Motor Oil, Antifreeze</i>
<i>Automobile Wheels or Large Parts</i>	
<i>Tree trunks, stumps or branches exceeding 3 inches in diameter (thoroughly chop it up or call a tree removal service)</i>	

Other household hazardous waste, such as chemicals, pesticides, fertilizers, oil, paint, varnishes, strippers and similar items, should be used completely. The empty dry container may then be disposed of as refuse. DO NOT put such containers in recycling bins, even if they are rinsed out, due to the contamination. It is unlawful to dump any liquid waste into sanitary or storm sewers. Please note that this list is not all-inclusive. Call Groot for specific instructions, if needed.

Household Hazardous Waste

Hazardous materials, such as oil-based paint and insecticides, cannot — by law — be disposed via the regular garbage pickup. Due to the expense related to properly handling such waste, the options for disposing of such materials are limited. The Village of Hoffman Estates can provide information related to household hazardous waste disposal events, facilities, and proper disposal. Call 847-882-9100 or visit www.hoffmanestates.org/garbage for more details. The closest current collection facility is located at:

156 Fort Hill Drive, Naperville, IL 60540
(Next to Naperville Public Works Center)
9:00 am - 2:00 pm
Saturday and Sunday
NO LATEX PAINT
(630) 420-6095

YARD WASTE GUIDELINES

Collection Period

Yard waste collection occurs from April 1 to Nov. 30 only. A special two-week collection period for Christmas trees and greenery is announced each season. Check the Citizen newsletter, local newspapers or the Village's website for details.

Acceptable Yard Waste

Illinois state law prohibits the land-filling of yard waste, as follows:

- *Grass clippings and leaves*
- *Branches and brush*
- *Planting materials: garden plants, flowers, weeds, vines, bark pieces, pine cones, etc.*

Unacceptable Materials (Treat as Garbage)

- *Garden vegetables and fruit*
- *Tree trunks, stumps and large limbs*
- *Fence posts, railroad ties, firewood and other wood objects*
- *Sod, earth and rocks*

Bags and Bundles

Residents who wish to set out their yard waste at the curb for collection must use 30-gallon biodegradable Kraft paper bags designed for yard waste. NO PLASTIC BAGS ARE ACCEPTABLE. Branches that do not fit into bags must be bundled.

Bags and bundles must each be stickered with a yard waste disposal sticker. Affix disposal stickers to bags so that they are visible from the street. Wrap disposal stickers around a branch in the bundle.

Yard waste totes (95 Gal.) are available for rent (with an annual yard waste subscription) by calling Groot at 1-800-244-1977.

RECYCLING GUIDELINES (cont.)

Acceptable Items

Glass

All bottles and jars of all colors (clear, green, brown, blue).

Aluminum

All beverage cans; formed containers (pet food, pie pans, frozen dinner trays); clean aluminum foil.

Steel

All “tin” cans; steel beverage cans; formed containers (pie pans, cookie sheets, mixing bowls); empty aerosol cans.

Plastic

Most containers coded 1, 2, 3, 4, 5, 6, or 7, all colors and sizes; 6- and 12-pack rings; polystyrene.

Aseptic

Paper milk cartons; juice boxes.

Newspapers

Newspapers; advertising inserts.

Paper Bags, Wrapping

Kraft paper bags; Kraft shipping paper; department store bags of any color.

Household Paper

Office, stationery, computer paper of any color.

Mixed Paper

All junk mail.

Magazines, Catalogs, Phone Books

All sizes of glossy paper; all hardbound and paperback books; telephone directories.

Cardboard

All colors.

Chipboard

All chipboard.

Unacceptable Items

Ceramics; pottery; window or drinking glass; vases; mirrors; light bulbs; crystal.

Cookware; furniture; storm doors.

Paint cans; Teflon-coated items; other metal pieces; scrap; wire; etc.

Motor oil; pesticides and chemicals; uncoded items; lids; combination plastic/metal cans.

Articles bound by string; rubber bands.

Articles bound by string; rubber bands.

Gift wrap; tissue paper.

Construction paper; paper towels; tissues; etc.

Waxed or tar-lined cardboard; boxes contaminated with grease or food.

Egg cartons; waxed foil-covered/ lined boxes.

Check www.groot.com for the most current list of acceptable items.

SOLID WASTE GUIDELINES (cont'd.)

Remodeling Debris

Materials from “do-it-yourself” scale remodeling projects, such as lumber, drywall, paneling, rocks, dirt, concrete, etc., will be collected, subject to the following:

- *Loose materials must be placed in bags or boxes like other garbage, or securely tied in bundles not exceeding 4 feet in length and 50 pounds in weight.*
- *Single items, such as toilets, sinks, vanities, garage doors and kitchen cabinets, **MUST BE DISASSEMBLED**. Each item or portion cannot exceed 50 pounds in weight.*
- *Quantities exceeding 1 cubic yard are subject to special pickup charges. Please call Groot for specific instructions.*
- *Roll-off Dumpsters are provided by Groot in Hoffman Estates for a fee.*

Household Furnishings

Household items may be subject to special requirements. Common examples are as follows. Please contact Groot for specific instructions for items not listed.

- *Carpeting: carpeting as well as padding must be cut into widths not exceeding 4 feet, and tied into rolled bundles (not folded over). A limit of two rooms' worth may be set out each week.*
- *Glass Windows and Doors: glass must be broken out and placed into a box clearly labeled “broken glass.” The window or door frame must also be disassembled and placed into a bag or box with other garbage.*
- *Toys and Equipment: includes discarded toys, bicycles, lawnmowers, snow blowers, grills and the equivalent. Grills and gas-powered equipment must have the fuel emptied. Swing sets and the like must be disassembled and treated as construction debris.*

Loose or Bulky Items

Other disposable containers containing trash, such as boxes and other loose items, cannot exceed 50 pounds in weight, and must be manageable by one person. Some items may require disassembly.

Can your household materials be reused or recycled?
Visit www.hoffmanestates.org/green to find out.

RECYCLING GUIDELINES

No Cost For Recycling

There is no separate charge for recycling collection. Participation is not mandatory. However, residents are encouraged to recycle because recycling has a far-reaching positive effect on the environment.

Preparation

Single-stream recycling, the process utilized by Groot, allows commingled products and paper products to be mixed inside a single toter.

- *Preparing your recyclables properly will help ensure the most efficient collection possible.*
- *Material must be CLEAN and DRY.*
- *Any unacceptable or contaminated recyclables will be left in the bin.*

Toter

The green recycling toter serves as a visual signal to the collection crew that you have recyclables for pickup. Please use your toter.

You need not put out your recycling toter every week if you have only a few items. Place it out for collection only when it is full. Please put your address on your toter with a permanent marker, and promptly return the toter home after pickup. This will help avoid loss or damage. Lost, stolen or damaged toters will be replaced for a fee. If you move, please leave the toter for the new owner. Toters cannot be set out before 6 p.m. the night before collection, or past 10 p.m. on pickup day. Theft of recyclables or bins is illegal per Village Code. If you have any questions, please contact Groot.



RECYCLING GUIDELINES (cont.)

Recycling Toter Preparation Instructions

Step 1: Items for the Toter — commingled recyclables and paper products

- *All glass, aluminum, plastic and steel containers and 6- and 12-pack rings may be mixed loosely at the bottom of the toter. DO NOT PUT LOOSE ITEMS OUTSIDE OF TOTER. DO NOT BAG OR SEPARATE THESE ITEMS.*
- *All containers must be rinsed out, or washed free of food particles.*
- *Labels, rings, and caps may be left on containers.*
- *Please FLATTEN as much as possible all aluminum cans, "tin" cans and thin-walled plastic containers. Doing so will gain more space in the toter, and containers will be less subject to littering on windy days.*
- *Shredded paper should be contained within a securely folded paper bag.*

*Note: Groot is not obligated to pick up littered recyclables.

Step 2: Cardboard

- *Discard all packing materials. Flatten all boxes.*
- *Tape, staples and labels do not need to be removed.*
- *Place cardboard in toter, or bundle and tie it and set next to toter.*

Electronics Recycling

As of January 1, 2012, televisions, computer monitors, and various electronics are banned from going into Illinois landfills. Groot will pick up and recycle a maximum of six electronic items with an arranged curbside collection. There is no size limitation on items but this must be scheduled 24 hours prior and there is a fee for this service.

Throughout the year, the Village of Hoffman Estates offers various opportunities to dispose of unwanted electronic items for free. Visit the Village's website at www.hoffmanestates.org/recycling, or call 847-882-9100 for more information about electronics recycling events.