

## Lake Lure Recycles

### Frequently Asked Questions

#### **I want to start recycling, but what can I do if I'm concerned about attracting bears?**

Concern for bears is understandable. Expansion of human development into bear habitat increases the frequency of encounters. Bears near homes are hungry and curious, but not aggressive. Considering the thousands of human-bear encounters, the risk is minimal. Only public education and serious garbage control ensures a peaceful co-existence. Be responsible with your trash and recycling. Remove any sources of food, such as bird feeders and unsecured garbage. Secure your regular trash inside cans stored in [bear-proof containers](#), a garage, basement or other secure area. Place your trash and recycling outside on pick-up days, not the night before.

#### **Why do I have to rinse out my containers and flatten my cardboard boxes?**

Rinsing helps make the recycling process more efficient at the recycling plant and deters rodents or wildlife from looking for food. Flattening your boxes increases space capacity during pickup and transport.

#### **Why can't I put all of my recycling in a garbage bag rather than the bins?**

If the items are in a garbage bag, it significantly slows the sorting process on the receiving end. The use of sturdy yellow and blue bins with a recycling logo is standard in most community recycling programs. Thus utilizing these authorized bins tells the vendor that you're a subscriber to the town's recycling program.

#### **I own a vacation rental and I want my renters to recycle. How do I go about that?**

All across the nation, many vacation rental homes require guests to recycle. You can clearly communicate in the rental agreement that recycling is required. As the homeowner, you can subscribe for the service and simply place the bins in a visible location and provide instructions on how, when and where to place the items for recycling. As a business, rental management companies should contract with one of the town's vendors for weekly commercial pickup at the properties you manage.

#### **I am not here year-round, why do I have to pay for the service on an annual basis?**

Most communities that have part-time residents have to invest in infrastructure and staff to provide municipal services that are available on a year-round basis. Because of these fixed costs, it's often not economically feasible to offer seasonal pricing or only pay for services when they're used. Garbage and recycling collection are two common examples. In Lake Lure, we assess year-round base monthly fees for water and sewer services regardless of whether you use any water. As a part-time resident, there is value in knowing that utility, garbage and recycling services are available to you whenever you need them.

#### **I'm leaving town for a while, do I need to notify you to hold pickup at my residence?**

The service operates just like curbside trash collection. If the bins aren't at the curb, the driver will pass by.

#### **What should I do if my recycling wasn't picked up today?**

Call the vendor or Town Hall. If pickup day falls on a holiday, your items will be picked up the next day.

#### **Why can't businesses participate in the curbside option that you offer to residents?**

All businesses can participate, but our residential price may not be applicable, (depending on volume).

#### **I have decided to unsubscribe before the year is up. Can I get a partial refund?**

The service is on an annual fee basis. If there is a problem, contact the vendor to resolve the issue.

#### **Why does the driver sometimes leave an item in my bin?**

The item probably isn't recyclable. Double check the list of acceptable items.

Remember to check out [www.lakelurerecycles.com](http://www.lakelurerecycles.com) for tips on Going Green