

Cart Replacement & Repair Policy (Trash, Recycling, Compost)

Effective: February 12, 2026

Purpose — Provide every eligible service address a safe, functional 95-gallon cart for weekly collection, while maintaining fairness, accountability, and cost control.

Definitions / program basics

- **Eligible residence:** Properties receiving City curbside service (single-family and eligible multi-family, where applicable).
- **Standard allotment:** One (1) trash cart per service address; one (1) recycling cart per service address; compost cart issued where the program is active.
- **City property:** Carts are assigned to the service address and remain City property.

No-cost service (provided by the City)

- **First-time issuance:** If a resident has never been issued a City trash, recycling, and/or compost cart, the City provides the appropriate cart(s) at no charge.
- **City-caused damage:** If a cart is damaged by City collection operations, the City will repair or replace it at no charge.
- **Repairs first:** Lids/wheels (and similar minor components) are repaired/replaced by City staff at no charge when the cart body remains serviceable.
- **Delivery or pickup:** Residents may request delivery (as scheduling allows) or pick up at the sanitation office. Target delivery window is generally **3–10 business days** depending on volume and weather.

Resident-paid replacements and extras

- **Extra carts:** \$60 per additional cart (cost recovery only; no profit).
- **Lost/stolen/missing carts:** Resident pays for a replacement when a previously issued cart is not at the property. The City may require basic verification (address confirmation and circumstances; repeat losses may require additional documentation).
- **Misuse/avoidable damage:** Resident-paid replacement may apply when damage results from misuse (e.g., hot ashes, fire, hazardous/chemical materials, overloading, alterations, or non-household use).

Replacement decision criteria

- Carts will be **repaired** when safe and practical (e.g., wheels/lids/hinges).
- Carts will be **replaced** when structurally unsafe or incompatible with automated collection (e.g., cracked body, broken lift bar, holes/leaks, warped rim, missing critical components).

Documentation requirement (accountability)

- For all no-cost replacements due to damage, staff will capture photo(s) of the damage and a photo of the cart **serial number**.
- If the serial number is missing/unreadable, staff will document identifying details and may replace at department discretion; repeated missing-serial issues may be treated as resident-paid.

Bin quality and warranty standard

The City transitioned to **Cascade** (Michigan-based) carts with a **10-year warranty** after prior supplier warranty support was not honored. Cascade lead times are typically **~2 weeks** versus **~6 weeks** previously. Carts remain **95 gallons** but are taller, reducing pinch stress from automated truck arms. The City will pursue warranty claims when applicable; warranty does not cover misuse or intentional damage.

Return / recovery of paid replacement carts

If a resident pays for a replacement and later recovers the original City cart, the resident must contact the Sanitation Office for return instructions. Any credit/refund is subject to inspection and administrative handling per current City procedures.