



RESIDENTIAL CURBSIDE SERVICES

It is imperative to take the time to educate yourself and your guests about waste and recycling procedures and standards as set by the Town Ordinance to ensure a swift, streamlined collection process that keeps Duck clean and beautiful.

We stress the importance of knowing the regulations for waste and recycling collection as the Town Ordinance 23-03 will be enforced. You may view the full ordinance by [clicking here](#), but below are the key points to remember:

Solid Waste:

May 1 through September 30: Trash twice per week, **Mondays & Fridays**

- Place the solid waste container **at the curbside no earlier than 5:00 p.m. the night prior and no later than 5:00 a.m. on the day of collection.**
- **Position the waste container with the opening towards the street**, within three (3) feet of the road.
- A **two (2) foot clearance** should be maintained between waste containers to ensure that collection equipment has access to the container(s).
- **Do not leave any trash outside of the waste container** or it will not be collected.
- Trash collection service will not be provided when access to containers is obstructed.
- **Once trash has been collected, the waste container must be relocated from the street to under or alongside the house, or a minimum of 25 feet off of the improved street no later than 10:00 pm on the day of collection.**
- Do not place construction debris, rocks, dirt, shingles, or concrete in your waste container, as these materials are too heavy to be lifted by the collection equipment.
- Health and safety hazards may occur if containers are overflowing and rubbish exceeds the container capacity. Please do not overload.
- Waste containers must be stored a minimum of **25 feet off of the improved street, under or alongside the house.**
- Rental properties are required to have a minimum of two (2) approved solid waste containers. However, please note the following requirements for waste containers based on permitted occupancy:
 - Thirteen to eighteen occupants require a minimum of three waste containers

- More than eighteen occupants require a minimum of four waste containers
- The property owner is responsible for obtaining additional waste containers to comply with the Ordinance.

Recycling:

May 1 through October 31: every Monday

- Place the solid waste container **at the curbside no earlier than 5:00 p.m. the night prior and no later than 5:00 a.m. on the day of collection.**
- **Position your recycling container with the opening towards the street**, within three (3) feet of the road.
- A **two (2) foot clearance** should be maintained between containers.
- **Do not leave recyclable materials outside of the recycling container**, or they will not be collected.
- **Once recycling has been collected, the recycling container must be relocated from the street to under or alongside the house, or a minimum of 25 feet off of the improved street no later than 10:00 p.m. on the day of collection.**
- Please pour or wipe out contents of cans and bottles before recycling.
- Please break down cardboard.
- Place recyclable materials loosely in your recycling container.
- **Do not place trash OR PLASTIC BAGS OR SHEETING in your recycling container.**

Much of the key points for both waste and recycling are similar, however you will notice that the highlighted sections are the same. The rollout and rollback of waste and recycling containers is essential in the enforcement of [Ordinance 23-03](#). The current procedure of enforcement is to send written notices to property owners as follows:

1. Written notice sent as educational message
2. Written notice sent as a second educational message
3. Written notice sent informing property owner that a civil penalty/fine will ensue with further violations

Please note that this Ordinance is not new, nor is the issue with waste/ recycling non-compliance. The increased enforcement is a result of numerous complaints to Town Council and Town staff regarding properties that fail to comply with the Town Ordinance, which subsequently led to discussions during public Council Meetings and Strategic Goals Session to determine how to resolve this issue of waste/ recycling containers being left at the street long after collection has occurred. In addition to containers being left at the curb for prolonged periods of time, the nature of complaints included overflowing containers, waste placed outside of containers, and lids not being secured. These conditions lead to rodents, birds, and other animals and causes concerns for public health. Below is a timeline of when this matter was discussed with Town Council:

- January 19, 2022, Town Council Mid-Month Meeting
 - [Meeting YouTube video](#)
 - [Meeting Minutes](#)
- April 6, 2022, Regular Town Council Meeting
 - [Meeting YouTube video](#) (discussion begins at 1:32:00)
 - [Meeting minutes](#) (page 17)
 - [Letter provided to Town Council](#)
- October 19-20, 2022, Town Council Vision Planning Session
 - [Meeting minutes](#)
- April 5, 2023, Regular Town Council Meeting
 - [Meeting YouTube video](#) (discussion begins at 2:23:00)
 - [Draft Meeting minutes](#)

Duck, like all other towns in the Outer Banks, has a very transient population. Each week, our in-season crowd changes and ultimately, property owners will be held responsible for ensuring that these guidelines are followed by occupants. The Town has stickers for waste and recycling containers that not only indicate the appropriate can for refuse, but these stickers also provide helpful information for guests to educate them on waste and recycling procedures. These stickers are available for pickup at Town Hall. If you are unable to stop by the office during the week to obtain stickers, please call us to arrange another means of sticker distribution. Most containers already have these stickers as Town staff and volunteers distributed stickers to HOAs and placed stickers on the appropriate containers. We also have refrigerator clings that provide Town information. These are also available for pickup at Town Hall.

[The Town website](#) also provides information regarding waste and recycling including how to report missed collections and acceptable recyclable items.

We thank you for taking the time to familiarize yourself with these residential curbside practices and educating your guests. It is important that we all understand the importance of this Ordinance, as it goes beyond the collection of waste and recycling; it helps to preserve and protect the pristine environment of the Town of Duck.