

Frequently Asked Questions (FAQ) Regarding Plainville's Automated Trash and Single-Stream Recycling Program

Q - How should my cart be positioned to ensure that it gets picked up?

A – Place the cart with the handle away from the street. The bins must be placed far enough away from obstructions or they will not be emptied! You must place bins at least five feet away from any other objects to avoid damage. Place the can on the curb not in the street.

Q - Can I leave additional material next to the cart?

A – No. Material must be in the cart and the lid must be closed. Items left on the ground will not be picked up!

Q - What if my home needs more than one cart?

A- All residences will receive one trash and one recycling cart. If multi-family homeowners decide they need more capacity, then they may order additional carts up to the number of units in the building, at no charge. Single family homeowners who need additional capacity can purchase an additional cart for an annual fee.

Q - Who do I contact if I believe my cart has been stolen?

A – Contact the Plainville Police Department non-emergency number at (860) 747-1616

Q - My home is part of the Bristol/Plainville single stream recycling program, what happens to me?

A – Bristol will continue to pick up your recyclable material. Your trash and recycling days will remain the same.

Q- Who do I call if my cart has not been emptied by 5 p.m.?

A – Call Lattella Rubbish Removal at 1(800)21-LATELLA (1-800-21-528-3552). Your cart must be placed at the curb no later than 5:00 a.m. the morning of your scheduled pick up.

Q – What do I do with my trash and recycling carts when I move?

A – Leave them at your old residence. The carts are owned by the Town of Plainville and each cart is assigned to a specific address.

Q - What materials am I allowed to place in the recycling cart?

A- Clean food & beverage containers: Newspapers, magazines, catalogs, junk mail, office paper, cereal boxes, glass and metal food containers, plastic containers #1-7, and corrugated cardboard. Instructions can be found on the recycling cart.

Q- Do I still need to wash my recyclables before I place them in the cart?

A – Yes. All glass, plastic, and aluminum items must be rinsed prior to placing in the cart.