

Solid Waste Services FAQs

The James Island Public Service District (JIPSD) provides garbage and yard debris services for residents on James Island that are not annexed into the City of Charleston. Recycling services are provided by Charleston County and any questions you might have regarding recycling should be directed to the [Charleston County Recycling Services website](http://www.charlestoncounty.org/Recycling_Services_website) or www.charlestoncounty.org.

Below is a list of our most frequently asked questions. If you should need more information, please contact us at (843) 795-9060.

JIPSD will issue one 96-gallon rolling cart at “no cost” to each single-family residential property. This rolling cart remains the property of JIPSD. Please do not take the rolling cart with you if you move. Additional rolling carts may be purchased through the Solid Waste Department for an additional cost. Only three rolling carts per property are allowed. Customers needing more than three rolling carts should contract for dumpster services.

Customers must use the standard rolling carts issued by JIPSD. Non-District issued garbage receptacles will be picked up for proper disposal.

Hardship cases, such as age, disability, or infirmity, when confirmed by JIPSD, may be afforded the special service of refuse receptacle carryout and carryback upon application. Backdoor service is available on a once per week basis, subject to the approval of JIPSD, which may require a doctor's certificate for those persons who are unable to roll their mobile cart to the curb.

1. How do I obtain a rolling cart?

If you are moving into an existing home, you should have a rolling cart at the property. If you do not have one, please call (843) 762-5260 to request a rolling cart.

2. Can I exchange the size of my rolling cart?

Yes you may. Just contact our Solid Waste Department at (843) 762-5260 to make arrangements. A record of assigned rolling carts is maintained to ensure against loss.

Available sizes:

- **96-gallons** will hold approximately 8-10 bags of garbage (*Recommended*)
- **64-gallons** will hold approximately 4-7 bags of garbage
- **32-gallons** will hold approximately 2-5 bags of garbage

3. Can I request an additional rolling cart?

Yes, we can provide up to three rolling carts for each residence. A rolling cart can be ordered by calling the Solid Waste Department at (843) 762-5260. Delivery may take several days and the price is based on size.

4. What time does the truck come by my house?

We do not have a set time. Your rolling cart and debris should be at the curb by 6:00 a.m. on your collection day. Even if we come by your house every day at the same time, we may have to occasionally switch route drivers which may cause a shift in pick-up times.

5. I think the truck missed my collection – what do I do?

Please contact the Solid Waste Services Department at (843) 762-5260. There are many reasons we may not have made a collection. We may have been by earlier than usual and your roll cart was not out. You may have had non-collectable debris in the cart. We may even have had a route change and missed you by accident.

6. What is the holiday garbage and yard debris pick-up schedule?

[Holiday Collection Schedule](#)

During the holiday week, your collection generally occurs one day later than your regular day with the exception of Thanksgiving week and potentially Christmas week. Please check JIPSD's Website (www.jipsd.org) for the exact dates your garbage or yard debris will be picked up. Administrative offices are closed in observance of the following holidays:

- New Year's Day
- Veterans' Day
- Martin Luther King Jr.'s Birthday
- Thanksgiving Day
- Presidents' Day
- Day after Thanksgiving
- Memorial Day
- Christmas Eve
- Independence Day
- Christmas Day
- Labor Day
- Day after Christmas Day

7. Where should I place my rolling cart on my scheduled day of pick-up?

Place rolling carts within two feet of the curb with handle facing away from curb and at least three feet from any obstructions such as vehicles, mailboxes, recycling containers, trees, etc.

Garbage should be placed no earlier than 6:00 PM the day before scheduled pick-up and yard debris shall not be placed earlier than two days before scheduled pickup. Rolling carts must be removed as soon as possible after pickup, but no later than 6:00 PM on the scheduled pickup days.

8. How should I fill my rolling cart?

To properly fill your rolling cart, please follow these guidelines:

- Drain and wrap or bag wet garbage.
- Nothing should stick out of the top or hang over the sides of the rolling cart.
- The lid of your rolling cart should close.
- Don't place objects on top of closed lids or in front of rolling carts.

No household garbage may be placed with yard debris for pick-up.

9. Why was my old container not taken?

The best way to have your old garbage container removed is to put a note on the container stating “Take Me.” The container will then be collected on your next collection day.

10. My rolling cart is broken – what do I do?

Contact our Solid Waste Department at (843) 762-5260. We can repair a JIPSD owned rolling cart with new wheels and lids. *Please note we do not provide cleaning services for smelly rolling carts. Rolling carts should be cleaned with soap and water by the homeowner. Please put the wash water onto a dirt or grass area – but do not pour it down the storm drain (storm drains flow to the marsh or your neighborhood pond).

11. My rolling cart was vandalized or stolen. What do I need to do?

If your rolling cart is missing, please check with your neighbors first to see if they grabbed it by accident. If it does not turn up, contact the Solid Waste Department at (843) 762-5260 to make a report. A temporary rolling cart will be issued while the JIPSD works with the police to investigate the theft.

To order a replacement rolling cart, or to report repair/service needs due to vandalism or graffiti, please call the Solid Waste Department at **(843) 762-5260**. When calling for service, please give the service address, telephone number and your name. Please empty and wash out the damaged rolling carts and place them at the curb on the scheduled day of repair.

12. How do I dispose of syringes or other sharp items (i.e. – sharps)?

Sharp items or sharps are any discarded article that may compromise intact skin by causing punctures or cuts, including but not limited to, needles, syringes, Pasteur pipettes, lancets, broken glass, razor blades and scalpel blades. Sharps shall be disposed of in accordance with South Carolina Department of Health and Environmental Control's (SCDHEC) recommended procedures for syringe and sharp disposal.

13. What should I do with old electronics such as computers, TVs and microwaves?

Electronic equipment should not be thrown out with the garbage, as it contains hazardous components which should not be burned or put in a landfill. Please recycle these items by dropping them off at the recycling center located in James Island on Signal Point Road. Electronic devices include CPUs, monitors, keyboards, plotters, printers, floppy drives, interfaces, CD ROMs, televisions, stereos, radios, VCRs, camcorders, microwaves, telephones, power supplies, hard drives, tape drives, and other miscellaneous electronics.

14. How should I prepare my yard debris for collection?

Please prepare yard debris the following ways:

- All leaves, twigs, weeds, pine cones and grass clippings shall be placed in brown paper bags designed for the

purpose of leaf and clippings disposal and placed at the curb, with a limit of 25 bags. It is the responsibility of the resident to provide the necessary bags. Loose leaves and grass placed at the curb in piles will not be collected.

- No household garbage may be placed with yard debris for pick-up.
- Tree limbs should be cut less than 6' in length. Piles should be placed neat and parallel with the road no larger than 4' in height x 5' in width x 15' in length.

15. What do I do with bulky items?

Bulky items will be collected on the same day as yard debris. There is a limit of 2 bulk items, or 1 claw scoop of materials generated by the homeowner per week (equivalent to about what would fit in a standard 96-gallon roll cart).

Boards or lumber should be no more than 6' in length and nails need to be bent downward. Loose/small items such as tile, sheet rock, wood scraps, etc. must be broken up and placed in heavy duty bags.

Place windows, mirrors, etc. separately and tape glass in an X pattern to help prevent shattering.

Bulk/excess cardboard will not be collected. See item #16 for more information on recyclables.

16. Does JIPSD provide recycling services?

No, recycling is provided by Charleston County's Environmental Management Department. They offer curbside pickup for certain recyclables placed in their blue roll carts, and drop off convenience centers for: bulk cardboard, other recyclables that cannot fit in the cart, and household hazardous waste such as electronics, paints, solvents, oils, etc. Please visit their website or contact their customer service department at (843) 720-7111 for more information.

[Environmental Management Website](#)

17. Who is responsible for hauling off contractors' debris?

The contractor or homeowner is responsible. No materials generated by contractors or landscapers shall be collected by JIPSD.

For additional information please see our Garbage & Yard Debris Collection Procedures brochure at www.jipsd.org.



James Island Public Service District

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