



City of Highland Park



LAKESHORE
Recycling Systems

Residential Waste and Recycling Services Frequently Asked Questions

As of January 1, 2016, Lakeshore Recycling Systems has been the City of Highland Park's exclusive waste and recycling company. LRS was chosen based on pricing and offering more options for disposing of organic and electronic materials.

1. Who is the City's waste hauler?

Lakeshore Recycling Systems (LRS), based out of Morton Grove, IL, is the City's current waste & recycling hauler. LRS is an 18-year-old company that has seen impressive, but controlled growth by providing the highest levels of waste and recycling service. Their efforts in sustainability have set them apart from other haulers; specifically, LRS is one of few haulers that do not own a landfill and focus instead of increasing recycling participation rates.

2. Will rates increase?

A 2% - 3.5% rate increase can be expected in April based on the Consumer Price Index. The City's contract with Lakeshore Recycling Systems states that price adjustment will not exceed 3.5%.

3. When will my garbage be picked up?

To find out your refuse and recycling pickup day, please refer to a map by using the City's Property Search tool at www.cityhpil.com/propertysearch. Input your address, view the Map Gallery, and select the "Garbage Collection Area" Map.

4. What cart sizes are offered?

Depending on the service, LRS will offer a choice of 35, 65 and 95-gallon carts. Volume-based and backdoor customers will be provided a 35-gallon refuse cart. Subscription curbside customers have the option of choosing a 35, 65 or 95-gallon cart for both refuse and recycling. Volume-based curbside customers may choose a 35, 65, or 95-gallon cart for recycling. All backdoor customers will receive a 35-gallon recycling cart.

5. Can I change the type of service I have?

Yes. If you would like to change services at any time, call an LRS Service Representative at 773.685.8811 or email info@lrsrecycles.com.

6. When is the annual spring clean-up?

Spring clean-up is offered year-round through LRS's bulk item pickup service. LRS will take one 'Bulk' item that can be safely removed, per week at no charge (tables, chairs, mattresses etc.). *If more than one bulk item is left out for pickup, a refuse sticker will need to be attached to the item. LRS also offers an annual spring clean-up that will be promoted through City communications in the spring.

7. What is the organic/ composting program?

The City's organic collection program allows customers to comingle their food scraps with their yard waste in conjunction with the landscape season between April 1 and December 15. There are two options for this type of collection, volume-based curbside collection and subscription curbside collection. For both services, LRS will provide a 35-gallon cart for no additional charge. Volume-based customers will place a sticker (same as waste sticker) on their container when it is full and bring it to the curb on the same day as their waste and recycling collection. Subscription customers will do the same, except there is no need to purchase stickers.

If customers only want to dispose of yard waste and not food scraps, they may use biodegradable bags and bring them to the curb for collection. Volume-based customers must affix a sticker to the bag in order for them to be collected. Volume-based landscape customers are limited to 33gallons per sticker. Please do not dispose of food scraps in biodegradable bags as this may result in a pest control issue.

8. What do I do with electronics?

LRS will collect one large electronic waste item (televisions, monitors, computers, speakers, etc.) or three small electronic waste items (phones, mice, radios, adding machines, etc.) on the first customer collection day of each month. Please contact LRS for information regarding large or small sized electronic waste options at 773.685.8811 or info@lrsrecycles.com.

9. How do holidays affect my service?

After one of the following holidays, service will be collected a day late. Please note that Friday service during a holiday week will occur on Saturday.

<i>Christmas</i>	<i>New Year's Day</i>
<i>Memorial Day</i>	<i>Independence Day</i>
<i>Labor Day</i>	<i>Thanksgiving</i>

10. How can I dispose of appliances and 'white' goods?

White goods and appliances are no longer allowed in landfills. If you have an appliance or white good that needs removal, please call a LRS Service Representative at (773) 685-8811 or email: info@lrsrecycles.com to schedule service. A charge of \$40.00 per item will be charged. Items include:

<i>Washers and Dryers</i>	<i>Refrigerators (no Freon)</i>
<i>Ovens</i>	<i>Dishwashers</i>
<i>Stoves</i>	<i>AC Units</i>
<i>Hot Water Heaters</i>	<i>Freezers</i>

11. How can I dispose of household chemical waste?

Household Chemical Waste is not allowed in conventional waste streams. Please consult the Solid Waste Agency of Lake County (SWALCO) at (847) 336-9340, or www.swalco.org to schedule an appointment to properly dispose of HCW's. Items include, but are not limited to:

<i>Paint</i>	<i>Cleaning Products</i>
<i>Pesticides</i>	<i>Solvents</i>
<i>Oil</i>	<i>Antifreeze</i>
<i>Insecticides</i>	<i>Lawn Chemicals</i>

12. How do I dispose of construction and demolition debris?

Please call a LRS Service Representative at 776.685.8811 or email: info@lrsrecycles.com to schedule service.

13. What do I do if my garbage isn't picked up?

If your garbage or recycling was not picked up on its scheduled service day, between 7:00 AM and 4:00 PM, please call a LRS Service Representative at 773.685.8811 or email: info@lrsrecycles.com to schedule service.

14. How long is the contract with LRS?

The Contract with LRS is in place until March 31, 2022

15. What is an RFID chip and how does it work?

Radio Frequency Identification (RFID) technology allows Lakeshore Recycling Systems to track and bill residents without the cumbersome act of buying stickers. An RFID tag is embedded into the refuse carts and tracks the number of times a refuse cart is tipped each month. Customers are billed accordingly.

16. Who should I contact with questions or concerns regarding my service?

Please call LRS at 773.685.8811 with any questions or concerns.

If you would like to express a concern about LRS, please contact the City at 847.926.1000.