

## FAQ's

### Frequently Asked Questions

- **When is Bulk Pickup.**
  - Bulk Pickup is schedule for the week following the Community Wide Yard Sale, which is held the first Friday and Saturday of May & October.
  - The Town makes multiple trips during bulk pickup. One trip may be appliances only, the next trip will furniture.
  - The Town request that items be separated between types so when making the multiple trips they can pick up the items for that group.
  - The Town ask that bulk pickup not be placed curbside until the Saturday or Sunday before the Bulk Item Pickup starting on Monday
- **What is NOT allowed in Bulk Pickup**
  - Tires
  - TV's
  - Computer Monitors
  - Oil's and Paints
  - Wooden Pallets
  - Whole Rooms of carpet and padding
  - Shingles
  - Construction materials that has nails in them
  - Batteries
- **Some of the items that may be picked up during Bulk Pickup**
  - Mattresses
  - Appliances
  - Furniture
- **Brush Pickup**
  - Piles should not be any larger than 6x6x6. If larger it will not be picked up
  - No diameter of limbs larger than 6"
  - The Town will not pick up limbs that were not cut by the property owner
- **Brush Pickup – Yard Clippings & Leaves**
  - Yard clippings will be picked up on brush pickup day as long as they are bagged in large clear plastic bags.
  - Leaf pickup will begin in early November and run through the month of December. If there is a water leak or inclement weather leaf pickup may be postponed for higher priority issues.
- **Garbage & Recycle Information**
  - Garbage is picked up on Tuesday each week. There may be exceptions if there is a holiday on Monday and that will push the Garbage pickup to Wednesday.
  - Recycle is picked up every other Wednesday. There may be exceptions if there is a Holiday on the prior Monday or Tuesday which may change the recycle pickup to Thursday.
  - Garbage and Recycle bins are to be placed roadside by 7:00AM the day of pickup and removed for the roadside by 7:00PM
- **Open Burning**
  - Burning of leaves and brush are not allowed in the town since there is a service offered for these items.
  - Small Fire Pits are allowed in the town, unless there is a county wide burning ban in place.
- **Credit Cards**
  - Credit Cards are not accepted in Town Hall.

- They may be used after an account is set up in the system, either online at [www.boonvillenc.com](http://www.boonvillenc.com) or you may call 844-579-2887 to pay using a credit or debit card.
- **When is my water bill due?**
  - Payment needs to be received by the end of the month to avoid a 10% late fee
- **How do I get water in my name?**
  - You can stop by Town Hall M-F between 8:00AM – 5:00PM and fill out an application. The deposit must be either in cash, check, or money order.
- **What if I have a water leak?**
  - You will need a receipt from the plumber for an adjustment.
  - Only 1 adjustment allowed within a year.
  - Toilets are not considered for a leak adjustment per our ordinance
- **How do I pay my Town Taxes?**
  - Town Taxes are collected by the Tax Department in Yadkinville. It is combined with the county taxes.