



City of Madison Heights, Michigan

City Hall Municipal Offices
300 W. Thirteen Mile Road
Madison Heights, MI 48071

Department of Public Services
300 W. Thirteen Mile Road
Madison Heights, MI 48071

Fire Department
31313 Brush Street
Madison Heights, MI 48071

Police Department
280 W. Thirteen Mile Road
Madison Heights, MI 48071

www.madison-heights.org

Green for Life (GFL) Frequently Asked Questions

*** It is the City and GFL's intent to provide the best possible service to our residents and to continue to provide relevant and timely information and updates. We are hopeful with better resident communication that we can be proactive with addressing any service issues that may arise. ***

1. Why is my garbage, recycling, or compost getting picked up so late?

At times, the volume of all three items above has been higher, road construction delays on major and local roads, longer times/delays at dump sites, and unexpected equipment failure have all contributed to this. Over the last 4 months, Madison Heights has experienced an average finish time of 5:30 pm; we are continuing to work with GFL to improve on this and meet our contract of pick up by 5pm. It should be noted that the no parking restriction from 7am-4pm on garbage days are to assist the street sweepers and other DPS operations.

2. Why was my garbage, recycling, or compost not picked up?

While stops can (and do) get missed, often times containers are not properly labeled with stickers (compost or recycling). The Department of Public Services (DPS) does provide these at City Hall and Library for free. When a container is marked, please ensure that the sticker or label is clearly visible from the street. Also, items that get set out late may not get picked up. Garbage/recycling/compost should be out no later than 7 am on your scheduled trash day. Please be aware that there are separate trucks picking up each of these items at different times throughout the day. Due to the possibility of the truck coming later than normal, please wait to call DPS until the next morning if you find that your items have not been picked-up. DPS will immediately contact the GFL Route Supervisor and have this taken care of.

Area Code (248)

Active Adult Center.....	545-3464	Finance	583-0846	Nature Center	585-0100
Assessing.....	858-0776	Fire Department.....	588-3605	Police Department.....	585-2100
City Clerk.....	583-0826	43rd District Court.....	583-1800	Purchasing.....	583-0828
City Manager	583-0829	Human Resources.....	583-0828	Recreation.....	589-2294
Community Development	583-0831	Library	588-7763	Water & Treasurer	583-0845
Department of Public Services.....	589-2294	Mayor & City Council.....	583-0829		



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3. Why is GFL mixing garbage and compost or recycling in the same truck?

These items should NEVER be mixed, it's against the law! If a GFL truck breaks down they may send a garbage truck **just** for compost or recycling, it's based on which truck is available at that time. We have requested that GFL place magnetic signs clearly identifying what the truck is picking up in the event that this occurs. If GFL is ever witnessed putting garbage, recycling, or compost in the same truck at the same exact time, please call DPS immediately.

4. My can is missing or damaged, will GFL replace it?

They will replace it with the **same size** can that was broken, if it was their fault. The new 96 and 64 gallon trash and recycling totes have a 10-year warranty. These totes are purchased directly from GFL, and are not provided as a replacement for a smaller damaged can. If this happens, please call GFL Customer Service.

5. Why is there a mess left behind after GFL goes through my neighborhood?

The City's Solid Waste ordinance requires all garbage to be contained in bags, whether in a can or not. If your trash or recycling is not contained properly with a lid on the can or in bags, it may blow out of the cans. If GFL is witnessed creating a mess while performing their duties, please contact DPS immediately.

6. After GFL is finished, where and how should they place my cans/recycling bins?

All containers, no matter what size, should be returned to the general vicinity of where they were placed for collection. If GFL is witnessed improperly handing your trash, compost, or recycling containers, please contact DPS immediately, and the Route Supervisor will be notified. However, neither the City nor GFL are responsible for wind, or other

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inclement weather blowing cans or lids around. We suggest you put your address on your containers and lids in the event that they should become separated.

7. I heard that GFL is having staffing issues, especially in Madison Heights. Is this true?

GFL’s administration has assured us that while no company is immune to staff turnover, Madison Heights is fully staffed with the necessary amount of trucks and personnel.

8. I put my garbage, compost, or recycling container out, but it was only half-full, and it was missed. Why?

All containers placed at the curb are to be emptied regardless of volume, unless they present a safety or other collection violation. GFL has been notified to ensure that all containers are properly emptied.

9. Do I have to call for a special pick up if I have bulk items?

No, you are allowed 3 bulk items per week, but please make sure these items are not filled with nails or unsafe for GFL employees.

Contact Information:

Department of Public Services – 248.589.2294

GFL Customer Service – 844.464.3587

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