

**Cherokee County
Residential Solid Waste Program
Frequently Asked Questions (FAQ)**

General Questions

1. Why is Cherokee County implementing a Solid Waste User Fee?

For many years, Cherokee County has provided countywide residential curbside garbage collection without a dedicated funding source. Rising disposal costs, fuel, equipment, personnel, and operational expenses have made that model financially unsustainable. The Solid Waste User Fee creates a dedicated funding source that allows the County to continue providing residential curbside collection while funding other essential solid waste services.

2. How much is the fee?

The annual Residential Solid Waste User Fee is **\$222.00 per eligible residence**, which averages approximately **\$18.50 per month**.

3. What does the fee include?

The fee funds:

- Weekly residential curbside garbage collection
- Recycling disposal services
- Construction & Demolition (C&D) Landfill operations
- Residential disposal of C&D materials
- Residential limb and brush disposal
- Post-closure care and monitoring of the County's closed municipal solid waste landfill
- Improvements to customer service and collection operations

4. Is this a tax?

No.

The Solid Waste User Fee is a dedicated user fee that supports residential solid waste operations and related services.

5. Why isn't this paid through property taxes?

Using a user fee allows the County to make the solid waste program self-supporting and reduces reliance on the General Fund, helping preserve property tax dollars for other essential county services.

Billing Questions

6. Where will I see the fee?

The fee will appear in the **Fees** section of your Cherokee County property tax bill as the **Solid Waste Collection and Disposal Fee**.

7. When will I receive my bill?

The fee will first appear on property tax bills mailed in the fall of 2026.

8. When is payment due?

The fee follows the same payment schedule as your property tax bill. Property tax bills are due on January 15th of the following year after receiving the bill.

9. I am exempt from property taxes. How will I receive my bill?

Property owners who are exempt from property taxes will receive a separate bill for the Solid Waste Collection and Disposal Fee from the Cherokee County Treasurer’s Office.

10. Does the first bill cover a full year?

Yes.

The initial billing supports residential solid waste operations for Fiscal Year 2026–2027 (this duration is July 1st, 2026 to June 30th, 2027.)

11. If I buy or sell a house, who is responsible for the fee?

The fee is assessed to the property. Buyers and sellers should address responsibility for payment during closing, similar to property taxes.

12. Can I pay the fee separately?

No. The fee is to be paid in full with regular property taxes assessed. If someone that owns property and is tax-exempt, the fee will be billed on its own with a due date of January 15th. The County will provide payment options consistent with County billing procedures.

Service Eligibility

13. Who receives County curbside garbage collection?

Eligible:

- Detached single-family residences (up to two on a single parcel)
- Duplexes
- Townhomes and townhomes within developments with fewer than 50 units in which each townhome is located on a single parcel

Service is available countywide, including eligible residences located in the City of Gaffney and the Town of Blacksburg.

14. Does this include residents inside the City of Gaffney?

Yes.

15. Does this include residents inside the Town of Blacksburg?

Yes.

16. Why are churches and businesses no longer receiving County collection?

The County is focusing residential collection resources on residential households. Churches, schools, businesses, nonprofit organizations, and all other ineligible properties will transition to private collection effective October 31, 2026.

17. What if I live in an apartment?

Apartments and/or condos are not eligible for County residential curbside collection under the new policy. These multi-family properties on a single parcel must have a centralized dumping system provided by the property owner/management.

18. What if I live in a mobile home park?

Mobile home parks are not eligible under the new policy. These multi-family properties on a single parcel must have a centralized dumping system provided by the property owner/management. If an individual owns a mobile home that is located within a mobile home park (individual does not own the property in which the mobile home sits,) this property owner will NOT be subject to the solid waste collection and disposal fee.

19. What if I live in an RV park or tiny home development?

These developments are not eligible under the new policy. These multi-family properties on a single parcel must have a centralized dumping system provided by the property owner/management.

20. Why were these changes made?

Standardizing eligibility allows the County to focus resources on residential curbside service while improving efficiency, consistency, and customer service.

Collection Questions

21. How often will my garbage be collected?

Residential garbage collection will continue on a weekly schedule.

22. Will my collection day change?

Some routes may be adjusted as the County implements routing improvements. Residents will be notified if their collection day changes to the best of the county's ability during this transition period. The collection schedule will be moving from Monday-Thursday to Monday-Friday. This change will begin August 1st, 2026 and will be refined through the county's new route management system for the next several months. During this transition period, it is recommended that residents place carts at the roadway per the Solid Waste Collection Policy through the week. Although this is not generally an accepted practice, this will allow for continued pick ups as the service transitions. Cherokee County has alerted the municipalities of this recommendation during transition.

23. Will I receive a garbage cart?

Eligible residences will receive County-approved collection carts consistent with the Residential Solid Waste Collection Policy. The initial cart provided to provide service will be provided by Cherokee County at no cost and is to be requested and subsequently logged by Cherokee County Solid Waste Collections. An additional cart may be requested but a one-time fee of \$100.00 is to be assessed prior to requesting the cart. One must pay this fee at the Treasurer's Office then provide receipt of payment to the Solid Waste Collections Department to be recorded. A maximum of three carts can be located at any one residential structure serviced.

24. What if I don't need garbage collection?

The Residential Solid Waste User Fee supports the County's residential solid waste system as a whole, including weekly curbside collection, recycling operations, Construction & Demolition Landfill operations, residential limb and brush disposal, and required post-closure landfill care. The fee is assessed to eligible residential properties receiving County service as established by County ordinance. To establish a fee to best subsidize the service countywide, there is not an option to opt out of the fee.

25. Can I share a cart with my neighbor?

No. Each eligible residence is expected to use its assigned cart unless otherwise authorized by the County.

26. What if my cart is damaged?

Contact the Public Works Office to report damaged carts and arrange repair or replacement at 864-487-2536.

27. What if my cart is stolen?

Report the theft to Public Works at 864-487-2536. Replacement procedures will follow the adopted policy.

28. How do I report a missed pickup?

Residents should contact the Public Works Administrative Office by phone at 864-487-2536.

29. What information should I have when reporting a missed pickup?

Be prepared to provide:

- Name
- Address
- Phone number
- Collection day
- Description of the issue

30. How will the County investigate missed pickups?

Truck routing information and onboard camera systems will assist staff in verifying service and resolving reported issues.

Landfill & Recycling

31. Can I still take construction debris to the landfill?

Yes.

Residential Construction & Demolition debris will continue to be accepted under existing County policies at no charge to county residents utilizing the service for household purposes during open hours at the Cherokee County Landfill. Those utilizing the landfill for commercial purposes will continue to be assessed fees imposed under county policy.

32. Can I still bring limb and brush?

Yes.

Residential limb and brush disposal will continue under existing County policies at no charge to county residents utilizing the service for household purposes during open hours at the Cherokee County Landfill. Those utilizing the landfill for commercial purposes will continue to be assessed fees imposed under county policy.

33. Does the fee include recycling?

The fee supports the County's recycling operations and recycling disposal services. Direct fees for services such as waste tire disposal and E-Waste disposal will still be imposed under county policy. These direct fees offset the overall assessed user fee countywide to residents.

34. Can I still use convenience centers?

Yes. Existing convenience center services remain available unless otherwise announced. Cherokee County will be assessing the efficiency and illegal dumping issues at each location over the fiscal year to determine a best path forward for these sites.

Customer Service

35. Who do I call if I have questions?

Beginning in 2026, all residential collection questions will be handled through the centralized Public Works Administrative Office. The number to reach this office is 864-487-2536. The department is working towards automated email reporting systems over the next several months to assist with customer service issues.

36. Why are you changing customer service?

Centralizing customer service improves communication, accountability, and follow-up.

Service Improvements

37. What improvements are being made?

The County is investing in:

- New collection trucks
- New cart delivery vehicle
- Automated routing
- Truck cameras

- County-employed workforce
- Enhanced employee training
- Centralized customer service

38. When will these improvements occur?

Many improvements will be implemented throughout late 2026 as new equipment arrives. Cherokee County strategically did not purchase equipment ahead of the final budget adoption to ensure no tax dollars were wasted. The new trucks, camera system, and route software system will be live at the end of 2026.

Policy

39. Where can I read the full policy?

The Residential Solid Waste Collection Policy is available on the Cherokee County Solid Waste Collections webpage and through the Public Works Office.

40. What happens if I violate the collection policy?

The County will use progressive enforcement to address repeated violations, including education, warnings, and other actions as authorized by the policy.

Looking Ahead

41. Why is Cherokee County keeping curbside collection?

Cherokee County believes residential curbside collection is an important public service. This program creates a sustainable funding model that allows the County to continue providing that service while modernizing operations and improving customer service.

Additional Questions

42. Can I set out extra bags if my cart is full?

No. Residential collection is limited to the contents of your County-issued cart with the lid fully closed. Additional bags or items placed outside the cart will not be collected unless otherwise authorized by County policy. If your household consistently generates more waste than will fit in one cart, please contact the Public Works Office to discuss available options. Repeated violations of the county policy regarding bags outside of the cart (illegal dumping) will be address through progressive enforcement measures.

43. What time should my cart be at the curb?

Collection routes begin early each morning. To ensure service, carts should be placed at the curb no later than **6:00 a.m. on your scheduled collection day** or the evening before collection.

44. What happens if I place prohibited items in my cart?

For the safety of our employees and to comply with environmental regulations, certain materials cannot be collected through residential curbside service. If prohibited materials are observed, your cart may not be emptied until those items are removed. Residents may also receive a warning or other enforcement action as outlined in the Residential Solid Waste Collection Policy. The purpose of this service is to collect Municipal Solid Waste only. Municipal Solid Waste is considered a waste type consisting of everyday items that are discarded in a public household. All other items are to be disposed of in other facilities such as the Cherokee County Landfill.

45. What holidays affect collection?

Holiday collection schedules will be announced by Cherokee County each year in July. Residents should follow the holiday schedule posted on the County website and official social media pages. The County will provide advance notice whenever collection schedules are adjusted. For the 2026-2027 Fiscal Year, the following holidays will be observed and collection will not occur.

Independence Day	Friday, July 3, 2026
Thanksgiving Day	Thursday, November 26, 2026
Christmas Day	Friday, December 25, 2026
National Memorial Day	Monday, May 31, 2027

46. What if I have a disability and need an accommodation?

Cherokee County is committed to providing reasonable accommodations consistent with applicable law. Residents who are physically unable to place their carts at the curb should contact the Public Works Office to discuss available accommodations. Cherokee County will be updating our assisted collection lists. Residents may apply for assisted collection through the Public Works Office by calling 864-487-2536.

47. Can I appeal an eligibility determination?

Yes. If you believe your property was incorrectly determined to be ineligible for residential curbside collection, you may submit a written request for review to the Cherokee County Public Works Director. The County will review the request in accordance with the Residential Solid Waste Collection Policy.

48. What if my road is private or inaccessible?

County collection vehicles must be able to safely access a roadway. If a road is private, has weight restrictions, low-hanging obstructions, inadequate turnaround space, or other safety concerns, curbside collection may not be available. The Public Works Department will evaluate these situations on a case-by-case basis as defined by the Solid Waste Collections Policy.

49. How do I start service for a newly built home?

Once a new home is occupied and determined to be eligible under the Residential Solid Waste Collection Policy, the property owner should contact the Public Works Office to request service and arrange delivery of a County-issued collection cart.

50. How do I stop service if my home is demolished or becomes unoccupied?

Property owners should notify the Public Works Office if a residence is demolished or permanently removed from service so County records and cart inventory can be updated.

51. What happens if I own more than one home in Cherokee County?

Each eligible residential dwelling receiving County curbside collection is subject to the Residential Solid Waste User Fee. The fee is assessed per eligible residential dwelling receiving service.

52. Are rental properties billed differently?

No. The Residential Solid Waste User Fee is assessed to the property. Any arrangements between landlords and tenants regarding payment of the fee are private matters between those parties.

53. Will the fee increase in future years?

The Residential Solid Waste User Fee is established by Cherokee County Council. Any future adjustments would require action by County Council during the budget process after reviewing the actual cost of providing residential solid waste services.

54. Why is the County installing cameras on garbage trucks?

Truck-mounted camera systems help improve customer service and accountability. They assist the County in verifying missed collection reports, documenting service, protecting employees, investigating damage claims, improving route efficiency, and ensuring collection policies are followed consistently.

55. Why didn't the County privatize residential garbage collection?

County Council carefully evaluated multiple options for the future of residential solid waste collection. Rather than eliminating County-operated curbside service, Council chose to preserve countywide residential collection while establishing a dedicated funding source to make the program financially sustainable. This approach allows Cherokee County to maintain direct oversight of customer service, employee accountability, and operational quality while continuing to provide a service that many counties no longer offer.

56. Why is the County replacing temporary employees with County employees?

Moving to a fully County-employed workforce improves accountability, consistency, and customer service. County employees receive standardized training, are directly supervised by County management, and provide greater continuity in service. This transition is part of Cherokee County's broader effort to modernize residential solid waste operations and provide residents with a higher level of service.