

FREQUENTLY ASKED QUESTIONS – The Village of Fenney located in VCDD No. 12

The following Frequently Asked Questions relating to sanitation information pertain only to those residents residing in Village Community Development District 12, which includes the Village of Fenney located south of State Road 44 in Sumter County. For additional information, please contact Finance Customer Service at (352) 750-0000.

How much is the sanitation fee?

The current monthly residential fee for the portion of The Villages south of SR 44 is \$19.95 per month. Commercial customers can contact Finance Customer Service at 352-750-0000 for a current rate schedule and an application for service.

Is this a permanent fee?

The collection of sanitation is part of your contractual declaration of restrictions.

When do I receive a bill for sanitation services?

The fee for the sanitation services is included on the monthly amenity/water/sewer/irrigation bill mailed monthly.

What happens if I pay late?

Monthly bills are issued with specific due dates. Amounts not paid by the due date are subject to a 5% (five percent) late charge as provided in the rate rule.

Can I have the sanitation bill sent to a third party, who is not the primary owner?

The bills remain in the name of the current property owner on file with the respective County Clerk's office. The owner of a participating dwelling unit or commercial unit whose name appears on the real estate tax bill for the property is the responsible party for the sanitation fee. Bills can be mailed to any address requested by the owner.

Can I schedule the sanitation fee payment through an automated debit to my bank?

The entire amenity/water/sewer/irrigation and sanitation bill can be set up for automatic draft, linked to existing bank accounts. The District cannot separate out the sanitation charge for an automatic debit service that is linked to existing bank accounts.

Do I have to pay the sanitation fee if my property is vacant?

Yes, the sanitation fee, along with the amenity/water/sewer and irrigation fees are year-round fees and charged regardless of whether the property is occupied or not.

Does the fee include disposal of bulk items?

Yes. Please contact 1-800-223-4825 to schedule a bulk item pick-up.

How do I dispose of household waste, recyclables and yard waste?

- Household waste should be placed in a sealed 20-30 gallon trash bag. Each bag should weigh no more than forty (40) pounds.
- Yard waste should be bundled, tied and placed at the end of your driveway. Tree limbs and branches may not exceed four (4) feet in length. Lawn clippings and similar yard waste should be placed in bags.

What if I don't know my garbage, recycling, or yard waste days?

All services will be provided on Tuesday and Friday each week.

What if my collection day falls on a holiday?

There will not be collection on certain scheduled holidays. To view these scheduled holidays, please visit the [Holiday Collection Schedule](#). If your regularly scheduled pick-up day falls on a scheduled holiday, pick-up will occur on your next scheduled pick-up day.

Where do I place the trash bags on collection day?

Place the bags at the end of your driveway, at the edge of the street. Bags must be placed for collection before 6:00 a.m. on your collection day or the night before.

Where do I dispose of bulk items that do not fit inside the bag?

Garbage too big, bulky or heavy to fit in a normal trash bag is considered a "bulk item." Bulk items should be scheduled for a pick-up. Bulk items include furniture, large household trash, pallets, homeowner-generated remodeling debris, bicycles, lawn mowers, mattresses, loose items in open boxes, toilets, carpeting, fencing, lumber, computers, and other electronic equipment.

Bulk items should be placed curbside and at least three feet (3') away from your normal household garbage, mailboxes, utility poles, trees, gas or water meters, fire hydrants, cars, sprinkler heads or anything else that collection equipment could damage, or come in contact with. Do not mix bulk items or appliances or collection cannot take place.

Please call 1-800-223-4825 to schedule a bulk item pick-up.

How do I dispose of my yard waste?

Yard waste is collected at the same time and on the same day as your household trash. This collection takes place on Tuesday and Friday.

How do I dispose of household hazardous waste such as paint and motor oil?

Do not place household hazardous waste (flammables, paint, poisons, motor oil, etc.) with the household garbage. For information on hazardous material disposal, please see the contact information for your county below:

- Sumter County: (352) 569-6700

What time can I put out the garbage?

Garbage bags must be placed at the curb no sooner *than 9 p.m. the day* before your scheduled pick up and no later than 6:00 a.m. the day of pickup.

What if my garbage isn't picked up?

In some cases, garbage collection is delayed by the volume being collected on that day. If you are concerned that your home or street has been overlooked, please call 352-750-0000.