

## Curbside Garbage Service

- Pickup is once per week on Tuesday in the provided 95-gallon cart.
- Garbage must be placed curbside the night before collection day, or prior to 6:00 a.m. on the scheduled day of collection. Residential door service will be provided for disabled and handicapped residents at no additional cost. A physician's note is required for this service. Carts are not required and garbage may be placed in a suitable waste bag.
- Carts should be placed no more than three (3) feet from the curb.
- There needs to be at least three (3) feet between your cart and any other objects such as parked cars, light poles, mailboxes and other carts.
- Be sure to place garbage and recycling carts on opposite sides of the driveway.
- Cart handle should be facing the house and away from the street.
- **Items NOT accepted for pickup include:** Hazardous materials, Liquid waste, Tires, Animal carcasses, Yard waste, Bulk items, Appliances, Construction, remodeling and demolition material.

## Curbside Recycling Service

- Pickup is bi-weekly in the provided 65-gallon cart.
- Carts must be placed curbside the night before collection day, or prior to 6:00 a.m. on the scheduled day of collection.

- Items that do not fit within the cart should be placed in clear bags and set beside the cart with the exception of newspaper and cardboard. Newspaper and cardboard must be broken down, tied, and bundled for collection.
- Recyclables not at the curb when the driver services that side of the street will need to wait until the next scheduled day for collection.
- Cart should be placed in an area with a three (3) foot clearance on all sides.
- Carts must be removed from the streets and placed back up next to houses/buildings after collection.
- Cardboard not placed in carts must be broken down & bundled; no intact boxes will be accepted (loosely or containing other recyclable materials).
- **Items accepted include:** (Items subject to change as to what Hope Haven Industries will accept): Plastics #1 & #2, Aluminum cans, Chipboard (food boxes), Mixed paper (junk mail, catalogs, etc.), Tin cans (food cans), Newspaper, Cardboard, and Grocery bags. All items must be clean, dry and free of food debris. Shredded paper is accepted, however it must be bagged separately for collection.
- **Items NOT accepted for pickup include:** Pizza boxes (or other boxes that touched food), Toilet paper or Paper towels, Diapers or Feminine products, Food debris/Unclean items, Loose shredded paper, Styrofoam, Glass, Yard waste (leaves, tree limbs, grass, etc.), Clothing, Lumber or building materials, and Paper plates.

- To report a missed collection or service issue, please contact us within 24 hours at (800) 778-7652. Failure to report missed pickups within 24 hours may delay the collection to the next scheduled collection day as this is a bi-weekly service.
- Carts and/or clear bags tagged regarding the recycling guidelines may be left for the needed corrections. Customers must make the correction and place cart and/or bags at the curb for the next scheduled day of collection.

## Bulk Waste Service

- Bulk waste must be placed curbside the night before, or prior to 6:00 a.m. on the scheduled day of collection.
- Bulk cleanup will be provided curbside at no additional charge the 1st Tuesday of May and the 1st Tuesday of November.
- Bulk items must be contained or bundled in a way that it is easy to collect. Bulk exceeding 10yds may require the customer to schedule collection and pay additional fees for Roll Off service.
- Appliance collection is provided twice each year (Spring and Fall) for a fee.
- **Items NOT accepted for pickup include:** Construction and Demolition debris, Tires and Auto parts, Hazardous material, Yard waste or Vegetation, Liquids (cooking oil, chemicals, paint, etc.), and materials banned by law.

## Holiday Schedule

**New Year's Day** – Tuesday, January 1, 2019, Tuesday-Friday service will be delayed by one day.

**Martin Luther King Day** – Monday, January 21, 2019, Monday-Friday service will be delayed by one day.

**Memorial Day** – Monday, May 27, 2019, Monday-Friday service will be delayed by one day.

**Independence Day** – Thursday, July 4, 2019, Thursday-Friday service will be delayed by one day.

**Labor Day** – Monday, September 2, 2019, Monday-Friday service will be delayed by one day.

**Thanksgiving Day** – Thursday, November 28, 2019, Thursday-Friday service will be delayed by one day.

**Christmas Day** – Wednesday, December 25, 2019 Wednesday-Friday service will be delayed by one day.

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 Recycling  Holiday