

WASTE MANAGEMENT of TEXAS

RESIDENTIAL SERVICE PARAMETERS FOR WILCHESTER WEST

Effective June 1, 2010 your community will now have garbage and recycling services provided on a **Monday and Thursday** collection schedule. Please review the following information to acquaint yourself with the services provided to your community.

- A. Garbage collection days are: **Monday and Thursday**
Recycling collection day is: **Monday**. Items collected: See refer to attached Recycling Collection Information document.
- B. Garbage, rubbish and recyclables must be available for collection **by 7:00 a.m.** on your scheduled collection day.
- C. **WM shall collect up to four (4) items of properly packaged Bags or Containers (not exceeding 40 pounds each) at the “back door” of each residence.** Additional Bags or Containers up to as total of eleven (11) items may be placed curbside. The term ”backdoor” shall be defined as that area that is immediately adjacent to and in front of the residence’s overhead garage door(s) and/or gated access. Household garbage shall be packaged in containers such as lightweight metal cans, plastic cans and/or sturdy plastic garbage bags that are designed for use as residential garbage containers. All properly packaged garbage shall be clearly visible to WM personnel upon approach up to the garage door from the driveway. Access shall be direct and unobstructed from the driveway – containers must be removed from enclosed areas and vehicles in the driveway must create an obstruction.. **WM personnel shall not be permitted to enter any garage or enter any gated enclosure.** All properly packaged lawn and yard debris shall be collected from the curb. All Containers and/or Bags of household garbage, lawn clipping and/or leaves should weigh no more than forty (40) pounds each when fully utilized. Branches, tree trimmings and other similar yard waste shall be collected from the curb up to eleven Bags or Bundles. Branches and limb trimmings are restricted to diameters of no more than two (2) inches. Branches and tree trimming shall be cut into lengths not exceeding four (4) feet and securely tied to form a Bundle not to exceed forty (40) pounds.
- D. On the second scheduled collection day each week, WM will collect Bulky Waste such as bundled moving boxes or larger household items such as furniture from the curb. Please limit bulk to two items per week. Please contact our **Residential Customer Service Department at 713-686-6666**, should you have any questions regarding our services. Our office hours are 8 a.m. to 5p.m., Monday through Friday and 8 a.m. until noon on Saturday. Additionally and for your convenience you may email us at: **houstonservice@wm.com**.
- E. Waste Management shall not pickup hazardous waste such as motor oil, gasoline, paint, batteries, garden chemicals, smoke detectors, etc. Additionally, tires, tree limbs over two inches in diameter, scrap metal and similar items can not be handled by our personnel. Material generated from construction, remodeling, carpeting, or roofing materials are not considered as typical household garbage and rubbish. Consequently, they will not be collected. Please review the following website for recommended disposal options for restricted waste material; **www.cleanwaterways.org**.
- F. If an observed holiday falls on your garbage collection day, your pickup will occur on the next scheduled collection day following the observed holiday. **Recycling collection would be delayed until the next regularly scheduled recycling pickup day.** Scheduled observed holidays are:

New Year's Day
Labor Day

Memorial Day
Thanksgiving Day

July 4th
Christmas Day

WASTE MANAGEMENT of TEXAS, INC

RECYCLING COLLECTION INFORMATION FOR WILCHESTER WEST

Effective June 1, 2010 the recycling collection day is changing. Your recyclables will now be collected each **Monday**. Monday, June 7th will be the first collection under this new schedule. This document should address most of the common questions regarding the recycling collection program as provided by Waste Management.

WM will collect the following items: **Paper Products:** Newsprint, this includes the inserts that come within the newspaper. **Collection includes magazines, envelopes, telephone books, junk mail, cereal boxes (not the internal liners), computer paper, small cardboard boxes that have been flatten or other paper products that may be torn by hand.** No paper products that are contaminated with food residue are permitted or have a coating/attachment of plastic or wax.

Plastic containers: All post consumer plastic containers that have the international recycling logo imprinted on the bottom of the container with **#1 and #2** inside the recycling logo may be recycled. *Food containers must be thoroughly rinsed.* Please flatten your milk jugs to save space in the recycling bin.

Aluminum and Metal cans: These post consumer cans *must be thoroughly rinsed.* Please flatten the larger can(s) to save space in the bin.

Why rinse the containers? The recycling/sorting process is not set up to handle food residue. Additionally, ants, wasp and bees are attracted to the leftover food residue. Materials infested with these insects will not be collected as they pose a health and safety risk to our crews.

What about glass or other materials? Items may be added or deleted in the collection based upon whether or not there is a viable market for those items. At this time, there is no viable market for glass collected in the curbside program.

Collection Schedule: Each week on **Monday**. Should a scheduled holiday fall on Monday, no recycling will be collected until the next regularly scheduled recycling collection day.

All recyclables will be collected from the 18-gallon recycling bin provided by WM at the curb. Excess recyclable materials may be contained within an additional container of less than 40-gallon capacity provided by you, but clearly marked as **RECYCLE ONLY**. The bin remains the property of WM. Replacement bins due to theft or abuse, would require a direct replacement fee of \$8.00 to WM.

Additionally, WM offers the following direct response services for your convenience: Residential CFL and Battery Recycling Kits at www.thinkgreenfromhome.com, rep code 072524. Sharps Disposal by Mail at www.wastemd.com, and Pack Rat Storage System at 1-800-PACK-RAT Promotion Code 072524.

Please contact our **Residential Customer Service Department at 713-686-6666**, should you have any questions regarding our services. Our office hours are 8 a.m. to 5p.m., Monday through Friday and 8 a.m. until noon on Saturday. Additionally and for your convenience you may email us at: houston@wm.com.