

## HOA Trash Pickup Guidelines

All waste, including small pet waste bags, must be securely bagged in household, kitchen, or yard bags; all bags must be placed in the can(s), and set out by 5am of the scheduled collection day. Zan's will not return to collect refuse when cans are not out or that are inaccessible when we arrive for service. Bags placed on the ground next to the can(s) may not be collected. Cans with bags piled on top will be deemed unacceptable and may not be collected. Can lids may remain open or unsecured after servicing. Zan's is not responsible for rain collecting in the can(s) or for wind knocking over can(s). All cans must be visible and accessible for refuse collection. We do not accept keys or combinations for locks or doors.

### **Can "Ownership" and Enclosures**

Zan's recommends that all can(s) be visibly labeled with large, sticker, *non-permanent* house numbers. For backdoor customers, we also suggest that the area where the can is kept be labeled with the house number. (See examples of properly labeled cans and areas where cans are kept on the reverse side.) Do not use paint, permanent marker, or duct tape to label cans. This type of labeling will damage the cans and will incur charges for the HOA, up to and including the full cost of can replacement. Cans may inadvertently be switched during service; labeling helps prevent this problem.

### **Additional Guidelines for CURBSIDE service Automatic Side Loading Truck customers**

- Cans must have three feet of clearance on all sides - see reverse side for proper can placement infographic
- Cans must have five feet of clearance from any vehicle - see reverse side for proper can placement infographic
- Cans must be along the curb and not placed one behind the other
- All waste must be in the can including yard waste bags and cardboard boxes

### **Holidays and Weather Delays**

Zan's Refuse only delays service for Thanksgiving Day, Christmas Day, and New Year's Day. All refuse collection will be delayed one day for these holidays, when they fall on a weekday, and refuse may be collected on Saturday.

Please check our website for weather delays or closures. Should a delay occur, refuse will be collected the next day (weather permitting); the remainder of the week will also be delayed and refuse may be collected on Saturday.

### **Yard Waste Guidelines**

- Zan's will collect up to 3 bags of yard waste per unit as space allows in the truck, household waste is our priority
- Limbs and brush must be no larger than 3 feet in length and 4 inches in diameter
- Bundle limbs and brush with rope or twine, where the bundle is no larger than 2 feet in diameter
- Weight limit for yard debris (grass clippings, leaves, brush, etc.) is 35 pounds per bag or bundle
- Wet or water logged bags may not be collected
- Bags must be secured tied
- All yard waste must be in the can for curbside collection or next to the can for backdoor service.

### **Cardboard Boxes**

Zan's encourages environmental stewardship and requests that cardboard boxes be recycled. However, Zan's will collect, as space allows in the truck, up to 5 flat broken down boxes that are reasonable in shape and size, not to exceed 2 feet on any one side. We cannot collect appliance boxes, tv boxes, or other similarly large boxes.

### **Unacceptable Waste (not an all inclusive list)**

- Liquid of any type cannot be collected
- Landscaping debris ie. rocks, dirt, sod, tree stumps, mulch, timbers, etc.
- Construction and remodeling debris ie. wood, concrete, bricks, lumber, tile, drywall, etc. of any size/shape
- Appliances, major electronics, computers, fluorescent bulbs
- Furniture, mattresses, area rugs, carpet, lamps, etc.
- Hazardous waste ie. wet paint, automotive fluids, aerosols, petroleum products, tires, flammable products, asbestos tiles, rechargeable batteries, pesticides, pool/photo chemicals, household cleaners with ammonia or bleach, propane tanks, etc.
- Bio-hazardous material: needles, dead animals, unbagged fecal waste, etc. or any prescription or expired medications

Zan's recommends regular cleaning of can(s) with mild detergent mixed with bleach and water. Zan's is not responsible for items that stick inside can(s) when not properly maintained.

# Placing Your Cart

## HOW TO POSITION YOUR CARTS CORRECTLY

- 1** Allow 3 feet between carts and structures such as mail boxes, lamp posts and 5 feet from cars
- 2** Face the metal bar toward the street
- 3** Make sure the lid is closed



Real examples of unacceptable cans, none of these were collected:



Examples of properly labeled cans and areas where cans are collected from:

