



CLEAN-UP INFORMATION

On-call clean-ups, which you request at your convenience, take place on your regular garbage pick up day. You are allowed two (2) free clean-ups per calendar year—the first may be used during the months of January through June, and the second during the months of July 1 through December.

Please call at least two weeks in advance to reserve your clean-up day. *Requests for same week or same day clean-up service will be subject to an extra charge.* Because of space limitations in our garbage collection vehicles, clean-up day scheduling will be on a first come, first serve basis. We will do our very best to accommodate you in every way we can.

All requests for a clean-up day must be made through our customer service office. Please call our customer service representatives at (510) 262-1610 to schedule your pick up.

Please be sure to follow the guidelines below in preparing for your clean-up days:

- Do not put your clean-up materials in your garbage cans or containers that you want to keep.
- Place debris in bags holding 32 gallons or less.
- For the safety of our employees, do not conceal jagged or sharp objects. **Please place jagged or sharp objects in a separate bag labeled *Handle With Care*.**
- Do not combine your trash with your neighbor's trash.
- No large or bulky items can be picked up. The pick up is limited to fifteen (15) 32-gallon bags, equivalent to two (2) cubic yards.
- Clean-up piles exceeding 15 bags will be subject to an extra charge.
- ***Items that will NOT be taken include:*** liquids of any type, boxed or bundled debris, cement, rocks, dirt, mattresses, box springs, rugs, carpets, furniture, tree stumps, fencing, tied boards, toilets, bathtubs, sinks, water heaters, household appliances, metal parts, car parts, tires, and hazardous waste. Hazardous waste materials include used motor oil, solvents, paint cans, car batteries, empty gas tanks, pesticide containers, and asbestos.

Place your bags as close to the curb or parking strip as possible and be sure it is clear of parked vehicles. If you usually place your garbage can on the curb, keep it separate from your clean-up pile. Also, please make sure that you do not have any personal property near your clean up pile and do not stack your bags against personal property such as cars, boats, trailers, etc.

We recommend that you place your bags out the night before your clean up day or at least ***prior to 6:00 a.m.*** of your pick up day.

If you have scheduled a clean-up day and the material is not out when the drivers arrive, you will be subject to a return trip charge.

Please call (510) 262-1610 for any additional information.