



## Harris County Water Control and Improvement District 110

**Best Trash, LLC**

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### Best Trash Office Hours

Best Trash shall maintain normal office hours from 8:00 a.m. to 5:00 p.m. Monday thru Friday. Trash will furnish to the Parks and Recreation Manager, and Board Liaison an 'afterhours' contact number and electronic communications address, email, or text.

### Trash Collection Information

#### Residents of WCID110

- HCWCID110 provides trash collection and recycling services to all subdivisions in HCWCID110.

#### When is trash service?

- Trash service days are Wednesdays and Saturdays.
- Please have trash out at the curb by 7:00 a.m. each collection day.
- Trash must be placed within five feet (5') of the roadway, as close as practical without interfering with or endangering the movement of vehicles or pedestrians.
- If there are situations that cause trash service to be delayed (like Force Majeure), you will be notified by WCID110 and Best Trash on anticipated resumption of service.

#### Holidays

- When regular pick-up falls on a holiday, the pick-up will be made on the next regularly scheduled collection day.
  - New Year's Day,
  - Memorial Day,
  - July 4th – Independence Day,
  - Labor Day,
  - Thanksgiving Day,
  - and Christmas Day.

#### Complaints or Concerns

- All complaints will be made to Best Trash. Complaints received by District representatives will be consolidated and provided to Best Trash in a timely fashion in order to resolve the issue. If a residence is missed due to Best Trash's negligence, Best Trash will pick up said residence within twenty-four (24) of such notice.

Best Trash shall clean up any spillage of Residential Refuse from around a container. Best Trash shall pick up any Residential Refuse resulting from spillage occurring in the loading of Residential Refuse into the truck.

### Trash Specifics

#### Trash cannot exceed ten (10) receptacles, bags, or bundles.

- Trash must be in either:
  - containers not to exceed ninety-five (95) gallons, or
  - bags not exceeding 40 lbs., or

- bundles.
- All residential waste materials except tree and yard waste must be either in containers, bags or bundles.
- Trash can specifics and limitations:
  - Cans needs to be between 30-50 gallons
    - Cans smaller than 30 gallons or decorative may be considered trash and discarded as part of collection.
    - Do not use trash cans with handles on the sides.
- Bagged trash specifics and limitations:
  - bags not to exceed 40 lbs.
- Bundled trash specifics and limitations:
  - Trees, shrubs, brush trimmings and fencing must be bundled in lengths no greater than 4 feet with no branch diameter exceeding 3 inches.
  - The bundling is required to allow quick pickup and size limitations are required to avoid damaging the equipment in the crushing process.
- Yard waste
  - All tree trimmings, grass cuttings, plants, weeds, leaves, dead trees or branches, sawdust, limbs less than three inches (3") in diameter, brush or clippings.
- Bulky Waste / Heavy Trash
  - Will be picked up on all service days

#### **Appliances, Furniture, and Carpet will be picked up either day**

- Items such as appliances, furniture, carpet (up to 1 room, rolled up four feet wide and less than fifty pounds).
- Cardboard boxes (flattened).
- By Federal Law, refrigerators and freezers or any other items containing Freon must be drained of Freon and have an accompanying bill to validate such service was performed.

#### **What items will not be picked up?**

- Best Trash will leave a tag explaining the reason for non-collected item(s).
- Cans, bags, or bundles in excess of the ten (10) bag limit.
- Excluded Waste:
  - Concrete, dirt, rocks, bricks, batteries, cross rocks, tires, motor oil, cooking oil, logs and stumps over six inches (6") in diameter.
  - Sizable amounts (more than ten (10) containers, bags, bundles) of trees, brush, or debris cleared from properties, including, but not limited to, clearing in preparation for construction.
  - Construction debris
    - Debris generated from construction, remodeling, or landscaping.
    - Including, but not limited to: concrete, dirt, lumber, plywood, drywall, carpeting and other flooring materials, tile, roofing material, stumps, and soil.
    - If minor repair work is done by district resident(s) themselves, small amounts of materials will be collected if the general guidelines regarding lengths, weights, etc. are met, Best Trash will pick it up.
    - Demolition waste from vacant or improved properties prior to occupancy.
  - Household Hazardous waste
    - Including, but not limited to, pool chlorine and other chemicals, fertilizer, pesticides, paint, oil or other petroleum products, medical sharps or waste.

- Refrigerator items, freezers, air conditioning units, or any items containing refrigerant must have CFC's recovered and be tagged by a certified specialist prior to disposal.
- Any chemical compound, mixture, substance, or article which is designated by any governmental authority.
- Medical waste items.
  - Please do not dispose of gasoline, motor oil, paints, cooking oil, or any other liquid items in a container that is not visible to Contractor personnel. If it results in spillage, that causes a stain, Best Trash is not responsible for the cleanup.

#### **What if you have an item you aren't sure about or Best Trash will not pick-up in normal service?**

- Contact Best Trash to discuss special pick up and pricing. Best Trash can provide a cost for special pick-up of items and work with customer on arrangements for special pick-up.
- Best Trash can also provide other options for special pick-up services.
- If a resident does not notify Best Trash of such a special pick-up before its scheduled day, then Best Trash will leave a notice for the resident to contact Contractor during normal office hours before the next scheduled pick up day.

#### **Definitions**

- **Bags.** Plastic sacks/bags designed to store Residential Refuse with sufficient wall strength to maintain physical integrity when lifted by the top. Total weight of a bag and its contents shall not exceed forty (40) pounds.
- **Bulky Waste/Heavy Trash.** Refrigerators, freezers, air conditioners (note: all must have certification of refrigerant reclamation), stoves, water tanks, washing machines, dryers, freezers, other white goods, appliances, hot water heaters, couches, furniture, bicycles, containerized Yard Waste and similar items that might be found in or around the home.
- **Bundles Trees.** Shrubs and brush trimmings or newspapers and magazines neatly stacked and tied/secured, forming an easily handled package not exceeding four feet (4') in length or forty (40) pounds in weight, and tree limbs not exceeding three inches (3") in diameter.
- **Construction Waste.** Refuse as defined herein that is generated from construction, remodeling, landscaping, including, but not limited to, lumber, plywood, drywall, carpeting and other flooring material, tile, roofing material, stumps, and soil.
- **Customer.** The owner or occupant, as applicable, of an occupied Residential Unit.
- **Garbage.** All normal and usual household and institutional waste products that are placed in approved containers for collection purposes and are usually a mixture of putrescible, non-putrescible, and incombustible materials, such as organic wastes from food preparation and consumption, packaging materials, metal, glass and plastic containers and other items.
- **Hazardous Waste.** Any chemical compound, mixture, substance or article which is designated by any governmental authority, whether before or after the date of this Contract, including the United States Environmental Protection Agency or any agency of the State of Texas, as "hazardous" or "toxic" as the term is defined by, or pursuant to federal, state or local laws or ordinances. Hazardous Waste shall also include all medical waste items.
- **Residential Refuse.** All Garbage, Rubbish, Bulky Waste, Yard Waste and all other items that may be deposited in a sanitary landfill as generated by an occupant of a Residential Unit, excluding Hazardous Waste, but including household move-in cartons when collapsed and tied in bundles not exceeding four feet (4') in length and forty (40) pounds in weight.
- **Residential Unit.** A dwelling within the District occupied by a person or group of persons. A Residential Unit shall be deemed occupied when either water and sewer or domestic light and power services are being supplied thereto.

- **Rubbish.** All wood waste, wood products, tree trimmings, grass cuttings, dead plants, weeds, leaves, dead trees or branches thereof, chips, shavings, sawdust, printed matter, paper, pasteboard, rags, used and discarded mattresses, used and discarded clothing, used and discarded shoes and boots, waste paper and other products such as those used for packaging or wrapping, crockery and glass, ashes, floor sweepings, and mineral or metallic substances.
- **Severe Weather Conditions.** An act of God, landslide, lightning, earthquake, fire, explosion, hurricane, tornado, storm, flood, freeze, storm surge or similar natural disaster or occurrence.
- **Yard Waste.** All tree trimmings, grass cuttings, plants, weeds, leaves, dead trees or branches thereof, sawdust, limbs less than one three inches (3") in diameter, brush or clippings placed in containers, Bags or Bundles in compliance with thus Contract.