

**WASTE MANAGEMENT of TEXAS, INC.**  
**RESIDENTIAL SERVICE PARAMETERS**  
**CHARTERWOOD MUD**

Please review the following information to acquaint yourself with our service parameters.

- A. Collection days are: WEDNESDAY and SATURDAY
- B. Your trash and garbage must be out, ready for pickup by 7:00 a.m. on Wednesday and by 8:00 and on Saturdays. **All household garbage and rubbish will be collected from the curb.**
- C. Garbage may be contained in garbage cans or plastic garbage bags, but not to exceed forty (40) pounds in weight when full. **Helpful tip:** Bag all kitchen and bathroom trash and place this material in a waste container with a tight fitting lid. This process helps to control spillage due to animals and vectors of all kinds.
- D. Bagged yard waste material such as grass and leaves must not exceed forty (40) pounds when full. Branches and tree trimmings of less than three (3) inches in diameter must be **bundled and securely tied**, as not to exceed four (4) feet in length, a total circumference of the bundle shall be less than 24 inches, nor exceed forty (40) pounds in total weight. Limbs larger than three (3) inches in diameter are not collected. Bundles will be collected from the curb along with your trash and garbage. Please flatten and bundle moving boxes. Collection is limited to fifteen (15) items (cans, bags and/or bundles) per collection day.
- E. Bulky or heavy trash such as old furniture, appliances, garage cleanups, Christmas trees and similar items are to be **collected on the second scheduled pick-up day of each week, with a limit of two bulky items.** Please contact our **Residential customer Service Department at 713-686-6666**, if you have a question or unusual item for collection. Our office hours are 8 a.m. to 5 p.m. Monday through Friday and 8 a.m. until noon on Saturday.
- F. Waste Management cannot pickup hazardous waste (HHW) such as motor oil, gasoline, paint, batteries, garden chemicals, smoke detectors, etc. Additionally automobile tires, tree trunks, auto body parts and similar items cannot be handled by our personnel. Material generated from remodeling, carpeting, or roofing materials are not considered as typical household garbage and rubbish. Consequently, they will not be collected. Note: Refrigerators must have the compressor removed, refrigerant drained and lines sealed by a licensed technician with appropriate recycled content tag affixed to the unit.
- G. **If an observed holiday as specified below falls on your garbage collection day, there will be no collection that day. Collections will take place on the next scheduled collection day.** Please refrain from placing bulk items out on this day due to the large volumes of household garbage. Our scheduled observed holidays are:
- |                |                  |               |
|----------------|------------------|---------------|
| New Year's Day | Memorial Day     | July 4th      |
| Labor Day      | Thanksgiving Day | Christmas Day |
- H. Household Hazardous Waste Disposal (HHW), for questions and disposal options, contact Harris County Pollution Control at 713-920-2831 or online at [www.cleanwaterclearchoice.org](http://www.cleanwaterclearchoice.org). Be sure to note the yearly HHW drop-off programs for Harris County residents.
- I. Waste material such as construction or demolition waste, large bulk items, carpeting and other non-food items not normally collected from the curbside, please contact the WM Fairbanks Landfill at 713-849-2902 to inquire if your items may be appropriate for disposal at this location.
- J. Please note the following general requirements in a **post disaster** event such as a hurricane or flood. Waste material will be handled by different priorities according to the magnitude of an event. All waste must be placed in separate piles. **DO NOT CONSOLIDATE DEBRIS PILES.** Household garbage will have priority and shall be placed in a separate pile at the curb. Please separate material according to the following guidelines: 1. Household garbage. 2. Vegetation such as tree limbs, branches, etc. 3. Bagged yard waste such as leaves and twigs. 4. C & D refrigerators. It is typical that different companies may be charged with the collection of post disaster material, please listen and follow the instructions provided by the post recovery authorities.