



Residential garbage collection rules & guidelines

Garbage Collection:

Garbage is collected once a week, beginning @ 5:00AM.

- Please place your trash out for collection the night before.
- We will not return to collect trash which was not placed out on time.
- All garbage containers must be placed at the end of the driveway. Drivers are not responsible for retrieving containers from other locations.
- Items to be collected should not exceed 35 pounds. If the driver deems any container and/or item too heavy to safely lift, it will be left behind.

Container Requirements:

- Garbage containers can be plastic trash bags, plastic cans, or roll away totes.
- All containers should have a tight-fitting lid to prevent loose trash from blowing around.
- All containers must have handles.
- All roll away totes must be in proper working condition.
- Drums, barrels, yard & household containers are not permitted for use. If placed out for collection, they will be removed as trash and not replaced.
- We are not responsible for damage to containers or missing lids.
- Lids should not be tied to the can.
- Any container deemed too large and/or heavy will not be serviced.

Building Materials & Bulky Items:

- Concrete, bricks, ash, dirt & landscape waste are not permitted.
- Call 48 hours in advance to make arrangements for additional items to be removed. *We reserve the right to charge additional fees for bulky items, large amounts of trash, and building materials.*

Account Information:

- A written request must be provided when canceling service.
- Late payments or returned checks may result in additional charges.
- Service interruptions will be enforced on past due accounts.
- We reserve the right to take legal action against any customer who fails to pay their bill in a timely manner.
- Accounts cancelled due to non-payment will be subject to a \$25.00 fee.
- Landlords may be held responsible for rental properties.
- If we are unable to provide service due to poor weather conditions or any reason deemed an "act of god", a refund and/or credit will not be issued.
- No two houses may share a residential account.

Appliance Removal:

- Appliances are picked up on the last Friday of each month, except for November and December.
- Each customer must schedule an appointment and submit a payment of \$25.00.
- *Route 3 and some Route 2 customers are not eligible for appliance removal.*

Additional Customer Responsibilities:

- It is the customer's responsibility to have their house address posted in a highly visible manner.

These rules & guidelines are subject to change without notice and may be changed at any time.

Please call or email us with any questions or concerns.

Office (309) 829-5021 Email: hensondisposal@yahoo.com

Last Updated 1/1/2018