



## Common Complaints Q&A

### **Q. Why didn't my trash get picked up today?**

*A. Your trash was not out early enough.* Trash must be placed at the curb before 7 a.m. on your scheduled pick-up day.

*A. There is something in your trash AmeriWaste can't or won't take.* There are many things that can't go into the landfill and therefore are excluded from curbside trash pick-up. For example, all waste generated from remodeling, construction, etc. is excluded from curbside pick-up, as well as hazardous waste and electronics. Check out the "Non-Serviceable Items" on our Garbage and Recycling webpage.

*A. Your trash was overweight.* A trash receptacle is limited to a weight of fifty (50) pounds or less. Please be sure to use cans that are fifty-five (55) gallons or less.

*A. It may not have been the right pick-up day for the type of item missed.* Heavy items and green waste (branches and yard debris) are picked up on the second pick-up day of your weekly schedule.

*A. Obstructions were blocking the garbage truck from servicing your containers.* Occasionally, someone may have temporarily blocked your containers, such as a delivery truck, lawn crew, or a parked car preventing access to your can.

*A. Human Error.* It happens. Sometimes the garbage truck skips your house. It's not done maliciously, but it does happen. Most often, it is because you are new to a route, the company's routes have changed, or there is a new driver working your area. Just give AmeriWaste a call at 281-585-3200, and they will do their best to remedy the situation.



**Q. Why is my trash can not where I left it, or I just can't find it?**


A. The garbage workers are required to place your can within two (2) feet of where you originally placed it without obstructing traffic, driveways, or damaging landscape. However, you must do your part as well. When putting your trash can at the curb, do not place it near mailboxes or drainage outlets. Other factors play a part, such as wind, light-weight, or unstable cans. It only takes a small amount of wind or a small gust to knock a can over on its side. For example, the wind generated by a passing car is enough to knock an empty can on its side, potentially causing it to roll several feet away from its original placement. The extreme weather in Southeast Texas is also a huge factor. However, if you feel that none of these reasons are the problem, please do not hesitate to call AmeriWaste at 281-585-3200, so they may address the problem.


**Q. Why did my Recycling not get picked up?**

A. *Your recycle cart was not out early enough.* Recycling and Trash must be placed at the curb before 7 a.m. on your scheduled pick-up day.

A. *Your recyclable materials were in an unacceptable plastic bag.* Under normal circumstances, recyclable materials are to be placed loosely in the recycle cart that is provided by AmeriWaste. If you choose to bag your recyclables, it must be in a clear bag. Our recycling program is a "Single Stream" recycling, and contamination is a big issue. The trash workers are trained to do a quick look at what is in the recycle cart, therefore a clear plastic bag is necessary if bagging.

A. *Some items in your recycle cart are NOT recyclable.* There are many items that we think are recyclable, that just simply are not part of our recycle program. Certain types of plastics (#6) and Styrofoam are NOT part of our recycle program and are some of the biggest culprits that contaminate our recycle stream. Plastic bags, plastic wrap, etc., are NOT recyclable. All recyclables need to be clean as well, so a greasy pizza





box is NOT recyclable. Please refer to our “Recycling” tab on our “Garbage and Recycling” page on our website.

*A. You put household trash in your recycle cart.* The blue 48-gallon recycle cart that is provided by AmeriWaste is for recyclable material ONLY.

*A. Obstructions were blocking the recycle truck from servicing your containers.* Occasionally, someone may have temporarily blocked your containers, such as a delivery truck, lawn crew, or a parked car preventing access to your can.

*A. Human Error.* It happens. Sometimes the recycle truck skips your house. It’s not done maliciously, but it does happen. Most often, it is because you are new to a route, the company’s routes have changed, or there is a new driver working your area. Just give AmeriWaste a call at 281-585-3200, and they will do their best to remedy the situation.

