

City of Calabasas

Residential Waste and Recycling Service Guide



Proud to Serve Calabasas

WM is proud to be your partner in keeping the Calabasas community clean and green by offering residential recycling and organics recycling services at your home. These programs will help minimize your trash disposal needs, reduce costs and protect the environment.

We are proud to not only provide curbside pickup, but also provide additional programs and services for your benefit.

Move-In Collection Service

New residents to the community can call for a one(1)-time pickup of extra packaging materials such as cardboard boxes, styrofoam and newspaper. Must call within 3 months of service activation and appointment required.

At Your Door Service

There is a convenient service offered in your community for you to properly recycle or dispose of home-generated special materials known as Household Hazardous Waste. Residents can contact this service to schedule a pickup of their items at which time a Collection Kit with instructions will be mailed to your home. Materials collected are taken to a facility, sorted and sent to be recycled and/or disposed of properly.

For a complete list of acceptable items, program guidelines and to schedule a home collection:

Go to: WMATYOURDOOR.COM

Call: **1-800-449-7587** (M-F, 5 am -5pm PT)

Email: ATYOURDOOR@WM.COM

Bulky Item Pickup

“Bulky Items” means items that cannot typically be accommodated within a cart. New Bulky Item Pickup is available on an as-needed, on-call basis, which means WM will provide up to three (3) pickups per calendar year of Bulky Items, you no longer have to wait for a City-Wide event. Customers can call two (2) days in advance to schedule a Bulky Item Pickup on their regular weekly collection day at no extra charge. Each Bulky Item Collection shall be limited to four (4) large household items, up to twenty (20) plastic trash bags or up to ten (10) bundles of Green waste (bundled no more than 4’ long and 18” in diameter) per collection pickup. For Bulky Item Pickups that exceed three (3) in a calendar year, WM may charge the Bulky Item Pickup Charge according to the rate schedule.



Acceptable items: furniture, mattresses, water heaters, appliances and bundled green waste in a container no larger than four feet by four feet by two feet (4’ x 4’ x 2’) and weighing no more than 60 pounds.

Unacceptable items: household hazardous waste, construction material and debris.

Christmas Tree Recycling

WM offers free collection and recycling of real Christmas trees beginning December 26, 2022 through January 6, 2023. Please remove all tinsel, garland, ornaments, lights and stands. Cut your tree in half and place in your green waste cart or place along-side your cart.



Water Based Paint and Used Oil Round-Up

Calabasas residents can recycle paint and used oil the 2nd Saturday of every other month (Jan., March, May, July, Sept., Nov.) for free at: Calabasas City Hall, 100 Civic Center Way from 10 am - 2 pm. This event only accepts motor oil, oil filters, antifreeze, latex paint and automobile batteries – 50 pound or 15-gallon limit. No appointment necessary and no business waste accepted.

Sharps

As of September 1, 2008, you can no longer dispose of sharps in your trash containers. WM's new MedWaste TRACKERSM is a convenient and cost effective used needle disposal recycling program. This easy-to-use system requires "Sharps" users to place their used instruments in one of the safe plastic containers provided by WM. When a container is filled, users just seal it and put it in the mail. Postage is pre-paid. To order a container, please call (866) 931-6321 or visit healthcare.wm.com. LA County offers a free Sharps disposal at the Lost Hills Sheriff Station.



Holiday Schedule

Waste collection does not occur on the following holidays:

New Year's Day Memorial Day Independence Day Labor Day Thanksgiving Day Christmas Day

When a holiday falls on a weekday, your collection will be delayed by one day for the remainder of the week. If a holiday falls on Saturday or Sunday, there will be no delay in service.

Account Management

Billing

- Payment is Due by the 10th of the month.
- Accounts not paid by the end of the month are subject to late charges and stop of service.

Payments

- Check, Visa, MasterCard, American Express or cash are accepted.

Payment Methods

- Phone: (800) 675-1171 (transaction fee will be applied)
- Website: www.wm.com, click on the Pay My Bill
- Walk In: 195 W. Los Angeles Ave, Simi Valley, CA 93065
- Mail: Waste Management, P.O. Box 541008, Los Angeles CA 90054-1008

CUSTOMER SERVICE
(800) 675 -1171
195 W. Los Angeles Ave.
Simi Valley, CA 93065
www.WM.com



Scan the QR Code to
set up your account.

Solid Waste Franchise Program Frequently Asked Questions

For your convenience we have listed commonly asked questions and answers.

Q. What are the benefits of entering into an exclusive franchise system to the City?

A. The goal of a waste franchise system is to guarantee the best service to residents at the best possible rates. The franchise agreement increases recycling and trash collection efficiency. It provides a uniform collection service for residential recycling and trash collection and eliminates duplicate trash collection services along city roads, resulting in less large vehicular traffic and associated wear and tear on City roads. Additionally to adhere to our city mantra of "Clean Air Calabasas" the franchise agreement states that all trash collection vehicles must run on 100% alternative fuel by the year 2012. WM achieved this goal in July 2009!

Q. What are the service rates for 2022?

A. Super Recycler - \$21.14/month, Basic Service - \$30.42/month, Basic Plus - \$36.63/month

Q. How can I reduce the cost of my trash bill?

A. The best and most efficient way to save money is through recycling. The trash collection rates are based on the size of your trash (blue) cart, not the size of your recycling or green cart. In fact, the smaller your trash cart, and larger your recycle, the more you can save. You have three options for trash carts: 32 gallons, 64 gallon and 96 gallons. A typical household doesn't need more than a 32-gallon trash cart if recyclable materials and green (organic) wastes are separated and disposed of properly. By switching from "Basic Service" to "Super Recycler", you can save \$9.28 per month, and \$15.49 by switching from "Basic Plus" to "Super Recycler".

Q. Can I save any money by switching to smaller recycling and green waste carts?

A. No. Your rates are based on your trash cart and not the other two cans. You can have 3 different sizes of recycling or green carts (32, 64 or 96 gallon), but they are all bundled into the same trash rate.

Q. How can I switch to "Super Recycler" service?

A. It takes one phone call to WM customer service at 1-800-675-1171.

Valet Service

Q. What is "valet service"?

A. Valet service is an extra service provided by WM to some residents at an extra charge to pick up carts from the backyard to the curb and return them after they are emptied.

Q. I live in a gated-community and I have valet service. Can I opt out?

A. You can't opt out individually, but if the majority of residents in the same HOA vote to opt out, and then the HOA should notify WM to stop the valet service. This service is offered to HOAs as a community, not to individual homes within a gated community.

Q. How much is the collection rate with valet service included?

A. Super Recycler new rate: \$42.44

Basic Service new rate: \$51.75

Basic Plus new rate: \$57.92

Q. I no longer want "valet service" how do I switch?

A. If you are not a member of any homeowner association, you can opt out by calling WM (1-800-675-1171). However, if you are a member of a homeowner association, you can't switch individually. The decision must be made collectively through the HOA Board of Directors.

Green Waste

Q. I have been dumping my yard waste into my trash cart. What's wrong with it?

A. The City of Calabasas Municipal Code requires all residents to separate their green waste and recyclable materials from trash. Yard waste is not trash and should not be dumped in landfills. WM has a new facility to recycle yard waste and produce organic compost from it. Recycling organic waste reduces the need for new landfills and extends the life of our valuable resources. Additional green waste carts are available at no charge.

Bulky Item, Electronic Waste and Hazardous Waste Collection

Q. Will WM offer additional bulky item collection services?

A. WM has added a new Bulky Item Pickup Service for Residents, available on an as-needed, on-call basis. Call two (2) days in advance to schedule the pickup and you have three (3) pickups per calendar year and four (4) large household items per pickup on your regular weekly collection day. You no longer have to wait for the City-Wide events. If you exceed the three (3) in a calendar year, WM may charge the Bulky Item Pickup charge according to the rate schedule.

Q. What items are accepted and not accepted in FREE bulky item collection events?

A. Accepted items include Furniture, Mattress, Carpet, Washer, Dryer and other Kitchen Appliances. Unaccepted items include Yard Waste, Construction Material and Debris, Chemicals and any kind of Hazardous Waste.

Recycling

Q. What can and can't go into my recycle cart?

A. Recyclable items include all clean, dry paper (junk mail, newspaper, cardboard, magazines, etc.); cans (aluminum, tin, steel); glass bottles and jars and plastic containers (soda, water, detergent, milk, juice, etc.). Trash items include food-soiled paper or napkins, dirt, diapers and wet household garbage.

Q. I don't participate in the recycling program. Can I be billed just for garbage collection?

A: No; the fee for garbage collection services is the same regardless of which services you choose to use. Furthermore, the City of Calabasas Solid Waste Ordinance provides that all residents and businesses must participate in City's recycling program.

Q. What do I do with my horse manure?

A. You may place your horse manure into your organic (green) can. Additional green carts are provided for free by WM Horse owners have a special responsibility, not only for the health and well-being of their horses, but for preventing manure and pastures from contributing to runoff pollution.

Waste Requirements

Q. Can I hire any other hauling company to collect my trash?

A. No. The franchise agreement gives exclusive rights to WM to operate in residential and commercial sectors in Calabasas. Using another waste hauler to collect solid waste from property is a violation of the City's Municipal Code, Chapter 18.16. In order to protect residents, property owners and to reach environmental goals, the City has no choice but to enforce franchise violations. Please note that the use of the construction and demolition roll-off container is governed through a non-exclusive Permit with several hauling companies. Please call City Hall to get a list of permitted haulers.

Q. Are all residents and businesses required to obtain and maintain garbage service?

A. The City requires all residences to maintain and pay for minimum garbage service.

Food Waste Recycling

Q. What is food waste recycling and how does it work?

A. Food waste recycling is basically composting (turning food scrape into soil). All food waste is biodegradable/compostable and, under the food waste program, will be mixed in with green waste. This mix will be taken to Agromin, a composting facility in Port Hueneme, where it will be turned into various forms of soil.

Q. What are the benefits of food waste recycling?

A. There are many benefits. Food waste recycling diverts compostable trash from landfills. Food waste makes up a significant portion of the waste stream because it is wet and heavy. Recycling food scraps saves landfill space and turns valuable organic resources into compost to be reused. Food waste recycling also helps keep our sewer lines working. Grease and foodstuff dumped into sink drains leads to the sewer system. These build up as sludge and cause clogging and illicit discharges in the sewer system, which present health hazards to the community. Food waste recycling can also save money. By eliminating organics from your trash stream, you may be able to downsize your trash can and reduce your trash bill. Fewer illicit discharges will result in less taxpayer money going toward sewer maintenance, cleanup and repair. To participate in the City's Free food waste recycle program please call WM to arrange delivery of your free food waste pail.

Your next cart may look different.

Senate Bill 1383—The Short Term Climate Pollutants Regulations, went into effect on January 1, 2022. SB 1383 mandates all residential carts be color coded the same across the State of California. Over the next few years, Waste Management will begin to phase in new carts (shown below) to new customers or existing customers who need cart replacements.



It's the Law: Mandatory Food Scraps Recycling

You can help reduce waste and slow climate change by properly preparing your organic waste

What Goes in the Organics Cart:



FOOD WASTE & FOOD SOILED PAPER



YARD WASTE



PRODUCE



MEAT, FISH & POULTRY



DO NOT INCLUDE:
LOOSE PLASTIC BAGS
SERVEWARE/UTENSILS
PLASTIC CONTAINERS
FOAM CONTAINERS
HAZARDOUS WASTE



BREAD, PASTA, RICE, GRAINS,
COFFEE GROUNDS & FOOD SOILED PAPER



DAIRY



Ensure food scraps are placed in a plastic bag or paper bag before placing in your organics cart.

Help Divert Food Scraps from the Landfill

NEW changes to your organics program

Food scraps **must** be contained in a plastic bag or a paper bag before placing in your organics cart.



To Learn More Visit: wm.com



ORGANICS | RECYCLING | TRASH

Right Materials - Right Cart - Know Which Cart to Use

Place Organics, Recycling and Trash containers together with proper signage so everyone places the right materials in the right cart.

What Goes in the Organics Cart:



FOOD WASTE & FOOD SOILED PAPER



YARD WASTE



PRODUCE



MEAT, FISH & POULTRY



DAIRY

BREAD, PASTA, RICE, GRAINS, COFFEE GROUNDS & FOOD SOILED PAPER



Ensure food scraps are placed in a plastic bag or paper bag before placing in your organics cart.

- DO NOT INCLUDE:**
- LOOSE PLASTIC BAGS
 - SERVEWARE/UTENSILS
 - PLASTIC CONTAINERS
 - FOAM CONTAINERS
 - HAZARDOUS WASTE

What Goes in the Recycling Cart:



PLASTIC BOTTLES & CONTAINERS



GLASS BOTTLES & CONTAINERS



PAPER



FOOD & BEVERAGE CANS



FOOD & BEVERAGE CARTONS



FLATTENED CARDBOARD & PAPERBOARD



Place recyclables directly into your recycling cart. Don't bag your recyclables.

- DO NOT INCLUDE:**
- LOOSE PLASTIC BAGS
 - FOAM CONTAINERS
 - CLOTHING, FURNITURE OR CARPET
 - HAZARDOUS WASTE

What Goes in the Trash Cart:



GARDEN HOSE



BROKEN CERAMIC DISHES & POTS



CANDY, SNACK & FOOD WRAPPERS



CHIP BAGS



FOAM CONTAINERS



DIAPERS



- DO NOT INCLUDE:**
- ORGANICS/RECYCLABLES
 - HAZARDOUS WASTE
 - ELECTRONICS
 - BATTERIES, TIRES OR PAINT
 - FLAMMABLE MATERIAL



To Learn More Visit: wm.com

© 2021 WM Intellectual Property Holdings, LLC.