

## Special Collections Service Details

### **1. Special Collections Service**

The Town provides each residential address with one free special collection service per calendar year (January 1st to December 31st) for up to a maximum of twelve (12) items. Availability of this service is limited and for this reason collections must be scheduled in advance. **If this is the first special collection booking for this property, in this calendar year, it will constitute the one free collection. Additional collections can be arranged at a cost of \$25.00 each.**

Residents will forfeit their one free collection should a situation arise where:

- a) A resident has failed to provide sufficient notice of 2 business days to cancel or to reschedule collection,
- b) Waste materials are not placed out to the curb for collection on the designated day(s) by 7:00am,
- c) Waste materials not placed out at the designated location for collection,
- d) Waste materials not placed out in the described manner for collection, as defined below.

### **2. Cancellation and Rescheduling Policy**

Residents must provide the Town of Whitby, Operational Services Department (905-668-3437) a minimum of 2 business days notice, prior to their scheduled collection day(s), to cancel and/or to reschedule their special collection service, without incurring a fee to reschedule. Failure to provide sufficient notice will result in the loss of the one free annual special collection and an additional charge of \$25.00 will be applied to reschedule the collection.

### **3. Special Collections Fee**

- a) All residents of Whitby are eligible for one free special collection service each calendar year for up to 12 items. A fee of \$25.00 is charged for each collection over and above the one free collection per address per calendar year.
- b) A fee of \$25.00 is charged where there will be more than the 12 items placed out for each collection over the 12 item limit.
- c) Where collection fees apply, fee must be paid three (3) days in advance of the scheduled collection date. Payment for this service can be made at the Town of Whitby Municipal Offices located at 575 Rossland Rd. E. between the hours of 8:30 a.m. to 4:30 p.m., Monday to Friday. After hour payments can be made at the Town Hall drop box, located at the east side doors of Town Hall.

### **4. CFC Fee**

A CFC removal fee of \$20.00 is charged for each household appliance that contains refrigerants with chlorofluorocarbon (CFC). A CFC sticker must be purchased from the Town and affixed to the appliance prior to the scheduled collection.

**CFC Stickers** can be purchased at any of the following locations:

- Town of Whitby Municipal Office - 575 Rossland Rd E. – 905 668-5803
- Whitby Civic Recreation Complex - 555 Rossland Rd. E. – 905 666-1991
- Iroquois Park Sports Complex - 500 Victoria St. W. – 905 668-7765
- Seniors Activity Centre - 801 Brock St. S. – 905 668-1424
- McKinney Centre - 222 McKinney Dr. - 905 655-2203 or 905 668-7765

**\*\*Please call ahead to ensure hours of operation.**

### **5. Cancellation and Refund Policy**

Should you need to cancel your special collection, please provide us with a minimum of 2 business days notice. Refunds will only be issued for special collections where sufficient notice of 2 business days has been provided. No refunds will be provided for missed special collections where materials were not set out on the scheduled collection day or where waste materials were removed from the curb prior to scheduled collection day.

CFC Refund Policy: Residents can receive a full refund for unused CFC stickers purchased within a 30 day period with a receipt.

### **6. When To Place Out Waste Materials For Collection**

Waste materials scheduled for collected under this service, must be placed out to the curb by 7:00 a.m. on your designated collection day(s). Under the Town of Whitby's Waste Management By-Law, no waste materials are to be placed out to the curb prior to 8:00 p.m. on the day prior to your scheduled collection date(s). Individuals that contravene this or any other article of the Waste Management By-Law may be subject to fines.

### **7. Where to Place Waste Materials for Collection**

Waste materials to be collected are to be placed out at the curb where you would normally place your residual waste, green bin and recycling materials for curb-side collection. Residents living in multi-residential or townhouse properties must advise staff at time of booking in order to determine the location for placement of waste materials for collection.

### **8. Special Collections Program**

There are four distinct types of collections that take place under the Special Collections program. These are:

1. **Bulky Goods** - Household furniture and other items such as: mattress, box spring, couch, table, desk, chair, dresser, chest, TV, etc.
2. **Metal Items** - Appliances (not including appliances containing CFCs), BBQ (tank and charcoal removed), metal wheel barrow (metal only), bicycle frame (remove rubber off wheels), patio table (metal), filing cabinet, shelving unit,

metal bed frame and rail, water heater, stove, range hood.

3. **CFCs** - Appliances that contain a refrigerant such as fridges, freezers, air conditioners, dehumidifiers, water coolers, etc.
4. **Tires** - Car, light truck and bicycle tires are accepted. Agricultural or off road vehicle tires are not accepted.

## **9. Scheduling Collection**

Depending on what type of waste residents have to be collected, they may be given two separate collection dates. One date will be for the collection of bulky goods and metal items, and a second date for the collection of appliances containing CFCs and tires.

## **10. Collection Requirements**

- a) The following outlines a partial list of general requirements for the Special Collections program.
- b) All items must be properly and securely bagged, bundled or boxed. Each loose item picked up will be counted as one piece of the 12 item limit.
- c) Items in excess of the 12 item limit will not be collected where payment has not been received in order to have additional items collected.
- d) Maximum weight limit of twenty (20) kilograms or forty-four (44) pounds per item. For some types of household furniture and appliances the weight and size dimensions will be exempted.
- e) Maximum dimensions of any item not to exceed six (6) feet in any direction.
- f) Carpet and underlay must be cut into widths not exceeding six (6) feet, rolled up and securely tied.
- g) Any waste materials that are deemed to be unsafe for collection, whether they are oversized, overweight, hazardous, restricted or not properly prepared for collection, will not be collected.
- h) Fridges and freezers - do not remove doors or interior racks - secure doors with duct tape and/or rope so as to restrict doors from opening.
- i) Waste materials are to be placed out next to the curb in such manner so as not to create a danger for and/or obstruct pedestrian or vehicle traffic.
  
- j) Waste materials not collected:
  - I. Construction and renovation (wood, drywall, brick, concrete) waste materials, with the exception of very small quantities. Please remove and/or bend nails over.
  - II. Landscaping waste materials such as dirt, sod, stones, rocks, concrete slabs and steps, fencing, wood and brush.
  - III. Automotive parts.
  - IV. Hazardous waste materials.
  - V. Recyclable and compostable materials.

VI. Brush, wood and tree stumps.

**11. Household Hazardous Waste (HHW)**

The Town of Whitby is not licensed to collect any material designated by the Ministry of the Environment as a hazardous waste. Residents can take their HHW to a Region of Durham's waste management facility at no cost, in order for this type of waste to be disposed of in the proper manner. **Never pour HHW down the drain or into street catch basins.**