



Cleveland FAQs

What is your holiday schedule?

To acknowledge these holidays and to allow our employees to spend time with their families we do not provide service on:

- New Year's Day
- Memorial Day
- July 4
- Labor Day
- Thanksgiving Day
- Christmas Day

What happens when my home service day falls on a holiday?

As a general rule, twice a week customers will only receive service once the week of the holiday. For one time per week customers holidays push our pickup schedules back one day. For example, if a holiday falls on a Monday, Monday's routes will be run on Tuesday, Tuesday's routes on Wednesday, and so forth through Saturday.

What time does the trash have to be out at the curb?

All refuse must be placed at the curb by 6:00 a.m. on your collection day.

Is my recycling material collected on the same day as the trash?

Yes

What do you accept for curbside recycling?

Acceptable

Aluminum and metal cans (labels do not have to be removed)
Plastic #1 and #2
Newspaper (please bundle or tie)
Corrugated cardboard/box board (i.e. cereal, soda, beer type packaging).
Magazines
Glass

Unacceptable

Milk cartons
Building materials or scrap metal
Waxed paper
Window glass, light bulbs or ceramics
Plastics other than products coded #1 or #2
Light bulbs
Ceramic dishes
Cookware
Pizza boxes
Plastic or wax coated paper (milk cartons)
Hardcover books
Styrofoam
Plastic bags
Aluminum foil or foil pie pans
Yogurt/margarine tubs or similar items
Medical waste/hypodermic needles
Propane cylinders small or large

Do you take large items and when?

Please contact your Hauling office to confirm for your local area



Why are you automating some recycling routes?

The main reason, in our mind, is our employees. Waste and recycling is one of the top five most dangerous jobs in America today. Because of the physical nature of our business, hopping in and out of a truck all day, bending, twisting and lifting, our drivers suffer injuries all of the time. By going to an automated system, we are investing in and extending the working life of our employees. That is also good news for you. By not having to continually replace your driver with someone not as familiar with your stop, you will see and increased consistency and better all-around service.

In my neighborhood you have gone to every other week automated recycling. I am afraid I will not be able to recycle as much as before.

Studies have proven that if you have a bigger container, people recycle more. Our new containers not only hold more and are much easier to take to the curb. By recycling, we are helping to conserve energy, save our natural resources and reduce waste going into landfills. In this case, more is better.

How will I know if my service will be changing?

Don't worry. We will notify you by mail of any service changes. We will also attach a flyer to your new recycle cart upon arrival, reminding you of the change along with a recycling schedule calendar.

What should I do if I forget my automated recycle pick up day since it goes every other week?

Our automated recycling pickup schedule is based on odd or even weeks of the month. If you do not remember if your pickup week was odd or even, [click here](#) to send us an email or call our customer service department at (216) 441-6300 for assistance.

What will you not pick up?

We will not pick up:

- flammable products
- oil
- paint cans
- tires
- animal carcasses
- manure
- tree stumps
- dirt
- stone
- rock
- brick
- lead, acid/wet cell batteries
- railroad ties
- toxic materials
- bio-hazardous materials or waste
- propane/oxygen/helium tanks
- items containing gas or oil
- explosives
- live ammunition or weapons
- large amounts of animal waste
- oversized brush, (longer than 4 feet in length or 6 inches in diameter)
- bags weighing more than 50 pounds



...or any items that cannot be safely loaded by our crews for removal or any items that may damage our hauling equipment

Do you take large items and when?

When you call our office 24 hours in advance of your pickup day, we will take some bulk items on your normal trash pickup day. For appliances, metal, or heavy items we will service with a different vehicle. Please call our customer service department at Cleveland Hauling office (216) 441-6300 for the schedule of these pickup dates. There is a nominal fee for the special pickup based on the type of item.

I have heard about your Recycling Rewards program. How can I participate?

We are proud to be able to reward our loyal customers and those who recycle with our rewards program. Visit this site to sign up or to check your rewards balance.

Where do you provide services?

We operate more than 400 local hauling divisions nationwide, including in Cleveland and surrounding communities.