

Garbage Collection

Automated Garbage collection is provided once a week. Each home or duplex is provided with an automated garbage cart that the resident rolls out to the edge of the curb (not into the street) by 8 AM on the scheduled day for garbage collection. The arrows on top of the cart or container should be facing the street. Be sure no vehicles or other items block access to the cart or it cannot be emptied. Within 12 hours after collection, remove the cart from the curb back to the house or garage. This is a requirement in our City Code of Ordinances to keep the appearance of neighborhoods clean and neat.

[Smart Phone App!!](#) (NEW!)

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I'm Moving...

I'm Disabled...

Q: I'm moving, do I take my container with me?

No, we will provide a container for you at your new location. If you do not have a container at your new address, please call Public Works at 764-3690. We'll deliver a new container at no charge by the end of the next business day.

Q: I am disabled and cannot roll my container to the curb, what can I do?

We provide a special door-side solid waste collection service for qualified disabled households. In order to qualify, please obtain a note from your physician stating that you cannot place your container curbside. Please fax a copy of this note to the Public Works Department at 764-3489 and we will add your address to our special service list. Your container must be outside of your residence (not in the garage) on your collection day in order for the driver to service it.

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Spills Odor & Damage

Q: Whenever my container is collected, the driver spills garbage and litter! What can I do?

Several things can cause spillage and litter when your can is being serviced. First, make sure that the container is not overflowing and that the lid is completely closed. Also please bag all garbage placed in the can. This cuts down on litter flying out of the can on windy days and keeps the container clean and odor free.

Q: My garbage container has a bad odor! What can I do?

To avoid this, we recommend bagging and tightly securing all garbage placed in the container. This also eliminates wind blown litter and spillage during collection. As the customer is responsible for keeping the container clean, we suggest that you rinse it out with soap and water on a regular basis.

Q: My garbage container is damaged/missing a wheel or lid, what can I do?

Call Public Works at 764-3690 or click [here](#). We'll replace or repair your container at no charge by the end of the next business day. Please be sure to leave the container in a location that is accessible to our personnel.

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Missed Garbage

Q: My container was not collected!

First, check to see if the waste collector left a service problem tag on the container. The tag will notify you of any problems we had trying to service the container. Make any requested changes (moving the container, clearing items in front of it, etc.) that are on the tag and call Public Works at 764-3690. We'll be glad to return and service your container. Also, be sure to have your container out curbside by 8 AM on your collection day.

Q: My container was tipped over and not picked up!

Often on windy days or thunderstorms, a container may be tipped over when we arrive to service it. As our drivers collect approximately 1,000 houses per day, they are unable to pick up containers that have been tipped over. Please set your container back up and call Public Works at 764-3690. We'll be glad to return and service your container.

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NOTICE

Potential problems with your :

- AUTOMATED GARBAGE COLLECTION (AG)
 - BRUSH/BULKY ITEM COLLECTION (BB)
 - COMMERCIAL GARBAGE COLLECTION (CG)
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- 1. Excessive garbage. Bags next to container, may need add'l container.
 - 2. Cannot collect due to:
 - A. Overloaded container—Could result in spillage when collected.
 - B. Unauthorized Container—City Ordinance #1948
 - C. Unauthorized/Prohibited Materials—City Ordinance #1948. Prohibited Materials are not accepted at the Landfill. Please remove the _____ & call for return trip.
 - D. Collection could result in damage to vehicle. (items protruding from top) Please remove the _____ & call for return trip.
 - 3. Container too far from curb. Must be 1-4 ft. from curb/ roadway.
 - 4. Container is too close or blocked by:
 - A. Tree
 - B. Add'l Container—Must be at least 4ft apart
 - C. Mailbox
 - D. Vehicle LP# _____
 - E. Other _____Please remove & call for return trip.
 - 5. BRUSH/BULK in street. Must be w/in 3ft of curb.
 - 6. Bag(s) are too heavy. 50lb. Max
 - 7. Bag(s) torn.
 - 8. Household garbage on BULK Day.
 - 9. More than max total units of bags or bundles (20 Max) on BULK day.
 - 10. Refuse not in container/bagged/bundled.
 - 11. Items not separated. Brush must be separate from other waste.
 - 12. Brush too long. 8ft. Max
 - 13. Sharp items not securely wrapped.
 - 14. Not enough overhead clearance:
 - A. Low tree limbs
 - B. Low wires
 - C. Other _____
 - 15. Enclosure: (Collection could result in damage to vehicle/item)
 - A. Has items stored in it next to the container. Please remove _____ & call for return trip.
 - B. Gate needs prop rods.

Public Works Department—Sanitation Division

979-764-3690

www.cstx.gov/sanitation

www.cstx.gov/recycle

What & Where?

Q: What kind of garbage may be put in the garbage containers?

All regular household refuse, garbage and yard trimmings can be placed in the containers. Please bag your garbage prior to placement in your container to assist in keeping your container clean and sanitary, as well to help prevent litter on windy days.

Items that CANNOT be placed in your container include:

- Dirt, sod, brush, concrete or rock
- Large appliances or furniture
- Hot ashes or flammable materials such as oil, gas or paint
- Debris from construction, remodeling or demolition
- Hazardous waste, liquids or any [materials prohibited at the landfill](#)

Q: Where should I put my container on my [collection day](#)?

At the edge of the curb (not into the street) by 8 AM on the scheduled day for garbage collection. The arrows on top of the cart or container should be facing the street and the wheels pointed towards the house. Place the container at least 4 feet away from mailboxes, additional containers, and other obstructions. Do not put the cart behind parked cars or under low tree limbs and wires. Do not stack additional items in front of, on top, or beside the container; place them out on your [bulky item day](#).

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