

Waste Management Information

Who to contact?

If you need help for scheduling bulk pick up, reporting broken containers, reporting misses or any questions or concerns there are two ways you can do so:

1. Email our HOA representative, Jessica directly at juy@wm.com, which is the most effective way of reaching her. Make sure to include your full address, first and last name and the reason why you are e-mailing.
2. Call the customer service team at their toll-free number 800-482-6406, with your first and last name and address also advise you are a part of Tortosa HOA.

Days of Service: Wednesday for both trash and recycle—please have your carts out by 6am

Bulk Trash Pick Up

Keep in mind: WM drivers load your bulk items into the truck by hand. Please follow the guidelines below to ensure a successful pick up and to keep your neighborhood clean and safe. If the criteria is not met, WM will not be able to load and pick up items.

General Guidelines

- **Bulk pick up is the 1st Saturday of every month.**
- Place all bulk items on the curb by 6:00 a.m.
- Bulk items must weigh less than 50 pounds. Driver cannot remove items exceeding this limit.
- Items must be contained within a 4 ft. by 4ft. Area

Guidelines for Common Items

- Bundle all landscape items. Branches and bundles cannot exceed 4 feet in length.
- Cactus must be boxed and labeled.
- Remove mattresses from hide-a-beds to reduce weight.
- For glass tables, please remove, box and label the glass.

NOT Acceptable Items:

- | | | |
|---|--|---|
| <ul style="list-style-type: none">• Appliances including:<ul style="list-style-type: none">• Refrigerators/Freezers• Ice Makers• Washers/Dryers• Stoves• Dishwashers• Water Heaters• Air Conditioners• Appliances with Freon• Electronics including:<ul style="list-style-type: none">• Televisions• Computers• Tires | <ul style="list-style-type: none">• Batteries• Fluorescent bulbs and/or ballasts• 55 gallon drums• Chemicals including:<ul style="list-style-type: none">• Pesticides• Oil• Paint• Turpentine• Any flammable liquids• Propane/ Gas Cylinders• Asbestos Material | <ul style="list-style-type: none">• Medical Waste• Contaminated soil or any liquid hazardous waste• Railroad Ties• Construction material |
|---|--|---|

**Thank you for following these
guidelines for a successful
bulk item pick up!**



**RECYCLE OFTEN.
RECYCLE RIGHT.™**



Always Recycle Recicle Siempre



**Empty Plastic Bottles &
Containers**
Botellas y Envases de
Plásticos Vacío



**Empty Glass Bottles
& Jars**
Botellas y Frascos de
Vidrio Vacíos



**Empty Food &
Beverage Cans**
Latas de Alimentos y
Bebidas Vacías



Clean Paper
Papeles Limpios



Clean Cardboard & Paperboard
Cajas de Cartón y Cartulina Limpias

Do Not Put in Recycling Cart

No Deposite Basura en el Envase de Reciclaje



Food & Liquids
Comida y Líquidos



Plastic Bags & Film. *Do not bag recyclables.*
Bolsas de Plástico. *No pongas tus reciclables
en bolsas de plástico.*



Foam Cups & Containers
Vasos y Envases de Poliestireno



Clothes or Textiles
Ropa o Cobijas



Yard Waste
Residuos de Jardín