



## Frequently Asked Questions

### When do I put my trash out?

1. Place Trash containers at **curbside** (near the driveway) by 5:00 AM of collection day, but **no earlier than sunset** of the evening prior. **Never on weekends or between collection days.**
2. Normal household trash must be placed in **provided township containers** with lids closed and attached. **Never place trash in your recycling cart.**
3. Residents are advised that the **garbage contractor is not responsible for the removal of:** leaves (Call Public Works at 609-877-2200 Ext. 1051 for leaf collection schedule), cars, automotive parts, tires, building materials, cardboard, fences, stones, dirt.

### When do your collection routes run?

IWS run during the day, generally between the hours of 5am – 5pm.

### What is my collection day?

Monday - Deer Park, Millbrook, Pennypacker, Rittenhouse

Tuesday - No Collection

Wednesday - Buckingham, Somerset, Fairmount

Thursday - Hawthorne, Garfield North

Friday - Garfield, Garfield East, Twin Hills, Country Club/Windsor, Martin's Beach, Lake Drive

### What do I do if my pickup was missed?

If you experience any collection issues, we're here to help!

Call the Department of Public Works at (609) 877-2200 ext 1051 or 1107

### What are your customer service hours?

Monday – Friday 7:30am – 6:00pm EST

Saturday 8:00am – 12:30pm EST

## **How do I schedule a bulk item pick-up?**

Bulk items do not require a scheduled pick-up. Please place up to (5) acceptable bulk items, per household, out for collection on your scheduled trash collection day.

If you experience any issues, we're here to help!

Call the Department of Public Works at (609) 877-2200 ext. 1051 or 1107

## **Generally accepted bulk items**

Items such as carpet, wood, wooden framed upholstered furniture, mattresses, toilets, small quantities of homeowner renovation materials etc. should be placed at curb on your scheduled trash collection day.

Mattresses and Box- Springs must be enclosed in a plastic cover.

Please note that some bulk items require special preparation (e.g., removing Freon from refrigerated units, cutting carpet to size).

No contractor debris will be collected - Contractors hired by residents to perform renovations must dispose of this debris at the contractor's expense. Obtaining a dumpster is recommended.

**\*\*Wednesday is the day for metal and appliances collection for all parks.  
Call 609-877-2200 Ext 1051 or 1107 to schedule collection.**

## **What bulk items are NOT acceptable?**

TVs, electronics, tires, items containing lithium batteries, and small engines.

## **Do you accept refrigerators?**

Yes, the doors must be removed, and the unit must be Freon free. Freon must be removed professionally, and the unit tagged by a certified technician.

## **How do I get rid of a TV or other electronics?**

Many municipalities offer electronic recycling facilities or free recycling drives for residents. In Willingboro Township the following options are available to residents for disposal:

- Computers and TV'S **will not** be picked up. Never set a TV or computer at the curb. If you buy a new TV, see if the retailer will take your old one. Goodwill Donation Centers will take non-working TVs and computers. TV'S and Computers can also be taken to Burlington County Recycling Center (609) 499-1001.

**IWS collection routes do not operate on the following holidays.**

<b>New Year's Day</b>	January 1 – Please do not place trash out for collection on New Year's Day
<b>Memorial Day</b>	Please do not place trash out for collection on Memorial Day
<b>4th of July</b>	July 4 – Please do not place trash out for collection on Independence Day
<b>Labor Day</b>	Please do not place trash out for collection on Labor Day
<b>Thanksgiving</b>	Please do not place trash out for collection on Thanksgiving Day
<b>Christmas Day</b>	December 25 – do not place trash out for collection on Christmas Day

NOTE: If your collection falls on any of the holidays listed above there will be a delay in your service, typically resulting in your service being delayed by a day.

**When will service resume after a storm or a severe weather event?**

Service will resume when conditions are safe. However, our drivers must have safe, clear, and unobstructed access to your containers to complete service.

If snow, ice, flood waters or debris prevent safe access, service may be delayed or skipped until conditions improve.

If you experience any collection issues, we're here to help!

Call the Department of Public Works at (609) 877-2200 ext. 1051 or 1107