



A Subsidiary of  **REPUBLIC SERVICES, INC.**

Q&A: Solid Waste and Recycling in the City of Hawthorne

- 1) What company services residents and businesses in Hawthorne?

Allied Waste Service is the exclusive residential and commercial hauler for the City of Hawthorne. Allied Waste is a subsidiary of Republic Services, Inc.

- 2) What is the right size for my home in Hawthorne?

For Refuse: Automated Trash Collection is available in various refuse containers sizes. The residential standard size is a 64-gallon, but residents can choose a smaller (32-gallon) or larger (96-gallon) container. Each size has a different cost per month.

For Recycling and Green Waste: Each resident is entitled to one 65-gallon Recycling container and one 65-gallon Green Waste container

- 3) What is the right size container for my business?

Each is different depending on type of business, and frequency, please call our Customer Service Center to determine the optimal size for your business needs. Also, recycling containers are free and we encourage your business to recycle whenever possible. Contact the Customer Service Center at 888-742-5434 for further inquiries.

- 4) I have found that calling the customer service line, I leave a message, but no one calls me back. What is the best way for me to get my situation cleared up?

Our customer service line (888-742-5434) is staffed Mon-Fri 7am to 6pm and Sat 7am - 12noon. If you wish to contact our office after hours, you may visit our website <http://www.consolidateddisposalservice.com/> and email your concern from anywhere in the Los Angeles area.

- 5) How can I get new trash bins if mine are cracked or broken?

For a free replacement of your containers, please call our customer service center at 888-742-5434.

- 6) How many bulky pick-ups can someone call for?

Each residential cart customer is allowed two free per year. Scheduling a bulky item pickup is easy, call our customer service line and schedule your pick-up at 888-742-5434.

- 7) Is there a schedule for trash pick ups, especially around the holidays?

The City of Hawthorne observes six official holidays (New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving and Christmas) and when those holidays land on a weekday (Monday-Friday), schedule is delayed one day. For example, if your regular service day is a Wednesday,

after a holiday it would be Thursday. If the holiday lands on weekend (Saturday or Sunday), your regular service day remains unchanged.

- 8) What is construction debris?

Construction and demolition (C&D) debris is waste resulting from construction, remodeling, repair and demolition. It is typically, debris consist of concrete, broken tile, wood and other building materials.

- 9) How does C&D debris get picked up? How does someone go about getting the proper bin for the C&D material?

We encourage residents/business to call our customer service center at 888-742-5434 and schedule a bin especially for C&D material, in order to properly capture the recyclables. C&D bin sizes are available in the following sizes: 10 yard, 20 yard and 40 yard containers.

- 10) If I see trash or bulky items dumped in an alley or left on an abandoned property, can I call in for a pick up?

Yes, please call and schedule a pickup by calling our customer service line 888-742-5434. Bulky Items are considered large items that can be safely lifted by two persons using a dolly, including: discarded furniture, appliances, electronic equipment, landscaping debris and up to two tires.

- 11) Does your company have employment opportunities?

Our parent company, Republic Services, has a wide range of careers opportunities Nationwide; please visit our website at <http://www.republicservices.com/careers.asp>.

- 12) If I have an organization holding a public event in the city, do you offer disposable trash cans (cardboard box with liners)? When should the organization request them? Does your company help sponsor events?

Yes, our company is proud to be an active member for the community. If you have an event you would like us to participate in, in the City of Hawthorne, please email our Municipal Services Manager, Sam Pena at PenaS@repsrv.com with your community organizations name, the date of the event and the type of participation you are requesting from Allied Waste at least 1 month in advance. Our Community Relations team will review and approval.