PRIORITY WASTE

CITY OF DEARBORN HEIGHTS

Provider of Waste, Recycling and Yard Waste Services!

Call Us: (586) 228-1200 or toll free at (855) WASTE-65 or (855) 927-8365



Ask about our dumpster services!

Connect With Us

support@PriorityWaste.com

www.PriorityWaste.com



COMPOST COLLECTION

- Acceptable Yard Waste: grass clippings, leaves, shrubs and brush trimmings (under 4 inches in diameter, bundled and tied, no longer than 4 feet in length).
- Unacceptable Yard Waste: sod, pet waste, dead animals, dirt, rocks, trash, root balls, oversized branches, plastics.
- Weekly collection starts on April 1 and ends on the second Friday of December.
- We will collect Christmas Trees the first 2 weeks of January.
- All compost material must be placed in paper bags with a maximum capacity of 35 gallons or an open container with a maximum capacity of 35 gallons weighing less than 50 pounds.
- Compost has a 10 bag limit.



SOLID WASTE COLLECTION

- Your service day will remain the same as the current schedule. See the map on the following page for details regarding what day you will receive service.
- The time you are serviced is subject to change week to week. We will be servicing from 7am to 7pm. It is recommended you put out your materials the night before service and do not remove until your materials have been picked up.
- Use your City provided trash container for your solid waste materials. If there are excess materials that do not fit inside the container, please place them next to the container at least 3 feet away and bagged if applicable.
- Bulk Item service is allowed (up to 2 items). Items included in the bulk waste collection, but not limited to, are washers, dryers, microwave ovens, stoves, hot water tanks, carpet and pads (cut into 4 ft sections, less than 50 pounds each), indoor/outdoor furniture, etc. Doors must be taken off of refrigerators, washers, dryers, and others that have doors for child safety purposes. If you are not sure about an item, please call us at **(586)228-1200 or (855) 927-8365.**
- Excluded bulk items are tree branches or logs (exceeding 4 feet in length or 4 inches in diameter), stumps, large car parts, dirt, building materials, bricks and concrete blocks.

RECYCLE COLLECTION

ACCEPTABLE RECYCLING MATERIALS

- Clean Plastic Bottles & Containers #1-7
- Clean Food & Beverage Cans or Cartons
- Paper
- Clean Flattened Cardboard & Paperboard
- Clear & Colored Glass Bottles

Recycling materials must be contained loosely in the City provided recycling container labeled ‘Recycle’. For more information on acceptable/unacceptable materials go to **www.PriorityWaste.com/cities-we-serve/dearborn-heights**

FREQUENTLY ASKED QUESTIONS

WHERE SHOULD I PUT MY TRASH, RECYCLING, AND COMPOST?

We will be providing services for trash, recycling, and compost materials all on the same day following the service map (located in this brochure and our website). It is best to have the three different materials at least 3 feet apart from each other for easy identification for the crews and give the space needed for service by our semi-automated collection process. Place your containers at the curb before 7am on your day of service, away from vehicles and mailboxes.

WHEN WILL MY TRASH, RECYCLING, AND COMPOST BE PICKED UP? WHY DOES THE TIME OF SERVICE CHANGE?

We will follow the service map (located in this brochure and our website) to collect your trash, recycling, and compost materials. Trash and Recycling services are weekly year round. Compost is collected on the same service day from April 1st through the second Friday of December.

Our trucks operate inside the city from **7am** until **7pm** on your service day. If you have not received your service by 7pm on your scheduled service day, you can go to our website **www.PriorityWaste.com/cities-we-serve/dearborn-heights** and report the missed stop or call us at **(586) 228 - 1200** or **(855) 927-8365** after 8am the next day.

YOUR SERVICE TIME MAY CHANGE FROM WEEK TO WEEK. IT IS BEST TO PLACE YOUR MATERIALS AT THE CURB AFTER 6PM THE NIGHT BEFORE YOUR SCHEDULED SERVICE DAY.

HOW DO I SCHEDULE A BULK ITEM PICK UP?

Items that will not fit into the provided 96 gallon cart because of size or quantity, can still be picked up on the regularly scheduled service day as long as they are placed at the curb. Residents are not required to call ahead and schedule a bulk item pickup. Bulk items to be picked up shall include but not be limited to, washers, dryers, microwave ovens, stoves, hotwater heaters, carpet and pads cut into 4ft sections and under 50lbs, furniture, storm doors and windows, lawn furniture, as well as other items. If you are unsure if we will collect it, please call us at **(586)228-1200** or **(855) 927-8365**.

Please remember, there is a two item limit for bulk pickup each week.

WHAT HAPPENS WHEN A HOLIDAY FALLS ON OR BEFORE MY SERVICE DAY?

In the event a holiday falls on or before your collection day, your collection day will be move to the following business day. Holidays that affect your service are **New Years Day**, **Memorial Day**, **Independence Day**, **Labor Day**, **Thanksgiving Day,** and **Christmas Day**. If a holiday falls on a weekend day, your collection day will not be affected.

MORE QUESTIONS?

Visit **www.PriorityWaste.com** or **www.PriorityWaste.com/cities-we-serve/dearborn-heights** or call **Priority Waste's Customer Service Line** at **(586) 228 - 1200 or (855) 927-8365**



NEW TO THE CITY OF DEARBORN HEIGHTS

Customer Service will now be handled directly by Priority Waste. The City of Dearborn Heights and Priority Waste have teamed up to improve the action time for your requests. Now, you can call Priority Waste directly at **586-228-1200** or **855-WASTE-65 (855-927-8365)** for any questions, requests, or inquiries about service. Did we miss you? Call us to get the missed stop. Did you forget to put your materials out to the curb on time? Call us to come back to get your materials. We understand mistakes will happen on both sides of the service. Let's work together so we can act quickly.

Container replacement and maintenance will be handled through Priority Waste. If you need work done on your current container, call Priority Waste to coordinate next steps. Is your house a new construction in the City of Dearborn Heights? Call us to get your trash and recycling containers delivered. Priority Waste is taking on this large responsibility to reduce the time to get your requests fulfilled. The City of Dearborn Heights employees are still accessible and available when you need them but we would like to take some of the burden of our service off their shoulders.



"I am pleased to welcome Priority Waste to Dearborn Heights' family of service providers! We look forward to a long and mutually-beneficial relationship with Priority as you serve our residents and businesses"

- Mayor Mo Baydoun





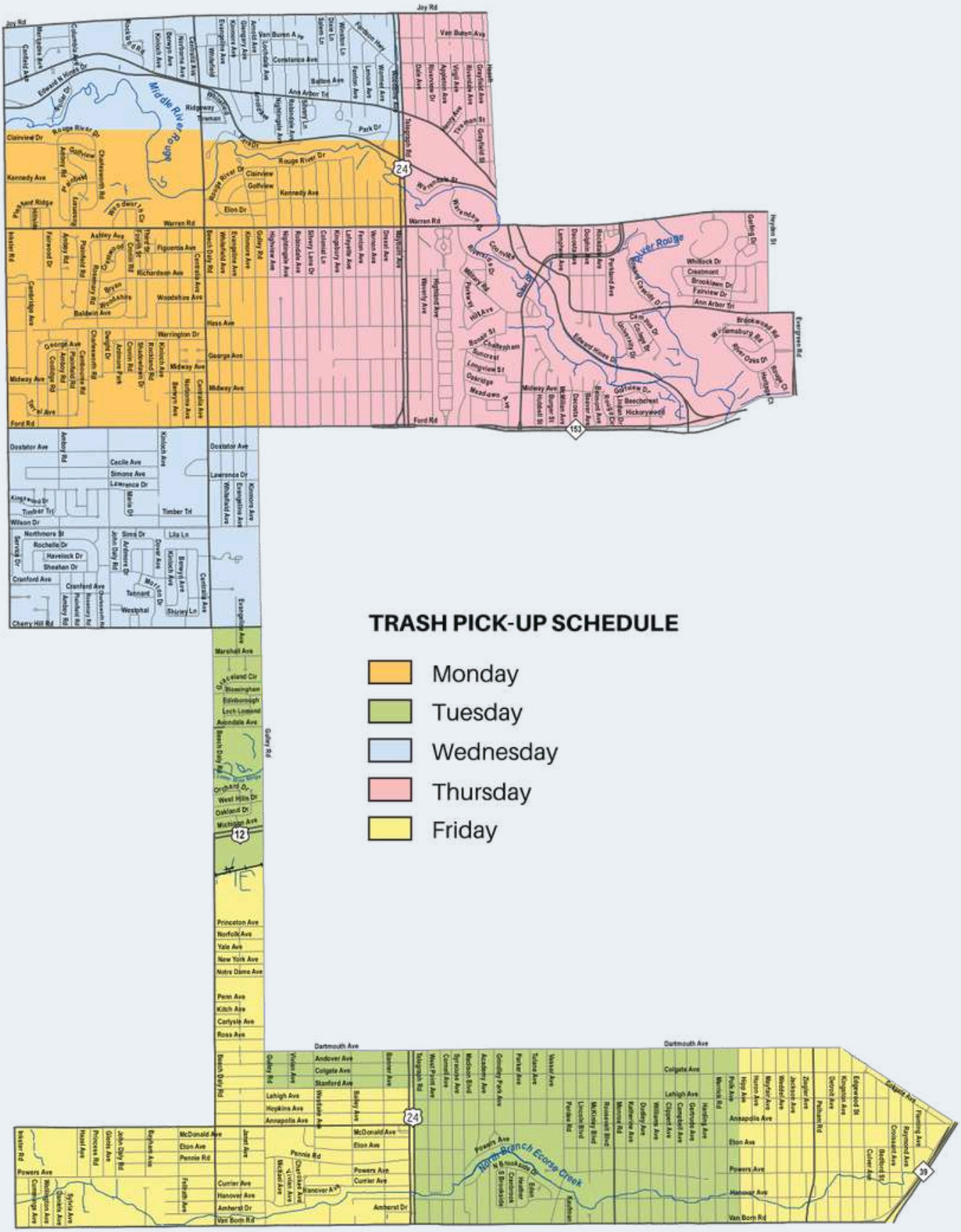




PRIORITY WASTE

SERVICE CITY MAP

CITY OF DEARBORN HEIGHTS · MICH · INCORPORATED 1963 · DEI GRATIA



TRASH PICK-UP SCHEDULE

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

HELLO CITY OF DEARBORN HEIGHTS!

On March 21, 2022, you will see a new friendly face providing you with exceptional collection services. Priority Waste was chosen to be your residential waste, recycling, and compost collection provider. You will see that the Priority Waste difference includes smiling crew members, bright new trucks, and a company committed in keeping the City of Dearborn Heights clean!

Priority Waste is a locally owned, Michigan based waste, recycle, and compost collection company. We started our journey with the ideology to raise the standards for customer service in this industry and weave in the fabric of the communities we live and work in everyday. We take pride in getting better every day and aim to be the best in the industry.

Your collection day will remain the same as it currently is. We recommend having your materials at the curb 6 p.m. or later the night before your service. We realize getting to know your community will be an ongoing event for the first few weeks. We aim to be the most efficient in our service and will adjust our routing to meet that expectation. Your individual service time will change from week to week as we optimize our routing. Make sure to read through this brochure as there are service details for solid waste, recycling, and compost, frequently asked questions, and new service information are inside this brochure.

Check our website **www.PriorityWaste.com** for updates about your service, our company, and a digital copy of this brochure.

