



[www.mrtrashman.com](http://www.mrtrashman.com)  
Office Hours Mon-Fri 8am-5pm

Dear Valued Customer,

Thank you for the opportunity to provide service for your trash and recycling needs. We appreciate the confidence you have placed in Mr. Trashman.

Our goal is to serve our clients to the best of our ability. If we ever disappoint you, we hope you will let us know; we'll do everything we can to make things right. For any questions or comments please call 508-278-6910 or email us at [trashmaninfo@gmail.com](mailto:trashmaninfo@gmail.com).

Sincerely,

Patrick R. Norris

## Policies and Procedures

### Important Information for Our Customers:

- **Trash must be out by 6:30am.** Re-routing, holidays and inclement weather can all effect the time your truck comes. Best practice is to have your carts out the night prior to pick up.
- **All trash should be bagged.** Using bags helps keep your carts clean and it also prevents spillage while we are emptying them.
- **Single Stream Recycle should be loose inside your cart or bin.** This helps in the separating process at the disposal site. If you do bag your recycle please use paper bags or do not tie them.
- **Amount of allowable trash** is limited to the containers provided. Extra trash or recycle carts can be added to your account for an additional fee. ( Trash \$14/month, Recycle \$7/month)
- **For safety reasons the maximum weight limit is 50 lbs. per bag or barrel.**
- **No construction material is accepted.**
- **Invoices will be sent quarterly or annually.** Any payment not received within 15 days of invoice due date will be assessed a \$10.00 late fee. After 30 days there will be an interruption in service until the payment is received.
- **Return check** fee is \$25.00.
- **Service Cancellation:** Mr. Trashman reserves the right to interrupt or cancel service at any time.
- **Property Damage:** Mr. Trashman is not responsible for damage to property.
- **Yard Waste and Hazardous Waste:** We do not collect yard waste or hazardous waste. Please contact your local Board of Health for disposal information.
- **Discount Service:** Customer may not use more than 1 discount for service.
- **Annual Payment Discount:** If you pay one year in advance, you receive a 5% discount on your service. Our annual billing cycle is 4/1 to 3/31.
- **Email Invoice Program:** We will email your invoice. If you prefer to have the invoice sent via US mail please specifically ask us to do so.
- **Severe Weather or Holiday:** We will send email alerts for schedule changes due to severe weather or holidays. We also post to social media, [Facebook](#) and [Twitter](#), and our blog.
- **Snow Storms:** Containers must be free and clear of snow so our drivers can access them.

#### 2018 Holiday Pickup Schedule

New Years Day	Monday	01/01/18	No Pick Up	One Day Delay
Memorial Day	Monday	05/28/18	No Pick Up	One Day Delay
Independence Day	Wednesday	07/04/18	No Pick Up	One Day Delay
Labor Day	Monday	09/03/18	No Pick Up	One Day Delay
Thanksgiving Day	Thursday	11/22/18	No Pick Up	One Day Delay
Christmas Day	Tuesday	12/25/18	No Pick Up	One Day Delay



# Single Stream Recycling

*All residents are encouraged to participate in our recycling program.*



## What is single stream recycling?

Single-Stream recycling is a recycling process in which materials are collected all mingled together with no sorting required by individual recyclers. So cans and bottles can be recycled together with newspaper, cardboard, etc. The Recycle Facility sorts all items and sends to various markets for sale. These same markets are where the actual recycle process takes place.

## What exactly can I put into my single-stream cart?

Newspapers/ Brown Paper Bags  
Magazines, Catalogs  
Telephone/Soft Cover Books  
Junk Mail/Envelopes (all types)  
Paper  
Paperboard (cereal/tissue boxes)  
Cardboard (Must be flatten 3' x 3')  
Narrow-Neck Plastic Bottles (examples: Milk Jugs, Bleach/Detergent, Shampoo Bottles)  
#1-7 are recyclable  
Glass Bottles/Jars (any color)  
Metal Cans (tin/steel/aluminum)

Please Rinse Clean.

### Please NO:

Glass: Ceramics, light bulbs, window glass, mirrors, crystal, dishes, drinking glasses, or Pyrex.  
Metal: pots or pans, aerosol cans, paint cans  
Paper: foam trays or cups, Styrofoam  
Plastics: pool covers Items that do not have a #1-7 should be put in regular trash.



## Waste Ban Items

Are you aware of the waste bans on certain solid waste and recyclables in the State of Massachusetts? These bans were instituted in 1999 and are monitored and enforced by the Department of Environmental Protection. For more information, visit the DEP website at [www.state.ma.us/dep](http://www.state.ma.us/dep)

**(Not allowed at landfills, therefore, not allowed in regular trash.)**

### Waste Ban Items

Televisions/Computer Monitors  
Propane tanks, humidifiers  
Car Tires  
Refrigerators  
Water Coolers, Air conditioners  
Car Batteries  
Construction Debris  
Christmas tree  
Yard Waste

Massachusetts and Federal regulations prohibit certain materials from being disposed of as trash: Tires, Auto Batteries, Auto Fluids, Scrap Metal, Propane Tanks or Gas Cylinders; White Goods, Refrigerators, Air Conditioners, Dehumidifiers, freezers; Computer Monitors & Televisions; Fluorescent Light Bulbs & Mercury Products; Leaves and Yard Waste, Liquids, Paint & Paint Products; Hazardous Waste, Medical Waste, Asbestos.

### **For Yard Waste and Hazardous Waste:**

Please contact your local Board of Health for disposal information. Not allowed in regular trash.