**2023 Statement of Service**

**Contact Information**

**Customer Service**
Report service issues or missed collections the following business day by 4:30 p.m. at [www.fairfaxcounty.gov/publicworks/recycling-trash/solid-waste-feedback-form](http://www.fairfaxcounty.gov/publicworks/recycling-trash/solid-waste-feedback-form) call 703-802-3322, TTY 711 or email DPWESTrashCS@fairfaxcounty.gov

The Customer Service Center is open Monday-Friday from 7:30 a.m. to 4:30 p.m., except for County-observed holidays.

**Website**
Scan the QR code to reach the Fairfax County Trash & Recycling Web Page.

**Severe Weather/Emergency**
Trash and recycling collection may be suspended in severe weather or emergency situations.

**Holiday Schedule**
Regular trash, recycling, brush and bulk collection services are provided on all holidays except Christmas Day.

---

**Always Place in the Curbside Recycling Cart**

- Plastic Bottles and Jugs (Lids On)
- Metal Food and Beverage Cans
- Milk Cartons
- Mixed Paper and Cardboard

**Never Place in the Curbside Recycling Cart**

- Plastic Bags, Film and Pillow Packaging
- Glass
- Food Bags and Wrappers
- Needles and Medical Waste
- Shredded Paper
- Diapers
- Mixed Packaging
- Hangers, hoses and Cables
- Clothing
- Foam and Plastic Takeout Cups and Containers
- Batteries
**SERVICE BASICS**

- Gray carts are for household trash only.
- Blue carts are for recyclables only.
- Set your carts out by 6 a.m. on your collection day and remove them within 24 hours of collection.
- Only trash that is in a County-issued cart will be collected.
- Contact customer service for more information on additional service at www.fairfaxcounty.gov/publicworks/recycling-trash/trashrecycling-container-request

**Unacceptable Materials**
These are the things that do not belong in your trash or recycling carts.

- Liquids, including sewage/septic waste
- Hazardous waste including paint, oil, asbestos, other chemical wastes, batteries
- Compressed cylinders (any size)
- Automobile parts and tires
- Construction and demolition debris (drywall, shingles, roofing material, insulation, concrete)
- Animal carcasses
- Broken Glass (must be boxed up/taped closed and labeled “glass“)
- Bio-hazardous medical waste

**PURPLE CAN CLUB**

Recycle your glass bottles and jars at our convenient glass drop off sites.
www.fairfaxcounty.gov/publicworks/recycling-trash/glass

**FAIRFAX RECYCLES**

**YARD WASTE COLLECTION**

- Each year from March 1 through December 24, yard waste (grass, leaves, and trimmings) must be collected separately.
- Rigid containers designated for yard waste or compostable paper yard waste bags may be used.

- Small quantities of yard waste can be tied in bundles (no longer than 4 feet in length, and no more than 50 pounds in weight).
- Branches must not exceed 6 inches in diameter.
- Yard waste does not include soil, mulch, sod, stumps, whole trees, large branches, limbs, invasives, or bamboo.
- No more than 10 bags, please.
- More than 4 bundles of tied yard waste should be scheduled for a special pickup.

**SPECIAL PICKUP**

Your service includes five [5] free special pickups of 2 cubic yards or less. Schedule a special pickup online or by phone. Piles should be separated by type (just brush or just metal, not mixed).

For safety reasons, there must be 20 feet of clearance on all sides (including above). Do not put debris under utility wires or tree branches.

**Types of Pickup:**

- Appliances containing refrigerant
- Brush/Limbs—no lumber! No bamboo!
- Bulk Items—furniture, lumber, carpet, mattresses, and bamboo
- Electronic Waste—phones, TVs, computers & peripherals, cameras
- Metal Appliances and other metal items

For additional information, visit www.fairfaxcounty.gov/publicworks/special-pick-up

**STAY INFORMED**

Sign up for the latest information via email www.fairfaxcounty.gov/publicworks/recycling-trash/trash-collection-e-updates

The Fairfax Recycles Newsletter is designed for anyone who wants to reduce waste and live more sustainably. You can sign up at www.fairfaxcounty.gov/publicworks/recycling-trash/subscribe-fairfax-recycler

A Fairfax County, VA Publication August 2022

To request this information in an alternate format, call 703-324-5230, TTY 711