

# Landlord Reminder, CARE Discount

Landlords are urged to check the status of their tenants' garbage bills. Property owners in Vallejo are responsible for the payment of the garbage bill. Liens can be placed against the property if bills remain unpaid. Quarterly garbage bills are sent out in advance and become delinquent after 90 days. Notices of delinquency are sent to property owners two times per year—usually in January and April.

If the bill remains delinquent, the City of Vallejo notifies property owners prior to a Public Hearing before the Vallejo City Council. If outstanding balances are not resolved by July 15, the debts are sent on to the Solano County Assessor's Office to be placed as liens on the property. Interest and other fees are added to the amount by the Assessor.

Landlords should be mindful of their responsibility when drafting tenants' rental agreements. Renting property does not transfer the ultimate responsibility away from the property owner. Landlords are urged to make payment of garbage fees clear in their rental agreements. One option is for landlords to pay the bill directly and include the cost of garbage service in the monthly rent. Landlords are encouraged to call **Vallejo Garbage Service** at 552-3110 with the account number and check the outstanding balance.

## Schedule Your Extra Collection

Customers now have four *Bulky Item Collections* available each year at no extra charge. **VGS** will collect up to two-cubic yards of materials right at your curbside. These collections may include items like furniture, a refrigerator, trash bags, or any combination of materials that total less than two cubic yards.

Your *Bulky Item Collection* takes place the same day as your regular trash collection. Call us at least one business day before your collection day to schedule your *Bulky Item Collection*. There are a limited number of pickups available each day—so call as early as possible. If all slots



In Vallejo it is the property owner, and not the tenant, who is responsible for paying the garbage bill. Landlords can prevent unexpected surprises and unwanted property liens by simply calling **VGS** to check on the garbage bill status of your rental property.

are filled for your first choice of dates, then we will schedule your *Bulky Item Collection* for the first available date.

You may schedule all four collections with a single phone call, schedule collections when they are most convenient to you and schedule more than one two-cubic yard collection on the same day. You may not, however, schedule more than four collections each calendar year.

Your yardwaste calendar has complete information on the materials that can be set out for collection and also gives complete rules for the service. Call us at 552-3110 if you need information about any of the services we provide.

## CARE Discount Rate

Customers who are enrolled in PG&E's CARE (California Alternative Rates for Energy) program qualify for discounted garbage rates. Just bring a copy of your PG&E bill to the main office of **VGS** on Broadway Street, and we will apply the discount to your garbage rates.

## Free Composting Classes

VALCORE and the City of Vallejo will host free composting classes on May 12, June 9, September 8 and October 6 at 10 AM at VALCORE, 38 Sheridan Street in Vallejo. Please call 645-8258 to register. Two *Bio Stack* composting bins will be given away at each class.

# Vallejo Views

The newsletter from Vallejo Garbage Service

[www.vallejogarbage.com](http://www.vallejogarbage.com)

# Cart Deliveries Complete!



The new carts are now in use in Vallejo. The final change in service will be the start of weekly yardwaste service that will begin this summer.

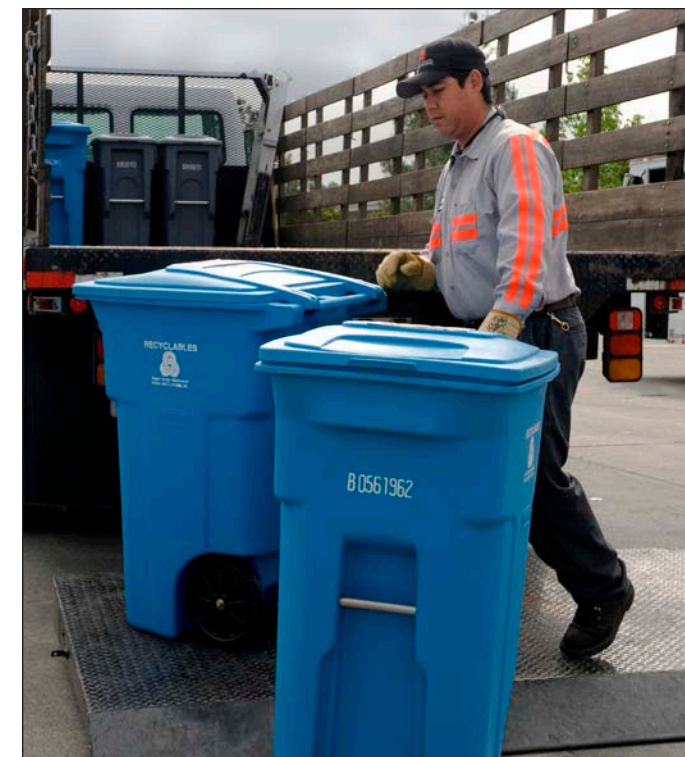
While Vallejo is moving to totally automated garbage service, there was nothing automated about the delivery of over 117,000 garbage, yardwaste and recycling carts. Each cart was assembled, marked with stickers and then driven to each customer's home.

"It's been a monumental amount of hard work," describes **VGS** General Manager Peter Friesen. "Everyone at **VGS** has gone above and beyond to make this change possible."

The important information now is for customers to set the new carts out properly for collection. The carts must be set out in the street with the wheels touching the curb. The carts must be at least three feet apart. Carts must also be three feet from any car or other obstacle.

"The rules make sense if you see how the automated trucks work," explains Friesen.

Place out unwanted old trash cans and blue bins with your trash for collection. Make sure that the unwanted containers are clearly marked so your driver knows to collect them. Leave the old containers out for a few days so the crews can get to them. If you have any questions, call **VGS** at 552-3110.



**VGS** Driver José Ascencio loads the last of the new carts for delivery to customers in Vallejo. Drivers are now collecting all the old unwanted trash cans and blue recycling bins.

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**VALLEJO GARBAGE SERVICE**

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2021 Broadway • Vallejo, CA 94589 • 707-552-3110  
[www.vallejogarbage.com](http://www.vallejogarbage.com)

# Vallejo Views

## Service Made Easy!



New carts, like the ones pictured above, have now been delivered to Vallejo homes.

Use yours right away. Privately owned cans and blue recycling bins will no longer be serviced for garbage or recyclables.

Customers may use privately owned containers along with their green yardwaste carts until weekly yardwaste service begins this summer. After weekly yardwaste begins, only carts provided by VGS can be serviced by the automated collection trucks.

The service improvements that started in October are now nearly complete. This summer the final change will come when weekly yardwaste collection

begins. These "Service Made Easy" changes offer some of the most substantial improvements in years.

### New Carts

Most of the new carts have now been delivered to customers. Customers no longer have to purchase their own containers or rent carts from VGS. There is no extra charge for the carts, and VGS will maintain all carts as part of your service. You may mark your address on your new carts with spray paint or a marker.

### Old Containers and Bins

VGS will collect old garbage cans and blue recycling bins. Just place the empty old containers out next to your full new carts on your regular collection day.

Place a large sign on your old containers so that your driver knows to collect them. Leave the old containers out for a few days after your collection day so that our crews can get to them. Customers may keep their old trash cans or blue recycling bins if desired.

### Blue Carts

You no longer need to sort recyclable materials into your blue carts. Just

fill containers up with the proper materials. The containers will be emptied every week. Start using your blue cart as soon as it arrives. Blue bins or privately owned containers are no longer serviced.

### Gray for Trash

The gray cart you receive matches the size of your current garbage service. It is easy to change the level of your service, but your garbage bill is based on the size of your gray cart. Changes in the size of the gray cart will result in adjustment of your garbage bill.

### Wheels to the Curb

Set each cart out for collection with the wheels touching the curb. The lid should open toward the street and the handle should be in the back. Make sure that there is at least three feet between each cart and make sure that no cart is closer than three feet from any car or other obstacle. Do not block sidewalks with carts.



Privately owned trash cans are no longer serviced.

### Weekly Yardwaste

Use your yardwaste cart as soon as it arrives. Privately owned containers will continue to be serviced until weekly yardwaste service begins this summer. Follow your yardwaste calendar to determine the weeks that yardwaste should be set out.

### Automated Trucks

Customers will notice a new type

of truck on the streets this summer. Robotic arms on the new trucks will grab the carts to empty them. This automated service is faster and safer than the manual collection method.

### Contact Us!

A new telephone hotline at 551-2628 and our website at [www.vallejogarbage.com](http://www.vallejogarbage.com) both have details about the new service improvements. Check your Vallejo Views newsletter each quarter for updates on the extensive service changes in Vallejo. As always, call us at 552-3110 if you have any questions.



Eric Banks is the new Route Manager for VGS. Eric frequently meets with customers in the field to discuss service issues.

### Quick Facts:

- Here is a list of the information about the new service that customers frequently ask:
- Weekly yardwaste begins this summer. Watch for announcements.
  - Garbage rates were adjusted in October of 2006. Rates do not go up when your carts are delivered.
  - Use all carts as soon as you receive them.
  - Charges for the carts are built into your garbage bill. There is no extra charge for using them.
  - You may keep your old blue bins if you want them. There is no penalty to do so.
  - City staff recommended the new service improvements to the City Council. The City Council approved the change and asked VGS to implement the new services.
  - You may address your carts with spray paint or markers.
  - Call us if you have questions!

### Proper Cart Placement

Proper placement of the carts is key to the success of the program. Use the diagram on the address panel if you have any questions regarding where to place your toters or recyclable materials. Contact our office at 552-3110 if we can help.

#### REMEMBER • REMEMBER • REMEMBER

- Keep all carts at least 3 feet apart
- Don't park cars within 3 feet of carts
- Carts should face street with the lids opening toward the street, handles in back, numbers & address in front
  - Don't block the sidewalk
- Put materials out by 5:00 AM on collection day
  - Remove carts from street by 6:00 PM
- Set unwanted blue recycle bins or unwanted trash cans out for collection on your regular trash day. Clearly mark the old cans so your driver knows to collect them. It may take a few days for crews to collect your old containers.

