



Solid Waste Division
300 West Plant Street
Winter Garden, FL 34787
407 656 2256

Commercial Waste Collection Guidelines

To help us provide safe and efficient solid waste collection services to your commercial establishment, the City of Winter Garden's Solid Waste Division requests that you follow the procedures described below.

PROHIBITED MATERIALS

The items listed below may not be placed in dumpsters provided for commercial service.

- **Building and Construction Debris** – Pallets, shingles, drywall, wood, plaster, concrete, tiles, flooring, dirt, bricks, rocks, liquid paint
- **Bulky Items** – Mattresses, bulky furniture, tires, drums
- **Dead Animals**
- **Hazardous Waste** – Paint, oil, pool chemicals
- **Large Appliances and Electronics**
- **Liquids**
- **Oversized Vegetative Waste** – Oversized yard waste such as tree trunks are prohibited. Small amounts of vegetative waste such as leaves, branches, and palm fronds may be placed inside the dumpster. Curbside yard waste collection service is not provided to commercial accounts.

CONDITIONS THAT MAY RESULT IN NONCOLLECTION

- **Overfilled Dumpsters** – The dumpster's lid must be fully closed. If it is loaded past the lid or packed too tightly, our driver may not empty it. Break down cardboard boxes to make more efficient use of your dumpster space.

If the container is frequently overloaded, the City reserves the right to do a volume check on your container to determine whether it is necessary to increase the number of collections per week. You will be notified if an increase in service is needed.

- **Jammed Items** – Nothing may be placed into the dumpster that will prevent other items inside from falling out.
- **Blocked Access** – Your dumpster must be accessible and available prior to 2:00 AM on your designated collection day to ensure service. This includes opening gates, completely removing locks and chains, clearing the area of vehicles or other blockages, removing waste, debris, and anything else required to make the container accessible for dumping.

The driver is not required to wait for any length of time for the customer to clear access if a vehicle or any other blockage obstructs access to the container. If the container is blocked and you require a pickup before your next scheduled collection day, you will be charged for an extra pickup.

EXTRA PICKUP REQUESTS

- If you require an extra pickup, please call (407) 656-2256 so that our driver may be notified. Extra pickups are provided at a charge. This charge will be applied to your account and will appear on your next bill. Refer to our commercial rate chart for the applicable amount.
- A special pickup, at an added fee, is required for excess materials or items outside the commercial dumpster (e.g., furniture, appliances, mattresses, cabinets, or any oversized bulky items). The charge for this service varies depending upon the volume of the items. These items must NOT be placed in the dumpster.

CUSTOMER'S RESPONSIBILITIES

- **Maintenance of the Area around the Dumpster** – The customer is responsible for keeping the area around the dumpster clean and free of debris and litter. The City's Solid Waste Division will not collect any accumulations of boxes, trash, pallets, refuse, or debris of any kind left on the ground or on or around the dumpster. Nor will it collect any spilled or loose contents.
- **Maintenance of the Dumpster's Interior** – The customer is also responsible for keeping the inside of the dumpster free of spilled liquids and garbage. The City's Solid Waste Division is not responsible for cleaning the containers.
- **Securing Wet Garbage and Food Scraps** – All wet garbage and food scraps shall be placed in a securely tied plastic bag before being placed inside the container to avoid loose garbage or trash from littering the area and to avoid unsanitary conditions.