CITY OF SUDDREY WASTE COLLECTION HOTLINE

604-590-7289

Monday to Friday, 8 am to 4 pm (excluding statutory holidays)
- Report a service problem or missed collection
- Order new or different sized carts
- Report damaged or missing carts

You can also report a problem at surrey.ca/request. To learn more about your waste collection services, visit us online at surrey.ca/rethinkwaste.

Large Item Pick-Up Service .......................................... 604‑590‑7289 (Option 3)
Recycling Hotline / Household Hazardous Waste ........ 604‑732‑9253
Surrey Transfer Station..................................................604‑681‑5600
Report Illegal Dumping .................................................604‑591‑4152

Surrey Rethink Waste App

Download our free Rethink Waste mobile app to:
- Receive collection day reminders
- Search the Waste Wizard to find disposal instructions for specific items
- Play our Waste Sorting Game!
TAKE OUR LARGEST CHALLENGE YET!

Help us keep recycling out of our landfills, and reduce illegal dumping. The City of Surrey offers curbside pick-up services for six (6) large items every year for single family homes and up to eight (8) items for homes with registered secondary suites! We do the heavy lifting for you, separating the recyclable items to ensure they stay out of our landfills. This program not only supports Surrey’s 80% waste diversion goal, but it also saves you time and money.

Challenge your household to use this service next time you have unwanted household items—and let us do the work for you! Visit surrey.ca/largeitems for more information. Or set up your large item pickup today in two easy steps:

1. Call the City of Surrey Waste Collection Hotline at 604-590-7289 (Option 3) or book online at surrey.ca/largeitems to arrange your pick-up date.

2. On the day of your appointment (or the evening before), place the large items at the curb. Please ensure all items are at your curb by 7:30am.

Items placed at curbside without an appointment are considered illegal dumping and will not be collected. This may also result in fines.

Accepted Items

- Furniture
- Mattresses
- Large and small appliances
- Barbecues
- Electronics
- Household items (boxed)
- Bicycles
- Exercise equipment
- Tires
COLLECTION TIME AND CART SPACING

- Collection hours are 7:30 am to 7:30 pm
- Set your carts out on your collection day, or no earlier than one day prior
- Waste collection vehicles will not return to a household for carts that were placed out late
- If your cart does not have the required spacing, it will not be serviced

Report a Missed Collection
To report a missed collection, call 604-590-7289. Missed collections must be reported the day after your scheduled collection day. Missed collections reported on the same day will not be submitted to our contractor.

Exchange or Order Additional Carts
To request a cart exchange or an additional cart, call 604-590-7289 or use our online cart service at surrey.ca/rethinkwaste (organics and recycling only).

Organics and Recycling Cart
- Cart exchanges: $15 per cart
- Additional or replacement carts: $25 per cart

Garbage Carts
Additional annual fees will apply for upsizing or additional garbage carts. Refer to surrey.ca/rethinkwaste or call 604-590-7289 for more details.
DO NOT OVERFILL YOUR CARTS

Remember not to overfill your waste carts—the lid of the cart must close completely. **Overfilled carts will not be collected.**

Garbage
Additional garbage must be placed next to your cart with a pink garbage sticker attached to each bag. Stickers are available for purchase at recreation centres for $5.50 each.

Organics
If your cart is full, use kraft paper bags or additional cans with a yard waste sticker attached; or tie yard waste with natural twine in bundles. Place the excess material next to your cart. The weight must not exceed 25 kg (50 lb).

Recycling
Flattened cardboard boxes can be placed beside the cart in tied bundles. Please ensure that they are cut down to fit inside the cart.
WHAT GOES IN YOUR RECYCLING CART?

Paper Products and Packaging

- Magazines and Phone Books
- Newspapers and Flyers
- Coffee Cups
- Paper Egg Trays
- Milk Cartons
- Ice Cream Containers
- Cardboard and Paper
- Paper Gift Wrap

Plastic Packaging

- Household Product Containers
- Plastic Spray Bottles and Dispensers
- Plastic Food Jars and Lids
- Milk Jugs, Yogurt Cups, Coffee Lids
- Single-Use Coffee Pods (Clean)
- Plastic Plant Pots
- Plastic Food Trays and Lids
- Plastic Pails

Metal Packaging

- Aluminum Foil and Trays (Clean)
- Tin / Aluminum Cans and Lids
- Empty Aerosol Spray Cans
PREPARE YOUR RECYCLABLES

UNACCEPTABLE MATERIALS

The recycling cart is for paper products, plastic packaging, and metal packaging only. Plastic bags are not accepted in your recycling cart unless containing shredded paper only.

Carts containing unacceptable materials will not be collected.
These items are not accepted in your recycling cart.

- Deposit Beverage Containers
- Foam Packaging
- Candy Wrappers and Chip Bags
- Plastic Baggies and Outer Wrap
- Plastic Bags
- Glass Jars and Bottles
- Light Bulbs
- Small Appliances
- Power Tools
- CO / Smoke Alarms and Thermostats
- Electronics

Recycling Council of BC’s Recyclepedia
recyclepedia.ca | 604-732-9253

Search for almost any item to find a recycling drop-off location and also see what other materials are accepted.
REUSE, DONATE AND SELL

DON’T TRASH IT… GIVE IT AWAY!

These items are not accepted in your recycling cart.

- Books and Clothing
- Ceramics and Glass
- Art
- Sports Equipment
- Furniture
- Electronics
- Working Appliances
- Pots and Pans

Surrey Reuses
surreyreuses.com

Sell, give away or trade things you don’t want with people who do want them! It’s just like an online garage sale. There are many items posted for free and the maximum sale price is $99.
WHAT GOES IN YOUR ORGANICS CART?

Food Waste and Food-Soiled Paper

Yard Waste
ORGANICS TIPS

COOKING OIL AND GREASE

For small amounts of oil or grease, wipe the pot or pan clean with a paper towel and place the paper in your organics cart. For large amounts, pour the oil or grease into a tin can to cool and solidify before disposing into your organics cart (without the can).

Ensure food or yard waste is already in your cart to help soak up any cooking oil!

UNACCEPTABLE MATERIALS

Plastics are not permitted in the organics cart including biodegradable or compostable bags.

Carts containing unacceptable materials will not be collected.
WHAT GOES IN YOUR GARBAGE CART? NOT MUCH!
Only waste that cannot be recycled or composted goes in your garbage.

BROKEN GLASSWARE  BROKEN TOYS  DIAPERS
GARDEN HOSE  USED HYGIENE PRODUCTS  GARBAGE

Surrey Transfer Station
If an item is not collected at curbside or you have excess garbage, you can take it to the Surrey Transfer Station at 9770 192 Street.
Visit metrovancouver.org and search “Surrey Transfer Station” for more information on acceptable materials, hours of operation, and fees, or call 604-681-5600.
BANNED WASTE AND HOUSEHOLD HAZARDOUS WASTE

The items listed below are not accepted in your curbside collection program. To find an authorized disposal facility or depot, please visit Metro Vancouver Recycles at metrovancouverrecycles.org or call the Recycling Council of BC Hotline at 604-732-9253.

- Liquids of any kind
- Explosives and ammunition
- Dirt, rocks, and sand
- Gasoline, used motor oil and oil filters
- Car parts
- Building and demolition material
- Automotive and alkaline batteries
- Needs and medication
- Paints and solvents
- Pesticides
- Propane tanks and canisters
COLLECTION OCCURS ON ALL STATUTORY HOLIDAYS EXCEPT NEW YEAR’S DAY AND CHRISTMAS DAY