CONTACT INFORMATION

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 waste carts
- Report damaged or missing carts

Websites: surrey.ca/rethinkwaste | surrey.ca/sortingwaste
Metro Vancouver Recycles | recycling.metrovancouver.org
Surrey Reuses | surreyreuses.com

Additional Resources
Large Item Pick-Up Service ........................................... 604-590-7289 (Option 3)
Recycling Hotline / Household Hazardous Waste ........... 604-732-9253
North Surrey Recycling and Waste Centre ..................... 604-681-5600
Report Illegal Dumping.................................................... 604-591-4152

Surrey Rethink Waste App
Scan the code to download our App!
- 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 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 pick-up 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 7:30 am.

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
- Large Appliances
- Recyling Depot Items (Boxed)
- Barbecues
- Mattresses
- Electronics
- Small Appliances
- 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.
- Delivery, exchange and annual fees may apply.
- No refunds

**Cart Maintenance and Responsibilities**
Residents are responsible for the:
- Cleaning, maintaining, and securing of their carts; and
- Materials placed in carts. Carts containing unacceptable materials will not be collected
- Fees will apply for replacing carts

**INSTRUCTIONS**
- Do not overfill carts
- Ensure the lid is closed
- Place all excess materials next to cart

**Garbage**
Additional garbage must have a pink garbage sticker attached to each bag.
- stickers: $5.50
- refer to surrey.ca/rethinkwaste for locations

**Organics**
If your cart is full:
- use kraft paper bags or additional cans with a yard waste sticker attached;
- tie yard waste with natural twine in bundles.
- place the excess material in bundles 1m from your cart
- weight must not exceed 25 kg (50 lbs)

**Recycling**
Flattened cardboard boxes can be placed beside the cart in tied bundles. Must be small enough to fit inside the cart.
RECYCLING CART

WHAT GOES IN YOUR RECYCLING CART?

Paper Products and Packaging
- Magazines And Phone Books
- Newspapers And Flyers
- Coffee Cups
- Paper Egg Trays
- Ice Cream Containers
- Cardboard And Paper
- Paper Gift Wrap

Plastic Packaging
- Household Product Containers
- Plastic Spray Bottles And Dispensers
- Plastic Food Jars And Lids
- 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

RECYCLING REQUIREMENTS

PREPARE YOUR RECYCLABLES

- Rinse to remove food and minimize odours
- Flatten material to save space
- Place shredded paper in a clear, colourless plastic bag

Place materials loose in cart

Do not bag recyclables

ICECREAM
NOT ACCEPTED IN RECYCLING CART

BRING THESE ITEMS TO A RECYCLING DEPOT, TRANSFER STATION OR RETAILER

- Soft Plastics (plastic bags, plastic film)
- Styrofoam
- Batteries
- Electronics
- Syringes**
- Candy Wrappers & Chip Bags
- Propane & Butane Canisters
- Glass Jars*

REUSE, DONATE, OR SELL THESE ITEMS

- Books
- Clothing
- Pots & Pans*
- Tupperware Containers*
- Toys*

PLACING UNACCEPTABLE ITEMS IN THE CITY’S RECYCLING CART CAN RESULT IN:

- your cart not being emptied
- a safety risk to our workers
- fines for the City
- recycling being sent to landfill

The City of Surrey has passed Bylaw 20250 to ban plastic checkout bags and foam takeout food containers. Businesses will be charging for paper and reusable bags. Please remember to bring your own bag when shopping.

* Please place these items in the garbage cart if in poor condition or broken
** Purchase a sharps container from the pharmacy and return it to them once it is full for safe disposal
**WHAT GOES IN YOUR ORGANICS CART?**

**Food Waste and Food-Soiled Paper**
- Food Scraps
- Coffee Filters & Tea Bags
- Soiled Pizza Box

**Yard Waste**
- Leaves
- Flowers
- Branch Clippings
- Grass Clippings

**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.

North Surrey Recycling and Waste Centre

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

Metro Vancouver is currently constructing the “Central Surrey Waste and Recycling Centre”. It is scheduled to open in Spring 2022.

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 recycling.metrovancouver.org or call the Recycling Hotline at 604-732-9253.

- Broken Glassware
- Broken Toys
- Diapers
- Garbage
- Garden Hose
- Used Hygiene Products
- Batteries
- Building and Demolition Material
- Car Parts
- Dirt, Rocks and Sand
- Explosives and Ammunition
- Gasoline, Used Motor Oil and Oil Filters
- Liquids of any Kind
- Labels of any Kind
- Needles and Medication
- Paints and Solvents
- Pesticides
- Propane Tanks and Canisters
THERE ARE NO DISRUPTIONS DUE TO STATUTORY HOLIDAYS THIS YEAR

2022 COLLECTION CALENDAR

ORGANICS + RECYCLING

ORGANICS + GARBAGE

MONDAY ZONE COLLECTION

THURSDAY ZONE COLLECTION

FRIDAY ZONE COLLECTION

WEDNESDAY ZONE COLLECTION
This notice contains information that affects you. Please have someone translate it for you.

French
Cet avis contient des informations qui vous concernent. Veuillez SVP demander à quelqu'un de vous le traduire.

Korean
이 문서는 분인에게 영향을 미치는 정보를 담고 있습니다. 한국어로 번역을 부탁하시기 바랍니다.

Tagalog
Ang abiso na ito ay may impormasyon na makaka-epeko sa iyo. Ipakiusap sa ibang tao na isalin sa ibang wika ito.

Hindi
इस नोटिस में महत्वपूर्ण जानकारी है जो आपको प्रभावित करती है। कृपया किसी से इसका अनुवाद करवाइए।

Punjabi
ਇਸ ਲਈ ਮਹਤਵਪੂਰਵਤਾ ਦਲਿਤ ਜਨਕਾਰੀ ਹੈ ਜੋ ਆਪਣੀ ਲਹਿਰ ਦੀ ਜਠਰ ਵਿੱਚ ਹੁੰਦੀ ਹੈ। ਇਸ ਦੀ ਅਨੁਵਾਦ ਕਰਵਾਇਆ ਜਾਵੇ।

Chinese
此通告含有可能影响您的重要资料。请找人为您翻译。