

# City of Cleveland Frequently Asked Questions

## What will happen if my service day falls on a holiday?

Frontier Waste observes two (2) holidays. **Thanksgiving Day and Christmas Day.**

When this happens, service will continue the next day. (Ex: Residents trash service on Thanksgiving will be serviced on Friday).

## How should the carts be set out on my service days?

Carts should be placed with the lid opening facing the street and the wheel's closest to the curb. Each cart should be a minimum of 4 ft from any objects including other carts, mailboxes, fire hydrants, cars, etc.



## Does my trash need to be bagged?

Yes, we ask that you bag all waste being placed in the Frontier trash cart to help minimize odor, loose trash/ debris from falling on street during service and unwanted bugs and critters. You may need to wash carts frequently to keep clean and odor free.

## Who do I call for service questions?

The Frontier Waste App can be used, you can call Frontier Waste Solutions at 936-258-9035 or email: [info@frontierwaste.com](mailto:info@frontierwaste.com) (be sure to mention that you are a Cleveland resident). You may also call the City of Cleveland at 281-592-2669.

## Who do I call for billing or for additional carts?

The City of Cleveland Utility Department at 281-592-2669.

## What if I have more trash than can fit into the cart?

On occasion, residents may have more trash than usual. There are multiple options available to residents:

- 1) A Pink sticker: 1 sticker =1 bag, can be purchased from the city utility department. Once purchased, place 1-Sticker on 1- bag at curb and driver will collect on your service day.
- 2) Additional cart(s) can be obtained if trash volume is consistently more than what fits in the provided cart. Please contact the City utility department to add an extra cart to your account.

### **What do I do with my old trash cans that I have?**

The city does not permit the use of personal trash cans or carts from the previous contractor for trash service. If using a personal trash can/cart that will no longer be used, there are numerous uses for the can/cart such as: extra storage for tools, soil or mulch, rain barrel or animal feed storage.

**To have old cans removed, add to Bulk/Brush and note "Please Discard"**

### **What day is brush/bulk collected? 12 (item) limits.**

Frontier will collect bulk/brush, once a month on Wednesdays.

Monday Service: 1<sup>st</sup> Wednesday of the month  
Tuesday Service: 2<sup>nd</sup> Wednesday of the month  
Thursday Service: 3<sup>rd</sup> Wednesday of the month  
Friday Service: 4<sup>th</sup> Wednesday of the Month

### **Acceptable Waste.**

Bagged green waste is accepted in trash cart if space allows and cart lid can close completely. Otherwise, bagged waste green waste placed on curb shall be in clear bags or brown bags. Furniture and appliances without Freon ( Freon must be removed by a certified Plumber or A/C Technicians and a certificate placed on the front of the appliance)

### **Unacceptable Wastes**

Those that are classified as Hazardous or Special Waste and might violate or endanger any person, party, permit, condition, legal or regulatory requirement, substantial damage to equipment or facilities, or present a danger to the health or safety of the public or employees. These include, but are not limited to:

**Hazardous Wastes** – chemicals, corrosives, paint, aerosols, lithium batteries, gasoline, diesel, waste oils, and similar solvents. Medical Wastes, used syringes, dead animals, solids or materials from irrigation or sewage lines.

**Construction and Demolition Debris** – soil, sod, rock, dirt, sand, brick, concrete, excessive dimensional lumber from projects, any inert solid materials, drywall, shingles from roofing project, and other similar "C&D" project material. DIY projects, or construction project by a company. NO household wastes. Tires, Car Parts, items over 40 pounds.

### **Who do I contact for additional questions or concerns?**

Frontier Waste Solutions Customer Service: Remember to tell them you are in Cleveland.

Office: 936.258.9035

Email: [info@frontierwaste.com](mailto:info@frontierwaste.com)

Frontier App.

Website [www.frontierwaste.com](http://www.frontierwaste.com)

City of Cleveland Utility Department

Office: 281.592-2669

Website: [www.clevelandtexas.com](http://www.clevelandtexas.com)

This includes missed trash service, additional trash service needed, complaints regarding service concerns.