



City of Alexandria's Solid Waste Division *Solid Waste and Recycling Hauler*

Standards of Care

The City of Alexandria appreciates the services you provide to its commercial and multifamily sector. We consider you partners in preserving the environmental integrity of the City and in fostering resource conservation through effective solid waste and recycling programs. We ask you to voluntarily commit to the following standards of customer care:

- Address all customer service inquiries in a timely and respectful manner by returning phone calls within one business day.
- Maintain trucks and containers in good working condition and affix annual permit stickers to all assets used in solid waste collection and transportation.
- Be respectful of residents by restricting collection services to the following permitted hours:
 - 7:00am to 11:00pm Year Round for all Residential and Commercial locations
 - 6:00am to 11:00pm For Commercial Properties ONLY that are more than 500 feet from any residence between May 1st & September 30th
- Notify your customers of any pricing/billing changes at least 30-days in advance.
- Provide customers with feedback and support for improving their recovery of recyclable materials.
- Provide customers information regarding the types of recyclable material that can be collected and label all waste and recycling containers clearly.
- Provide customers with information regarding your cancellation and refund policies.
- Use environmental friendly products and services whenever feasible and recover recyclable materials within your own operations.
- Ensure all collection containers are water-tight, without major dents, rust, or holes.
- Obtain proper Right-of-Way permits for all roll-off containers that are placed in public areas, including parking spaces, road-ways, and alleys.*
- Place public Right-of-Way containers only in areas designated by your permit and ensure that the containers have a permit sticker affixed and that flashing barricades are placed at each end of the container.

**Visit the Permitting Section of the Department of Transportation and Environmental Services located at 301 King Street, Suite 4130, or call (703)746-4035 to obtain a Right-Of-Way Permit application.*