

Frequently asked questions regarding bulk trash

What is considered bulk trash? Any item destined for the landfill that does not fit into the regular trash cart is considered bulk.

When do I get this service? Unless otherwise noted, bulk trash schedule is:
From FM 1385 to Teel Pkwy is on the first Monday of the month
From Teel Pkwy to Preston Road is on the second Monday of the month
From Preston Road to Coit is on the third Monday of the month
From Coit to Custer is on the fourth Monday of the month

How do I get this service, and how much is it? If your residence gets regular trash collection service from Prosper, the bulk trash service is free. However, you must get on the pickup schedule by calling (469) 452-8000 or by sending an e-mail to Prosper@wasteconnections.com with your name and address. This must be done no later than 4 p.m. on the business day before your pick-up day.

Are there limits to the service? Yes. For instance, refrigerators, freezers, and air conditioning units must have an inspection tag placed by a certified HVAC technician indicating that all the Freon has been removed. And, bulk must not exceed what two people can pick up in five minutes. This is necessary to ensure that the trucks complete their scheduled pickups. Anything beyond that amount must be saved for the following month. Branches must be bundled and tied in four-foot lengths and bundles must be no heavier than 50 lb. Cardboard moving boxes must be folded and stacked neatly at the curb. A Waste Connections supervisor will evaluate the over-the-limit bulk in question and let you know what your collection options are. Remember the driver estimates the amount he is collecting by the time that it takes for him to load it. The better organized your bulk pile, the faster the driver can load the items, hence the more he can load.

What time will the trucks arrive on my pickup day? The trucks will make their rounds based on the location of the scheduled pickups, so there is no specific timetable for pickup. However, all bulk trash must be placed curbside by 7 a.m. on pickup day to ensure that it is not missed. Do not place items out more than 24 hours in advance of the scheduled day, most HOAs do not allow it nor does our Town's Code Enforcement want to ticket you for this.

What is not eligible? A full size tree will likely exceed the bundled, weight and time limits. Tree removal services are available for this. Construction, roofing, fencing and remodeling waste are not eligible for pickup. Workers are not allowed on private property and thus cannot clean out a garage. Grass clippings or shrub trimmings and small branches that are not placed in a paper yard waste bag will not be picked up. No hazardous chemicals like paint, pool chemicals, or cleaning chemicals will be collected!

If you have any other questions, please call Waste Connection, Inc. at (469) 452-8000.