

Dear City of Lebanon Resident:

The City of Lebanon and Ray's Trash Service are happy to provide you with a new trash cart. As your waste provider, the Ray's team looks forward to continuing courteous and dependable curbside collection. In this guide, you will find instructions and information about your waste services. If you have a question not covered in this guide, please visit raystrash.com or call Ray's at [317-539-2024](tel:317-539-2024).

Pickup Schedule

- See the attached map for your service day.
- PLEASE START USING YOUR NEW CARTS IMMEDIATELY.
- All trash waste must be bagged and contained in your new cart with the lid closed.
- Extra trash or bags outside the cart will not be collected.

Cart Placement

- Place the front opening of the cart towards the street with the wheels toward your home.
- Please keep a minimum of 3 feet of space between your cart and any other items.
- Carts must be within 3 feet of the curb.
- Carts must be placed next to one another side by side.
- Please do not park your car in front of the cart on pickup day.
- Do not place your cart close to obstructions such as mailboxes, utility poles, fire hydrants, other carts and parked cars.



Waste Collection Guidelines

Waste collection will be provided to the residents of Lebanon once per week. **Optional** recycling will be collected every other week. Please see the map for your pickup days. Your carts should be placed at the curb in front of your residence either the night before your scheduled collection day or no later than 6:00 AM on your collection day.

Bag and tie your trash inside the 96-gallon trash cart. Do NOT bag recyclables. All recycle items should be placed loosely in the recycle cart. The only exception is shredded paper and that should be contained in a clear bag.

Bulk Items

Each resident is allowed one (1) bulk item per household during the first full work week of each month on your regular scheduled trash day. If the truck picking up your regular trash leaves the bulk trash, we will dispatch a second truck to retrieve these larger items. We ask that you be patient. Bulk items are objects too large for one person to handle, and typically include the following:

- Stoves, washers, dryers, water heaters, water softeners, mattresses or box springs (mattresses and box springs must be wrapped separately in plastic and are considered two items)
- Carpet (*Please cut, roll and tie the carpet in lengths no greater than three feet.*)
- Lumber products (*Please bundle and tie wood products in lengths no longer than three feet and 40 lbs.*)

Unacceptable Waste

Concrete & Cement (in any form)	Gasoline	Car Parts	Insecticides	Batteries
Propane Tanks	Bricks & roofing shingles	Riding mowers	Cleaners & Solvents	Stones
Paint cans with wet paint residue	Oil-based paint	Anti-freeze		

Cart Care

Your new carts are designed for ease of maintenance. To clean, simply rinse with water from time to time and let it dry in the sun with the lid open. Do not place paints solvents, acids, gasoline, oil, hot ashes, medical waste, exposed needles, sand, soil, rocks or concrete in your cart.

ADDITIONAL INFORMATION

Cart Ownership

Carts are the property of Ray's Trash Service. They have been registered to your address and are not to be removed from that property. If your cart breaks or becomes damaged through normal wear and tear, Ray's will repair or replace the cart. Carts damaged from negligence or abuse must be replaced at the resident's expense. Contact Ray's at 317-539-2024 or residential@raystrash.com to report damaged carts. If your cart is stolen, call the Lebanon Police Department's non-emergency number at **Lebanon, please provide phone number** to make a police report. Once you have this report number, call Ray's and ask for a replacement cart. When the police report is confirmed, a replacement cart will be delivered to your home.

Loading Your Cart

- Always lift the lid from the front to place materials inside the carts.
- Bag and tie your trash inside the cart.
- Recycle material should be placed in the container loosely.

Moving Your Cart

First, make sure the lid is closed. Then grab the handle to tilt the cart back slightly. Now, safely and easily push or pull the cart. The cart is designed to withstand dragging, however, for ease of use, tilt and roll the cart. Always close the lid before moving. Pull the cart uphill and push the cart downhill. Keep the lid closed to keep animals, rain, snow, and ice out, and keep the refuse and odors in.

To Rent An Additional Cart

Please call Ray's at 317-539-2024 if you need to rent an additional waste or recycle container. Additional charges apply.

Appliances Containing Freon or Electronic Waste Require Special Handling

To have freon containing appliances collected, all items must first be tagged by an HVAC certified technician that the Freon has been removed. TV's, computers and other E-Waste items require special handling. Call Ray's to arrange a pickup. Items are subject to additional charges.

ADA, Elderly, and Special Need Accommodations

For residents who require special accommodations and are unable to manage their cart, and who do not have an able-bodied individual residing at their residence, ADA trash collection services will be provided. A walk-up service will be provided if a resident meets the requirements and needs assistance moving their cart. Please contact the Lebanon ADA at **Lebanon, please provide a number** to obtain a form if you require assistance. **Ray's & Lebanon need to discuss this process.**

Removal of Old Trash Containers

If you have an old trash container that you would like to dispose of, please mark the container as trash and leave it at the curb as your heavy trash item for the month. Here are some alternative uses for your old container:

Planter	Compost Bin	Storage
Outside Toy Storage	Animal Food Storage	Rain Collection

Optional Recycling

Curbside recycling service is optional for residents of Lebanon for \$5.35 a month. To establish recycle service, call Lebanon Utilities at 765-482-5100. All recyclables should be placed loosely in the provided recycling container. No bags please. Recycling is currently provided every other Wednesday. We expect this to transition to our regular trash day as recycling participation increases. Check out raystrash.com/what-can-i-recycle for recycling information.

Overage Bags

We are currently working with the IGA in Lebanon as a distribution point for overage bags. We are also working with another location but do not have that solidified. We will let you know when we have more information.

Holidays

Trash and Recycling will NOT be collected on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day. The remainder of the week following these holidays will be serviced on a one-day delay. Friday service will then be collected on Saturday.



Facebook: [Ray's Trash Service](https://www.facebook.com/RaysTrashService)

Instagram: [raystrashservice](https://www.instagram.com/raystrashservice)

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Social Media

