

## WHAT TO EXPECT WHEN RENTING A TEMPORARY BIN

### GENERAL:

- Once the application has been received it takes 1-3 business days for the bin to be delivered.
- If you need it to be delivered on a specific date, please write that request under the “NOTES” section on the application.
- You must submit a new application each time you need a bin.
- We will empty the bin every week on the automated trash day for your area until you ask to have the bin removed or skipped that week – fees apply.
- Note: The City of Burbank Temporary Bin Application is a legal document. Once you initial and sign it, you are acknowledging that you agree to the rules and conditions.
- We may contact you via email or phone regarding the bin. Please make sure to provide the primary email address and phone number that you use frequently. **Note: Check your spam for any emails from [pwtempbins@burbankca.gov](mailto:pwtempbins@burbankca.gov)**

### PLACEMENT:

- The bin must stay on private property.
- The bin must be at the edge of the driveway (the edge is where your driveway ends, and the sidewalk begins) or accessible in the alley between 7:00 am and 2:30 pm for a successful collection. **Note: For bins dropped off in the driveway, the bin must be at the edge of the driveway regardless of where it was placed during the initial drop off.**
- **If the bin is not accessible at the time of service, you will still be charged the regular bin collection fee.**
- **If you call to have us return to empty the bin before your next collection day, you will be charged the regular collection fee AND an additional return fee of \$15.90.**
- If you want the bin to be placed on the street, you must acquire a permit and lighted barriers for each side before we deliver the bin. To acquire the permit, please call 818-238-3950. For the lighted barriers you can buy/rent them at a hardware store, or you can rent them through Public Works Field Services for \$7 per barrier per day. We require two lighted barriers, one in front and one in back.

### SCHEDULING PICKUPS:

- You are required to establish the first collection of the bin before we can deliver the bin to you.
- We will empty the bin every week and charge your account the regular collection fee until you ask to have the bin removed or skipped that week. If you call to have the bin skipped a week, you will be charged a \$30 skip fee.
- If you plan on changing your pickup date, you must call or email at least one business day prior to your pickup date before 4pm (end of business day). If you call or email after this time, you will be billed the regular bin collection fee. **If you call to reschedule the bin empty before your next collection day, you will be charged the regular bin collection fee AND a return fee of \$15.90.**

#### BILLING:

- Requester must be on the BWP account to rent the bin.
- The person requesting pickups or skips must also be on the BWP account.
- We will empty the bin every week on the automated trash day for your area and bill the regular bin collection fee.
- **If the bin cannot be serviced; it's not accessible, overloaded, or empty, you will still be charged the regular bin collection fee for the attempted pickup.**
- **If you call to have us return to empty the bin before your next collection day, you will be charged the regular collection fee AND an additional return fee of \$15.90.**
- You are billed weekly for the rental, which includes initial delivery, weekly rental, weekly pickup/disposal of one load, and bin removal.
- You can have more than one pickup per week, and **we will bill you the regular bin collection fee per pickup**. Note: We do not do pickups during the weekend.
- if you are not ready to have the bin emptied, you can skip your weekly pickup for a fee of \$30. Note: If you choose to skip your weekly pickup, **you must notify us at least one business day in advance of your scheduled pickup.**

#### LOAD RESTRICTIONS:

- The 2yd temporary bin can be loaded with heavy materials at a maximum height of 12" from the bottom of the dumpster.
- The 3yd temporary bin **CANNOT** be loaded with heavy materials. Only light materials are allowed.
- Heavy Materials include but are not limited to dirt, rock, sand, concrete, tile, shingles, plaster, cement etc.
- No hazardous materials or liquids of any kind are accepted in any bin.