



Waste Services Since 1971

LeckWasteServices.com

780 Noble Street
Kutztown Pa, 19530
610-683-7086

237 Jacksonville Rd
Ivyland Pa, 18974
215-675-8000

RESIDENTIAL SERVICE GUIDELINES – FOR BERKS COUNTY RESIDENTS

1. **PICK UP TIME:** Please have all trash out by the night before on your collection day to not miss the truck. Service times may vary from week to week depending on weather conditions, vacations, holidays, truck issues, etc. Thank you for your cooperation in this matter.
2. **RECEPTACLES:** Receptacles used for the disposal of refuse shall be made of metal or plastic, be watertight and have a tight fitting cover and shall not weigh more than 50 lbs when filled. One 64 gallon or 96 gallon trash toter will be provided upon request with a signed service agreement on file.
3. **LIMIT:** Limit of 6 plastic bags or (6) 33 gal garbage cans or the equivalent will be accepted each week plus 3 bags or bundles of yard waste. Branches must be cut into 3 ft lengths and tied into a bundle not weighing more than 50 lbs. Please call the office to make arrangements in advance for additional trash service needed that exceeds the weekly limit. Price quoted is for a single family dwelling only. Please do not permit your relatives, friends or neighbors to bring their trash to your property for disposal.
4. **UNACCEPTED MATERIAL:** NO paints, motor oils, chemicals, solvents, gasoline, kerosene, explosive or radioactive materials, or any liquid or solid hazardous waste permitted. Please visit www.co.berks.pa.us/swa for free disposal information. Click on Hazardous Waste Collection of the current year for information.
5. **ASH:** DO NOT put burnt materials or ashes out for collection until they have cooled for at least (10) ten days.
6. **BULK ITEMS:** There is a separate charge for all bulk items. Please call our office in advance to make arrangements for the removal and payment of bulk items. Bulk waste that can be picked up curbside includes but is not limited to appliances, carpet, furniture, tires, electronics and freon items such as refrigerators, freezers, air conditioners and dehumidifiers. Customers also have the option to drop off bulk items at our office for a fee from 8am-4pm, Monday - Friday.
7. **ELECTRONICS:** Electronics cannot be disposed of in the trash stream. Customers may recycle electronics for an additional fee at our office from 8am-4pm, Monday - Friday. Electronics are classified as: televisions, computer monitors, printers, keyboards, computer towers, laptops, VCR and DVD players, etc. DO NOT tear apart electronics as they will not be accepted for recycling. Please call our office at 610-683-7086 for more information.
8. **WEATHER:** In case of inclement weather, trash should still be out by 6:00 am on your scheduled collection day, and left out until we pick it up. Unfortunately, we are not able to come back if your trash is not out when we come thru. Please note that there is no refund or credit given to any customer due to inclement weather or road closures.

If your trash is not hauled by 5:00 pm on your collection day, please contact our office or email us at billing@leckwasteservice.com and we will get back to you regarding any weather delays. Weather delay info can also be found on our Facebook page @LeckWasteServices. We appreciate your patience during inclement weather as we continue to strive to give you the best service as safely as possible.

9. **PAYMENTS:** Service will be suspended for any customer delinquent in payment. There will be a \$30.00 charge to reinstate service once the account is brought current. Payments are always due in advance. There is no credit issued for suspended service.
 - **Returned Checks:** If a check is returned from our bank because of insufficient funds, uncollected funds, overdrafts, stop payments, etc. a \$30.00 fee will be added to your account.

- **Advanced payments:** If a customer pays more than the amount of their normal billing period, it will be held on their account as a credit. Paying in advance does not guarantee the price for the year.
10. **SERVICE CANCELLATION:** Customers who wish to cancel service may do so in accordance with the terms and conditions outlined in their service agreement. Only customers who move out of our hauling area with a forwarding address will be allowed to cancel service with no limitations.
 11. **OFFICE HOURS AND CONTACT INFORMATION:** Our Office is open Monday-Friday from 7:00 am to 5:00 pm. We are closed Saturday & Sunday. If you have any questions about your service please call our office at 610-683-7086 or email us at: billing@leckwasteservice.com.
 12. **HOLIDAY PICK UP SCHEDULE:** Please be advised that holidays that fall on the weekend will not affect your service schedule. If a holiday falls on a week day, please expect a one day delay in service, if it is a Friday your service will be done on Saturday. We do not provide service on the following holidays:

Memorial Day
Labor Day
4th of July
Thanksgiving Day
Christmas Day
New Year's Day

Payment and Billing Options

1. We are happy to offer paperless invoicing. If you would like to receive your invoice by email, please send a request to billing@leckwasteservice.com.
2. You can now **PAY ONLINE** at Leckwasteservices.com. We accept VI, MC or DS and ECH (online check).
3. When remitting your payment by mail; please send to Leck Waste Services, 237 Jacksonville Rd, Ivyland PA 18974