

FREQUENTLY ASKED QUESTIONS (FAQ) RESIDENTIAL ACCOUNTS



General Information

Q: Why is the City of Alamo Heights switching to standardized trash bins?

A: The new standardized bins will make trash collection more efficient and consistent across Alamo Heights. Benefits include increased capacity for households, faster collection times, reduced spillage, improved safety for our collection crews, and a more uniform appearance throughout the city.

Q: How much does a new bin cost?

A: Each Alamo Heights Solid Waste residential account will receive ONE complimentary new trash bins as part of your waste collection service. Additional bins may be purchased for \$75. An additional fee of \$15 per month, per bin will be assessed for servicing the additional bins. Contact Public Works at 210-822-3331, select option 2 to discuss your needs and pricing.

Q: When will I receive my new bin?

A: Delivery schedules are:

• West Broadway: Nov. 10th – Dec. 8th • East Broadway: Dec. 8th – Dec. 30th

Q: Will my trash pickup day or time change?

A: No. Your regular trash collection twice a week will remain the same. Only your container is changing.

Q: What do I do with my old bin(s)?

A: You will receive “stickers” with your new bin that you will use to mark your old bins. Please place marked, empty bins that you would like to dispose of on the curb on regular collection days, from November 30th until February 6th, 2026.

Delivery & Placement

Q: Do I need to be home for delivery?

A: No. Our Public Works staff will deliver your bin to your property as long as your current trash bin out for servicing. We do not want bins on the curb for a prolonged period, which could indicate that the homeowner is not home, making your house vulnerable. We'll place it in an accessible location near your current trash collection area. If you are out of town or on vacation over these dates, please contact our Public Works office at 210-822-3331 and select option 2 to arrange for your bins.

Q: Where will my bin be placed?

A: Bins will typically be placed near your current trash collection location or in your driveway. If you have a preferred location, you can move it after delivery.

Q: What if I didn't receive my bin during my scheduled delivery window?

A: Please contact Public Works at 210-822-3331, select option 2, or email: publicworks@alamoheightstx.gov - We'll verify your address and arrange delivery.

Q: What if my bin is damaged when delivered?

A: Contact us immediately at 210-822-3331, select option 2, and we'll replace it at no charge.

Q: Can I request a specific bin color?

A: All standardized bins are the same color to maintain uniformity throughout the city. This helps our collection crews work more efficiently.



Using Your New Bin

Q: When do I have to start using the new bin?

A: You can start using it immediately upon delivery, but you have until February 6, 2026 to fully transition. This grace period allows you to use either your old containers or the new bin.

Q: What happens to my old trash containers after February 6, 2026?

A: After February 6, 2026, only the new standardized bins will be serviced. You may keep your old containers for personal use or dispose of them according to city guidelines; attach the provided stickers to your old bins, and we will pick them up and dispose of them.

Q: What size is the new bin? Will it be big enough for my household?

A: The new bins have a capacity of 96 gallons, which is larger than most traditional trash cans. This increased capacity should accommodate most household needs. If you have special circumstances requiring additional capacity, please contact us at 210-822-3331, select option 2.

Q: Can I get an additional bin?

A: Additional bins may be purchased for a one-time fee of \$75, plus an additional service fee of \$15 per month per bin. Contact Public Works at 210-822-3331, select option 2 to discuss your needs and pricing.

Q: How do I use the bin? Does it have special instructions?

A: Wheel the bin to your curb on collection day with the handle/opening facing the street. Don't overfill—the lid should close completely. Our crew will return the empty bin to your curb after collection.

Q: What can I put in the bin?

A: Regular household trash that was previously acceptable. Do not include hazardous materials, paint, batteries, electronics, large appliances, construction debris, yard waste (unless part of regular collection), hot ashes, or liquids. Recycling should still go in your recycling containers.

Q: Can I put recycling in the new trash bin?

A: No. Please continue using your designated recycling containers for recyclable materials. The new bin is for trash only.

Q: What if my bin is stolen or goes missing?

A: Contact Public Works immediately at 210-822-3331, select option 2. We'll work with you to replace it and may file a report if necessary.

Collection & Maintenance

Q: How should I place my bin on collection day?

A: Wheel the bin to the curb with the handle/opening facing the street. Place it at least 3 feet away from other objects (cars, mailboxes, other bins) to allow space for the Public Works staff to empty the bins.

Q: Who is responsible for cleaning and maintaining the bin?

A: Residents are responsible for maintaining and cleaning their bins. You can rinse it out with a hose as needed.

Q: What if my bin breaks or is damaged?

A: Contact Public Works at 210-822-3331, select option 2. We'll assess the damage and repair or replace the bin as needed. Normal wear and tear repairs are typically provided at no charge.

Q: Can I paint or decorate my bin?

A: We ask that you do not paint or significantly alter the bin's appearance, as uniformity helps our crews work efficiently. Small identifiers like your house number are acceptable.