

## **FAQs – Online Portal for Solid Waste**

### **Do I have to use the online portal to access these services?**

For your convenience and improved service delivery, we ask that all residents and businesses requiring these services use Service Vaughan. Accessing these services online will also help to protect the health and well-being of citizens and staff during the COVID-19 pandemic.

### **Bin exchanges**

#### **What if my bin is not placed outside for exchange? What does the City do?**

The City will reschedule the delivery on the available week, based on your schedule. It may be one or more weeks depending on demand. A fee may be applied for this accommodation in the future.

#### **What will happen if my bins are full?**

The courier will not exchange full bins. Please make sure they are empty upon pick up.

#### **Is there a maximum number of bins per delivery?**

Yes, we ask that residents only replace four City of Vaughan bins per delivery.

#### **When will residents be able to purchase City of Vaughan bins online?**

The City is currently working on a more comprehensive online payment system to be implemented in 2021.

#### **Where should the bin be placed for a townhouse/row house?**

Wherever you normally receive deliveries from couriers, such as FedEx, UPS or Purolator, is where you should place the bin for exchange.

#### **I'm a new homeowner in Vaughan and I would like my pre-paid blue and green bins. How do I get them?**

Has your home been purchased from a builder? If yes, you may be eligible to receive two blue bins, one green bin and one in-home organics bin. You can register for home delivery of your bins through Service Vaughan. You will be required to upload a scanned copy of your Tarion agreement and driver's license. If your home is a resale, you are not eligible for the new bin program and should purchase them from a local home improvement store.

### **Garbage tags**

#### **How much do garbage tags cost?**

Garbage tags cost \$20 per sheet. There are 10 tags on each sheet. Accepted payment methods include Visa, MasterCard and American Express. Individual tags are not sold. Prices are subject to change. All sales are final. Taxes are included.

**When will I receive my garbage tags?**

The City of Vaughan will mail out your garbage tags within two business days. The city relies on Canada Post for delivery, with some residents experiencing delays of up to two weeks for delivery. The city is not responsible for lost garbage tags.