

FAQs**1. When will I receive my 2024 Waste Collection Schedule in the mail?**

The 2024 Waste Collection Schedule is expected to be delivered to homes via Canada Post starting Monday, Dec. 4, 2023. The mailout may take a few weeks, so if you do not receive one by Tuesday, Jan. 2, 2024, please contact Service Vaughan by phone at 905-832-2281 or by email at service@vaughan.ca.

2. What should I do if I don't receive my printed 2024 Waste Collection Schedule by mail?

You can request a mailed copy of the 2024 Waste Collection Schedule by calling Service Vaughan at 905-832-2281 or emailing service@vaughan.ca. However, the schedules are being sent through Canada Post, so it may take a few weeks to arrive. We ask that you please wait until at least Tuesday, Jan. 2, 2024 before making this request to avoid a double mailout.

3. Why is the 2024 Waste Collection Schedule in a single-page format rather than a traditional multi-page booklet?

Through feedback collected during focus groups held in 2021, City staff learned how residents use their waste schedules and what information is most helpful. The 2024 Waste Collection Schedule was designed following the format of previous schedules and is more responsive and convenient for readers. It is clear and concise with a fresh and colourful look, all while providing a year of waste services at a glance. For more information about the City's waste services or to view or download a digital copy of the 2024 Waste Collection Schedule, visit vaughan.ca/WasteCalendar.

4. Why has the City chosen to continue with a printed Waste Collection Schedule?

The City continues to serve all residents, including those who do not have internet access or prefer a printed schedule. In the future, the City may explore making waste collection information available mainly through an online Waste Collection Schedule while still offering printed schedules at City facilities or through the mail by request. Additionally, including QR codes within the printed schedule that link to important waste information online helps reduce the size of the schedule – and thus, reduces paper!

5. How do I access my Waste Collection Schedule online?

The City provides a digital Waste Collection Schedule at vaughan.ca/WasteCalendar and PDF versions for download. The digital 2024 Waste Collection Schedule will be posted at vaughan.ca/WasteCalendar on Monday, Nov. 27, 2023.

6. How can I find out which zone I'm in and what day my collection is?

There are a few ways to find out your collection day:

1. Find the Waste Collection Map in your hardcopy Waste Collection Schedule, then locate where you live on the map. Note your collection day and if you live in a blue zone or yellow zone.
2. View your collection schedule by visiting vaughan.ca/WasteCalendar and entering your street number and street name in the "Search Instructions" section. A personalized waste calendar will show the coloured zone (either blue or yellow) and the day of the week your waste is collected.
3. Download the free [Recycle Coach app](#) to your smart device to view your personalized collection calendar.
4. Contact Service Vaughan by phone at 905-832-2281 or email at service@vaughan.ca and a Citizen Service Representative will be happy to assist you.

7. Can I receive digital notifications to remind me about my collection day?

Yes! Download the free [Recycle Coach app](#) and turn on notifications in the settings. You will receive a reminder the evening before your collection day that your waste materials can be placed at the curb, as well as information on which materials can be set out for collection.