

Village of East Aurora

New Waste Management Garbage FAQ's

Q: Why is Waste Management going to be picking up my garbage now?

A: The Village contract with Modern was due to expire, and a new contract was put out to bid. Waste Management was chosen as the new contractor and awarded the contract for the Village refuse pickup.

Q: When will the change occur?

A: Waste Management pick-up will begin **October 6th**

****Modern Disposal pick-up schedule remains unchanged through October 3rd****

Q: Why am I receiving two large totes?

A: The Village contract specified 96-gallon garbage and recycling tote sizes for all parcels. Waste Management requires the use of these containers for pick-up. Parcels received a minimum of 1 garbage and 1 recycling tote.

Q: Will my pick-up day change?

A: Pick-up specifics for each residence will be relayed to you prior to October 6th. Pick-up days WILL LIKELY change for some residents.

Q: Can I put garbage or recycling outside of my tote?

A: No. All garbage and recycling must be inside the tote and the tote lids must be closed for pick-up to occur. Anything outside of the totes will not be picked up. (aside from large item pick-up)

Q: Can I still put large items out with my garbage?

A: Residents will be allowed **three (3) large items monthly**, to be put out on the **3rd week** of the month for pick up only.

Q: Will I receive a pick-up calendar for 2026?

A: YES!! A flyer with a calendar and helpful dates will be provided to all residents!

Q: Do these totes belong to me?

A: NO- the totes are the property of Waste Management. All maintenance and repairs to totes will be completed by Waste Management. More information will be provided on how to submit a repair request.

Q: What do I do with my old garbage cans or recycling bins?

A: If your current cans are garbage, you may break them down into smaller pieces and put them inside the garbage tote for disposal. If your current cans/bins are still in good shape, feel free to repurpose them for other household items/uses! If you have old totes, there are also online sites where you can list them; many people are often looking for totes!