



Frequently Asked Questions about Curbside Collection Services

Why the strict rules on garbage?

As a WildSafe community, other recurring animal problems such as birds and dogs, and a responsibility to cut down on our garbage outputs, setting size limits on bins and mandating closed lids will help service delivery, and result in fewer messes on the street.

What if I don't follow the rules?

First, we'll tell you about it. Then, we simply won't empty your bins. Doing so then becomes your cost to take to the landfill. Repeat offenses will likely end up in an indefinite suspension of service. Service participation is mandatory so you will continue to pay for it as well - it's in everybody's best interest to comply with the rules.

Why can't glass be included?

Glass is problematic in many curb-side programs as it contaminates and creates significant hazards and revenue losses at sorting centres when included in baled recycled materials. This is an inconvenience, but glass can still be deposited in containers provided by the CSRD adjacent to the bottle depot.

Can I have more bins?

Yes, though it will cost you. Contact utilities@golden.ca for more info.

How do I properly place my containers?

The handle and wheels must face the house. If you have a curb, place it on the street butted up against it. If you don't have a curb, place it right next to the street. It has to be easy to reach with the truck's automated arm – not behind a vehicle, halfway up a driveway, or in a snow bank, prone to tipping.

What if my bin is damaged?

Tell us and we'll determine if it needs replacement. If it was caused by the collector or by normal wear and tear, there's no charge to you.