



**Athens
Services**

CITY OF
**THOUSAND
OAKS**
*RESIDENTIAL &
CONDO/TOWNHOME
BROCHURE*





WELCOME TO ATHENS SERVICES

Athens Services is proud to be a part of the Thousand Oaks community. Based on a shared vision for the future and rooted in a deep commitment to environmental stewardship, the City of Thousand Oaks and Athens have partnered to provide residents with enhanced recycling, organics, and trash collection services. Athens is poised to serve as your community partner and strives to provide exceptional service, build strong relationships, and help support schools, businesses, and residents in becoming sustainability leaders.

Athens was founded on the simple principle of providing exceptional service by hiring and developing great people, while fostering a safe, healthy, and sustainable environment. This is the Athens Way! Athens is thrilled to welcome Thousand Oaks into the Athens family. Together, we can establish the best environmental programs today and for future generations.



SPANISH TRANSLATION/TRADUCCIÓN DE ESPAÑOL

For a Spanish translated version of this Residential Welcome Packet, please visit AthensThousandOaks.com or scan the QR code.

Para obtener una versión traducida de este paquete de bienvenida residencial, visite AthensThousandOaks.com o escanee el código QR.



CUSTOMER SERVICE & INQUIRIES

SERVICE REQUESTS & QUESTIONS

For all service requests and inquiries, call Athens Customer Care Center (833) 791-2377. Operating hours are Monday – Friday, 8:00 a.m. to 5:00 p.m. and Saturday 8:00 a.m. to 12:00 p.m. Self-service options are available 24/7 by visiting AthensThousandOaks.com.

PAY YOUR BILL

To pay your bill or for questions regarding billing, contact Athens Services at (833) 791-2377 or visit our website site at Billing.AthensServices.com.

LOCAL CUSTOMER SERVICE CENTER

Thousand Oaks Sustainability Center
2251 Thousand Oaks Blvd.
Thousand Oaks, CA 91362
(805) 852-5264
Monday – Friday, 8:00 a.m. to 5:00 p.m.

HOLIDAYS OBSERVED

Holidays create a one-day delay in collection service. Athens Services observes the following holidays:

New Year's Day (January 1st)

Memorial Day (last Monday in May)

Independence Day (July 4th)

Labor Day (first Monday in September)

Thanksgiving Day (fourth Thursday in November)

Christmas Day (December 25th)

If the holiday falls on Monday through Friday, collection services for the remainder of the week will be delayed by one day. If the holiday falls on Friday, service will be delayed till Saturday. If the holiday falls on Saturday or Sunday, there will be no delay in service.



Did you know: Athens minimizes its greenhouse gas emissions (GHG) by purchasing all their residential collection carts from a manufacturer in Los Angeles County and with at least 20% recycled material content.

RECYCLING, ORGANICS, & TRASH COLLECTION SERVICES

Residents will be required to source-separate their recycling, organics (including yard waste and food scraps), and trash materials.

Athens will service containers in single-family residential neighborhoods one-time (1) per week between 7:00 a.m. - 7:00 p.m., Monday - Friday.

All single-family homes and multi-family residential complexes with individual cart service will receive a standard bundled package consisting of:

-  One (1) 64-gallon black (trash) cart
-  One (1) 64-gallon blue (recycling) cart
-  One (1) 96-gallon green (mixed organics) cart or one (1) 32-gallon green (food waste) cart for multi-family units without yard waste

SERVICE LEVEL OPTIONS

(Cart sizes can be adjusted, see *Additional Collection & Container Sizes* section.)

Standard Single Family 3-Cart Service	Limited Service (with Organics Collection)	Basic Single Family 3-Cart Service (with trash cart upgrade)	Condo & Townhome Service
64-gallon Trash (medium container)	32-gallon Trash (small container)	96-gallon Trash (large container)	64-gallon Trash (medium container)
64-gallon Recycling (medium container)	64-gallon Recycling (medium container)	64-gallon Recycling (medium container)	64-gallon Recycling (medium container)
96-gallon Organics (large container)	96-gallon Organics (large container)	96-gallon Organics (large container)	32-gallon Organics (small container)

ADDITIONAL COLLECTION & CONTAINER SIZES

Adjustments to the size and quantity of recycling containers are available to residents at *no additional charge*. Residents can request additional organics and/or trash containers or increase the size of their existing containers, *subject to additional charges*. Container size options include: 32-gallon, 64-gallon, and 96-gallon carts. Senior discounts (for persons over the age of 65) are available on all service options upon request.



CART PLACEMENT

To ensure on-time and seamless collection service, please arrange your trash, organics, and recycling carts as follows:

- 🗑️ Set out carts (wheels against the curb) by 7:00 am of your regularly scheduled collection day.
- 🗑️ Place carts side-by-side, spaced about one (1) foot apart and at least three (3) feet from parked vehicles or other objects.
- 🗑️ Close the lids fully and remove any excess material. Save extra material for your next service date or order a bulky item collection. If carts are regularly overfull, consider increasing your container size or requesting an additional container.
- 🗑️ Ensure carts are not blocked as collection trucks require unobstructed access.

FOOD SCRAPS COLLECTION

The residential organics (green) container is for the collection of landscaping waste, food scraps, and food-soiled paper. In order to meet the goals and requirements of Senate Bill 1383 (Short-Lived Climate Pollutants Reduction Strategy), all residents will be required to separate food scraps and landscaping waste from the trash and place them in their organics container.

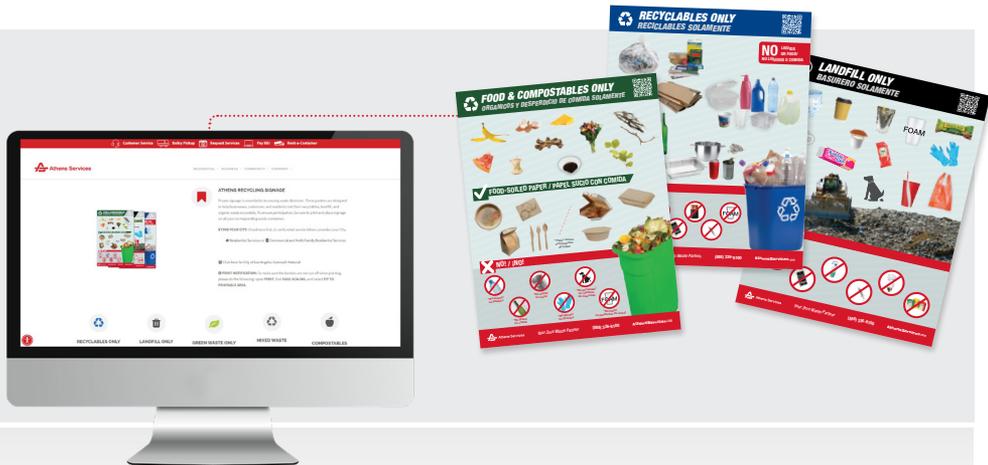


Did you know: Organics waste contributes to more than 30% of the material in California's landfills, where it decomposes and releases methane (a potent greenhouse gas). Source: 2018 Solid Waste Characterization - CalRecycle

WHAT HAPPENS TO YOUR ORGANICS

Athens' American Organics compost facility will convert organics waste collected in Thousand Oaks into nutrient-rich soil amendment. The resulting compost is used by commercial farmers small and large, city projects, garden shops, landscape yards, landscapers, and residents.

OUTREACH MATERIALS & RESOURCES



SIGNAGE & MATERIALS

Athens' signage, Recycling Cheat Sheet, and additional resources can be downloaded at AthensServices.com/Outreach-Materials.

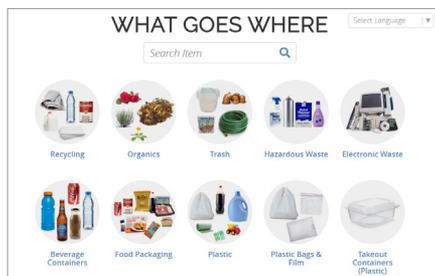
REUSE: REPURPOSE, REPAIR, DONATE

Before you recycle, first consider reuse! Many unwanted, still usable items could have a second life, if given the chance. Athens has compiled a list of reuse options including DIY activities, donation options, repair shops, thrift stores, and online giveaway and swap-or-sell sites. Visit AthensServices.com/MaterialReuse.

DIVERSION TIPS

For the Home - Visit AthensServices.com/Home-Tips for a great introduction to the four R's – Reduce, Reuse, Recycle, and Rot. Review and implement these practices to help reduce waste at home and encourage proper recycling!

For a Business - Having good systems in place for collecting recycling and organics can help businesses lower costs and reduce their environmental footprint. Athens has compiled some tips to help, from forming a Green Team to standardizing waste collection setups throughout a business. Visit AthensServices.com/Office-Tips.



WHAT GOES WHERE GUIDE

Athens' "What Goes Where" interactive, online recycling guide features over 350 items and acts as the go-to resource for correctly disposing, reducing, reusing, recycling, and composting unwanted waste material. Check out the guide by visiting CanIRecycleMy.com.

Below are some of the more popular items and how they should be separated.

BLUE CART = RECYCLING

If empty of liquid and food, the following is acceptable in your **blue recycling container**.

Plastic:

- Plastic #1 beverage bottles/ jugs (with cap) & to-go clamshells
- Plastic #2 & #5 detergent jugs & food containers

Paper: (clean, dry, and no metal or lamination), magazines, mail, office paper, newspaper, paper bags, & telephone books

Cardboard: broken down cardboard, corrugated fiberboard, & clean pizza boxes

Glass: bottles & jars only (remove lids)

Metals: aluminum cans, foil, & trays, scrap metal, steel cans & tin cans

Acceptable, but may not be recycled currently:

- Plastics numbers 4 & 7
- Cereal boxes (remove bag), egg cartons, frozen food boxes, & soup/milk/juice cartons



GREEN CART = ORGANICS

Green Waste: branches; flowers; grass clippings; hedge trimmings; leaves; weeds; & untreated/unpainted lumber, plywood, & scrap wood.

Food Scraps: fruits; vegetables; bread; rice; pasta; cheese; dairy; coffee grounds; coffee filters; meat; bones; poultry; seafood; soft shells (e.g. lobster, crab, & shrimp)

Food-Soiled Paper:

*All items must be 100% plant-fiber based with NO petroleum based plastic, wax, or bio-plastic coating, liner, or laminate. Must be soiled ONLY with food or drink liquids.

- 100% fiber based, compostable to-go containers & servingware, egg cartons (paper), paper napkins & kitchen towels, plates, packaging, and pizza boxes



BLACK CART = LANDFILL

Glass: ceramic, porcelain, & non-food related glass

Food Containers: chip bags, compostable “plant-based plastic,” juice pouches, paper coffee cups, snack bar wrappers, tea bags, & tea wrappers

Paper: bathroom & facial tissues, envelopes (padded and Tyvek), laminated or plastic coated paper, napkins, photographs, & receipts

Plastic: plastics #3 & #6 (hard & foam); all black plastics; bubble wrap; disposable gloves; garden hoses; empty motor oil containers; plastic bags & film (e.g. dry cleaning bags & cellophane); plastic toys; tarps; & small plastics (e.g. utensils, straws, serving cups, etc.)

Misc.: unusable clothing & fabric; cacti & succulents; cigarette butts; diapers; hard shells (e.g. clams, mussels, & oysters); lint; palm fronds; pet waste; produce stickers; & yucca leaves



ON-PREMISE SERVICES

For residents with disabilities, limited public right-of-way streets, hard-to-service areas, and valet service requests, Athens will utilize “Push Services” to relocate the recycling, organics, and/or trash containers for service. Push Services are *subject to verification or additional charges*. Push Services are subscription based. Rates are determined by the distance from the container’s permanent location to the location where the container is serviced. **Contact the Athens Customer Care Center to request on-premise services.**

Non-Chargeable Push Services

- **Residents with disabilities** - For single-family households where all residing adults have disabilities preventing them from placing any Athens container curbside, Athens’ drivers will retrieve the carts for collection.
- **Limited public right-of-way streets** - For single-family households where property topography, steep driveways, below grade dwellings, or limited access to public streets present possible safety hazards to place Athens containers curbside, Athens’ drivers will retrieve the carts for collection.

Chargeable Push Services

- **Hard-to-service** - For single-family households where Athens’ trucks have accessibility constraints that make regular curbside collection difficult or impossible, Athens will utilize a smaller scout truck to relocate the container to a safe collection location.
- **Resident requests** - For single-family households requesting valet services of Athens’ containers, Athens’ drivers will retrieve the carts for collection and will return them to their permanent location after service. Valet services include anytime a driver must dismount from their collection truck, relocate a cart, and return a cart back to its permanent location.



REASONS FOR NON-COLLECTION

CONTAMINATION

Intentionally or unknowingly placing unacceptable items in the recycling, organics, and/or trash containers is considered contamination and is subject to fees. Contamination poses a safety risk to waste workers and may result in the loss of recyclable or compostable material. To review how best to sort your waste and avoid contamination, visit CanIRecycleMy.com.

Contamination is defined as:

- When a recycling container includes 10% or more of trash and/or organics material
- When an organics container includes 3% or more of trash and/or recyclable material
- When the recycling, organics, and/or trash container includes any amount of hazardous and/or electronic waste

Within one (1) calendar year, each residence is allowed up to two (2) instances of contamination without penalty. On the third (3) and subsequent instances, contaminated containers will be subject to contamination fees.



OVERFILLS & OVERWEIGHT

Overfilled and overweight containers are subject to overage fees and run the risk of non-collection. If a cart is unserviceable due to being overfilled or overweight, a warning notice will be affixed to the container detailing why it was not emptied.

Aside from being unsightly, overfilled containers can pose potential health and safety hazards to Athens drivers and the environment. Overweight carts can damage the body of the cart and/or the collection truck, and cause spillage of material into the street.

A container is considered overfilled when:

- ⚠ It is filled above the rim
- ⚠ The container lid does not close
- ⚠ There is excess material spilling outside of the container

A container is considered overweight when:

- ⚠ It is too heavy for a driver to safely maneuver for service
- ⚠ Container contents include heavy materials such as auto parts, concrete, dirt, rocks, large pieces of tree trunks, or construction debris

To avoid overfills & overweight:

- ⚠ Remove any excess waste materials
- ⚠ Do NOT tightly pack contents - all waste materials inside a cart must freely fall out when emptied
- ⚠ Do NOT add heavy materials to carts
- ⚠ Break down cardboard boxes
- ⚠ Request extra collection service when necessary
- ⚠ Request a Bulky Item Collection for larger items
- ⚠ Order a temporary roll-off container for construction and demolition projects

IMPROPER PLACEMENT OF MATERIALS

Athens is not obligated to collect any waste material that is not placed inside its designated collection container. For any excess materials, consider scheduling a bulky item pick up for larger items or schedule an extra collection service as needed, *subject to additional charges*.



ADDITIONAL SERVICES

BULKY ITEMS

Residents are provided up to two (2) FREE bulky item collections per calendar year. Extra collections within a year are subject to additional charges. Each bulky item pick includes up to three (3) large items. Acceptable bulky items include, but are not limited to, dryers, furniture, mattresses, refrigerators, rugs, tree trunks, washing machines, and water heaters. Automobile parts, construction debris, hazardous waste, and heavy items (such as pool tables and pianos) are NOT allowed as part of a bulky item pickup nor in any Athens container. Contact the Athens Customer Care Center at (833) 791-2377 to request a bulky item pickup.

EXTRA COLLECTION SERVICE

For occasions when waste generation exceeds the normal, weekly service, residents are encouraged to schedule an extra collection. This is recommended to avoid potential service interruptions or fees resulting from overfilled, overweight, or contaminated containers.

MOVE-IN RECYCLING COLLECTION

Within three (3) months of service activation, new Thousand Oaks residents looking to dispose of large amounts of moving material and other packing equipment (such as flattened cardboard boxes and bundled newspapers) are encouraged to schedule one (1) FREE recycling collection.

Move-In Recycling Collection is available only for recyclables. If organics and/or trash materials are found to be included in the recyclables, the service will count towards one (1) of the resident's two (2) free bulky item pickups per calendar year.





TEMPORARY BINS & ROLL-OFF CONTAINERS

Temporary Bins - For short-term clean up and yard clearing projects, residents are encouraged to rent a temporary three (3) cubic yard bin to avoid overfills, overweightes, or contamination of household carts.

Roll-off Containers - For larger construction and demolition (C&D) projects, residents are encouraged to rent a roll-off container. Waste material generated during the construction, renovation, or demolition of a location cannot be placed in regular carts. Examples of C&D materials include, but are not limited to, asphalt, bricks, carpet, concrete, dirt, doors, drywall, earth, glass, construction and cabinet lumber, masonry materials, pallets, pipes, plastics, plumbing fixtures, rocks, salvaged building components, scrap metal, roof shingles, tile, and windows.

To order temporary service, visit the City's website at [TOaks.org/RecycleTO](https://www.toaks.org/RecycleTO); scroll down and select the link "[Bin and Dumpster Rental.](#)"

HOLIDAY TREE COLLECTION

Athens Services collects and composts real holiday trees and foliage into nutrient-rich soil amendment that can be used in agriculture, public parks, and landscaping.

Disposal Instructions (Real Trees)

- Remove all stands, lights, ornaments, tree skirts, and tinsel
- If your tree is more than six feet in length, please cut it in half
- Place your tree curbside for collection - trees are collected over a three (3) week period on regular collection days from December 26th through January 16th
- If a resident misses the designated collection period, they can request a bulky item collection or cut up the tree

Artificial trees, flocked trees, and trees coated with fire retardant are NOT recyclable or compostable; they will be treated as trash. If the artificial tree is still usable, please consider donating it. Broken or no longer usable artificial trees should be disposed of as part of a bulky item collection.





SCAVENGING

Scavenging is the theft of recyclable materials. For safety reasons, Athens does NOT recommend residents confront scavengers. Residents can consider placing the recycling cart out the morning of collection, instead of the night before, to reduce unwanted activity.



ILLEGAL DUMPING

It is illegal to abandon or dump bulky items or other waste materials in the public right-of-way; this may result in a citation from the City. Illegal dumping should be reported through the City's online platform, ConnecTO at [TOaks.org/ConnecTO](https://www.toaks.org/ConnecTO).

ConnecTO is also available (in the app store) as a mobile app for iOS and Android; search for ConnecTO. For emergency requests call (805) 449-2499.

E-WASTE, HOUSEHOLD HAZARDOUS WASTE, & U-WASTE

ELECTRONIC WASTE (e-waste)

Can include those devices that utilize electrical wiring, plug into an electric outlet, or require a battery or light bulb. Examples include, but are not limited to, computers and accessories, circuit boards, extension cords, flash lights, microwaves, phones, stereos, televisions, and more.



HOUSEHOLD HAZARDOUS WASTE (HHW) is any product labeled toxic, poisonous, corrosive, flammable, combustible, or an irritant. Examples include, but are not limited to, antifreeze, automotive fluids, cleaning products, compressed gas cylinders (full or empty), fertilizers, herbicides, paint, pesticides, pool chemicals, solvents, and more.



UNIVERSAL WASTE (u-waste) primarily comes from consumer products containing mercury, lead, cadmium, and other substances that are hazardous to human health and the environment. Examples include, but are not limited to, batteries, compact fluorescent light bulbs (CFLs), fluorescent light tubes, thermometers, thermostats, various electronic devices, and more. U-waste can be considered part of hazardous waste.



DISPOSAL OPTIONS

E-waste, hazardous waste, and u-waste is NOT accepted in any Athens container and must be disposed of through alternative collection methods, as described here. It is illegal to dispose of these items into a waste container, down the drain, or by abandonment.

Home Collection - Athens Services provides FREE, quarterly Household Hazardous Waste (HHW) collection events for Thousand Oaks residents. For program details and a list of acceptable items, visit AthensThousandOaks.com.

Local Drop Off - The City of Thousand Oaks operates a permanent Household Hazardous Waste (HHW) Facility for *residents of Thousand Oaks & unincorporated Ventura County*. Appointments are required for HHW drop-offs and can be scheduled online at TOaks.org/HHW. Hours of operation are Fridays & Saturdays, 9:00 a.m. to 1:00 p.m. (except most major holiday weekends). The facility is located at 2010 Conejo Center Drive, Newbury Park, CA 91320.

HOW TO HANDLE BATTERIES

It is illegal to place batteries in your waste bins. Batteries should be disposed of as hazardous waste. They can spark fires or create an unsafe environment for waste workers. If properly collected, battery recyclers can repurpose the metal. **Use these storage tips to avoid short-circuiting and fires:**

- Place a piece of non-conductive tape or duct-tape on the ends, and do not cover the brand name or chemistry of the battery
- Store batteries in a container that does not conduct electricity (like plastic, cardboard, or glass)

Batteries can be disposed of in collection containers located at the entrance to City Hall, T.O. library, Goebel Adult Center, T.O. Transportation Center, and T.O. Community Center.





MEDICINE

It is illegal to dispose of expired, unused, or unwanted pharmaceuticals into a waste container or down the drain. Medicine is NOT accepted as part of Athens' HHW Home Collection program nor at the Thousand Oaks Household Hazardous Waste Facility.

Medication includes:

-  Over-the-counter & prescription medications
-  Medicated lotions & ointments
-  Pet medications
-  Schedule II – V controlled substances

DISPOSAL OPTIONS

Residents can learn about medication preparation and locate FREE disposal sites by scanning the QR



code or by visiting TOaks.org/HHW (then scrolling down to the “Unacceptable Items” section and clicking on the [medications link](#)).

SHARPS

It is illegal to dispose of needles, lancets, and/or sharps into any waste container, down the drain, or by abandonment.

FREE HOME-GENERATED SHARPS CONTAINERS

Residents can pick up FREE collection containers for the safe storage of home generated medical sharps, needles, and lancets from the Thousand Oaks Household Hazardous Waste Facility, the Public Works Department at City Hall, or Los Robles Hospital.

Sharps containers (in the sizes of 1.5 quart and 5 quart) will also be available for pick up at the Athens' Thousand Oaks Sustainability Center, Monday – Friday, 8:00 a.m. to 5:00 p.m. Residents who are home-bound may request a FREE delivery by calling (833) 791-2377 or visiting AthensThousandOaks.com.

SHARPS DISPOSAL

Home generated medical sharps, needles, and lancets must be disposed of through alternative collection methods. For disposal options, visit TOaks.org/HHW or download RecycleTO by searching for RecycleTO in your mobile app store. Collection containers can be dropped off at one of the locations below:

Thousand Oaks Household Hazardous Waste Facility

2010 Conejo Center Drive
Newbury Park, CA 91320
Fridays & Saturdays, 9:00 a.m. to 1:00 p.m.
(except most major holiday weekends)

Los Robles Hospital

215 West Janss Road, Thousand Oaks, CA 91360
Monday – Friday, 7:00 a.m. to 7:00 p.m. and
Saturday & Sunday, 8:00 a.m. to 12:00 p.m.

Conejo Valley Medical Group

125 West Thousand Oaks Boulevard
Thousand Oaks, CA 91360
Monday – Friday, 8:00 a.m. to 5:00 p.m. and
Saturday, 9:00 a.m. to 5:00 p.m.



FREE OIL CHANGE KIT

If you're a Do-It-Yourselfer and like to change your own oil and filter, pick up a FREE Oil Change Kit from one of the facilities below. This kit contains everything you need to safely change and transport your used oil and filters to a Certified *Used Oil Collection Center*.

Thousand Oaks Household Hazardous Waste Facility

2010 Conejo Center Drive
Newbury Park, CA 91320
Fridays & Saturdays, 9:00 a.m. to 1:00 p.m.
(except most major holiday weekends)

Athens' Thousand Oaks Sustainability Center

A limited supply will be available for residential pickup
2251 Thousand Oaks Blvd.
Thousand Oaks, CA 91362
Monday – Friday, 8:00 a.m. to 5:00 p.m.

For more information and disposal options, visit TOaks.org/HHW and scroll down to and click on "[motor oil and filter recycling](#)."

HOME COMPOST BINS

For residents interested in backyard composting, the City offers discounted 82-gallon home compost bins that are made of 100% recycled materials. When using a backyard compost bin, residents have the opportunity to divert more green waste and food scraps from the landfill and will be able to create nutrient-rich soil amendment right at home!

Residents interested in a home compost bin can order one directly from the City by visiting TOaks.org/GoGreen, selecting the "Landscaping" section, and filling out the [Compost Bin Order Form](#).

There is a limit of one (1) bin per household. After the order form and payment has been processed, Athens will deliver the compost bin to the resident's home.



TIRE RECYCLING

Tires require special disposal. It is illegal to dispose of them into any waste container or by abandonment. To find a center that accepts used tires, contact any local tire or auto shop. Safe Disposal Fees may apply, but may be waived by the business with a purchase of new tires.



FREE LANDFILL & RECYCLING DAYS

Three (3) times a year, Athens will identify FREE Landfill and Recycling Days at designated locations for residents of single-family and multi-family dwellings. Residents must provide proof of home address within the City of Thousand Oaks. No commercial vehicles or commercial waste will be accepted, nor will waste or materials from landscaping companies. Residents are allowed up to two (2) loads per event, using a vehicle no larger than a five (5) passenger automobile or a pickup truck, and will be responsible for unloading their own waste materials. Electronic waste, hazardous waste, liquids, medical/biological waste, and universal waste will NOT be accepted.

STREET SWEEPING

Athens will be providing street sweeping services throughout the city. Residential street sweeping will be conducted between 7:00 a.m. to 7:00 p.m., Monday - Friday once-every-other-week October through April, and once-a-month May through September.

If street sweeping falls on one of Athens' observed holidays, street sweeping will be delayed by one day. For a citywide map and street sweeping schedule, visit AthensThousandOaks.com.



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