



**Athens
Services**

COUNTY OF
VENTURA
**RESIDENTIAL &
MULTIFAMILY HOME
BROCHURE**



**Athens
Services**

Serving the County of Ventura

(805) 856-0113



WELCOME TO ATHENS SERVICES

Athens Services is proud to be a part of the Ventura County community. Based on a shared vision for the future and rooted in a deep commitment to environmental stewardship, the County of Ventura and Athens have partnered to provide residents with enhanced recycling, organics, and trash collection services. Athens is 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 Ventura County into the Athens family. Together, we can establish the best environmental programs today and for future generations.

CUSTOMER SERVICE & INQUIRIES

SERVICE REQUESTS & QUESTIONS

For all service requests and inquiries, call Athens Customer Care Center (805) 856-0113. Operating hours are Monday – Friday, 7:00 a.m. to 6:00 p.m. and Saturday 8:00 a.m. to 12:00 p.m. Self-service options are available 24/7 by visiting AthensVenturaCounty.com.

PAY YOUR BILL

To pay your bill or for questions regarding billing, contact Athens Services at (805) 856-0113 or visit our website at Billing.AthensServices.com.

LOCAL CUSTOMER SERVICE CENTER

Thousand Oaks Sustainability Center
2251 Thousand Oaks Blvd.
Thousand Oaks, CA 91362
(805) 856-0113
Monday – Friday, 7:00 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 til Saturday. If the holiday falls on Saturday or Sunday, there will be no delay in service.



SPANISH TRANSLATION/TRADUCCIÓN DE ESPAÑOL

For a Spanish translated version of this Residential Welcome Packet, please visit AthensVenturaCounty.com or scan the QR code. / Para obtener una versión traducida de este paquete de bienvenida residencial, visite AthensVenturaCounty.com o escanee el código QR.



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 collect trash, recycling, and organics containers weekly during the hours of 6:00 a.m. – 6:00 p.m.

SERVICE LEVEL OPTIONS

Athens will be providing new trash (black), recycling (blue), and organics (green) carts. The standard level of service for single-family residents and multifamily properties with individual carts consists of a 96-gallon trash, 96-gallon recycling, and 96-gallon organics. Customers have the option to reduce their cart sizes to either a 64-gallon or 32-gallon cart.



TRASH RATES

Effective January 1, 2024 single-family residents will see reduced rates. The service rate is based on the selected trash service. For additional rate information, visit VCPublicWorks.org/ResidentialCollection.

CART SIZE	MONTHLY RATE
32-gallon trash cart	\$24.94
64-gallon trash cart	\$26.94
96-gallon trash cart	\$28.94

ADDITIONAL COLLECTION & CONTAINER SIZES

Residents can request additional trash, 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.

DISCOUNT PROGRAMS

- ⚠ Athens provides a 20% senior discount for qualifying residents (account holder must be at least 62 and enrolled in the utilities' CARE program). To apply for the CARE program, please visit SCE.com/CARE or SoCalGas.com/CARE.
- ⚠ Athens will provide on-premises services for those who need additional assistance servicing their containers. To qualify for this service, all adult residents within the household must have disabilities preventing the placement of containers at curb. A request for on-premises service must be made to Athens.
- ⚠ Athens will provide a one-month discount to all customers who pre-pay their bill on an annual basis.



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 6:00 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. Smaller carts should be placed to the left (when facing the street) of larger carts for better visibility.
- 🗑️ 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 are 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 converts organics waste collected from Ventura County into a nutrient-rich soil amendment. The resulting compost is used by commercial farmers small and large, county 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 450 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

Starting on January 1, 2024 single-family residents will be provided up to four (4) bulky item collections per calendar year equivalent to an annual maximum of 1.5 cubic yards of un-containerized solid waste, or three (3) bulky items, or ten (10) 32-gallon bags at no additional cost. Each item must not be larger than what two people can safely handle. Additional collections are subject to charges.

Collections will occur on a customer's scheduled pick-up day and must be reserved at least two (2) business days in advance. To schedule a collection, visit AthensServices.com/Bulky or call the Athens Customer Care Center at (805) 856-0113.

Multifamily properties will be provided up to four (4) collection events per year on a designated date arranged by Athens and the property manager. Additional collections are subject to charges.



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 Ventura County 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 as one of the free annual bulky pick up collections.

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, overweights, 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 request temporary services, visit AthensServices.com/Rent.



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 following Christmas Day. In 2024, collection will occur from January 2 - 13, 2024.
- 🗑️ If a resident misses the designated collection period, they can request a bulky item collection or cut up the tree and place in organics cart.

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 County. Illegal dumping should be reported through the County's online platform at VCPublicWorks.org/Report-A-Concern.

VCPWA CONNECT app is also available (in the app store) as a mobile app for iOS and Android; search for VCPWA CONNECT.

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 one, free quarterly Household Hazardous Waste (HHW) collection for Ventura County residents. For program details and a list of acceptable items, visit AthensVenturaCounty.com. For more info on the County of Ventura HHW Disposal Program, please visit VCPublicWorks.org/HHW.

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)

Find local battery disposal options by visiting VCPublicWorks.org/HHW. You can also schedule an at-home HHW pickup by visiting AthensVenturaCounty.com.

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. Medication includes: over-the counter & prescription medications, medicated lotions & ointments, pet medications, and Schedule II – V controlled substances.

DISPOSAL OPTIONS

Residents can learn about medication preparation and locate FREE disposal sites by visiting VCPublicWorks.org/HHW.

SHARPS

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

SHARPS DISPOSAL

Home generated medical sharps, needles, and lancets must be disposed of through alternative collection methods. For disposal options, visit VCPublicWorks.org/HHW.

COMPOST PROGRAMS

Residents have the option to collect up to 10 yards of free compost at our Santa Paula facility located at 905 Corporation St. in Santa Paula. This self-serve option is free of charge.

Residents can also order compost for home delivery of up to ten bags or up to 10 yards of compost. Both options have a delivery fee. For more information, please call (805) 856-0113 or visit AthensVenturaCounty.org.

HOME COMPOST BINS

For residents interested in backyard composting, the County offers free 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! To request a home compost bin, please contact Athens Customer Care Center at (805) 856-0113.



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. For a fee, residents can request a special pickup of tires. Please contact Athens at (805) 856-0113.

NEIGHBORHOOD CLEANUP EVENTS

Athens will host one (1) Neighborhood Cleanup Event in your community per year. Residents will be able to dispose of green waste, refuse, e-waste, bulky items, and scrap metal. Paper shredding will also be offered as well as a compost pickup. Household Hazardous Waste (HHW), paint, liquids, medical/biological waste, and universal waste will NOT be accepted.



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