

Palm Springs Disposal Services

4690 East Mesquite Avenue
P.O. Box 2711
Palm Springs, California 92262-2711
760-327-1351

December 1, 2016

IMPORTANT LETTER REGARDING VACATION HOMES

Dear Valued Customer:

As a vacation home owner, you are required by the City of Palm Springs to subscribe to the Walk-in level of waste collection service provided by Palm Springs Disposal Services (PSDS). We would like to take this opportunity to share some facts that will help ensure a smooth and consistent Walk-in collection service. With the rapid growth of these rental properties who *must* subscribe to walk-in collection, it is important that all parties understand their roles and responsibilities.

The Walk-in collection service operation: First, PSDS collection crews called “scouts” will enter side yards, back yards or other specified areas to pull trash and recycling containers to the curb, which will occur from approximately 6 A.M. through approximately 10 A.M. Second, the “collection vehicle” will begin collecting the waste and recycling from the containers. Recycling will be collected on the 1st pass, then trash on the second pass. This process will go on for most of the scheduled collection day. Lastly, the “scouts” will go back around and return the containers to their original locations. Note: PSDS crews have until 5 P.M. to return all containers to their original locations.

Roles and Responsibilities: In order for us to do our job properly, we must have very specific instructions regarding the location of the containers, gate codes and combinations for locking devices. Often, our crews will encounter a gate that is locked with no key or combination instructions. Other times, locks are rusted shut or inoperable, as well as encountering broken gates. We ask that you please ensure that all locks & gates are operating correctly and our staff has the up-to-date combinations for all locking devices. PSDS crews also contend with housekeeping services, pool cleaners and gardeners who also use the gates to enter side/back yards to do their jobs. PSDS crews have specific instructions to close and lock gates every time they pull containers out and every time they put them back. Please ensure that all other services you contract with have these same instructions. Our crews also place the containers back in the exact same spot each week so there is no confusion on location. If gardeners, housekeeping services, etc. utilize these containers, please ensure they return them to the same location for our crews to service.

Heavy Weekends: During holiday weekends, festivals and special events, there is an influx of people visiting the desert, which also means there will be an increase in waste. Vacation homes may see several renters within a one-week period. During these times, I remind you that there is only 1 collection day per week. Sometimes it may appear that our crews neglected to perform the service on the containers; however, the fact is there have been more parties, more tenants and more renters in the home producing much more trash than anticipated. PSDS does offer a second day a week collection for these situations, and we offer multiple containers, as well (additional costs apply).

PS Code Enforcement: Another trend we have recognized is short-term renters taking the trash and recycling containers out to the curb when they check out. This could be a major problem, as they may not know what day collection occurs. The owner of the property could be cited for trash cans in public view. P.S. City Code Enforcement Officers are instructed to police these vacation properties. Please instruct your guests to *not* take the trash and recycling containers out to the curb for collection. Many times, guests may feel they are helping out, however, PSDS crews are required to remove those containers, empty them, and return them to their original location on a specific day.

Please contact our Residential Department (760) 327-1351 x 313 or email info@palm Springsdisposal.com at any time to discuss any issues, concerns or simply pass along your special instructions for our walk-in collection crews. It is our goal to provide the best service possible.

Respectfully,
Palm Springs Disposal Services

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