

Trash valet runs Monday–Friday, excluding the no-service days below. Where recycling valet is paired with trash valet, it can run Monday–Friday at the same time as trash. Recycling-only communities receive service Monday/Wednesday/Friday, Monday/Friday, or one day per week. Your community’s posted WSI flyer gives your exact collection days and times.

Your pickup, in three steps.

1 Prepare bags

Tie off every bag and flatten cardboard. Use 13-gallon trash bags. Keep bags light enough to carry, with room to tie securely; stack up to two bags inside the trash bin.

2 Before service: set your bin out

Place your bin outside your door during your community’s posted set-out window. Late set-outs may be missed. Keep bags off the floor and place flattened cardboard behind the bin, against the wall.

3 Collection & bringing your bin in

WSI collects during your community’s scheduled service window. Bring your bin inside by 9:00 a.m. the following morning. Keep bins inside on weekends and no-service days.

Bulk & donatable items

Use Bulk Away for bulky-item removal, or ask your community manager whether your community offers weekly bulk removal pickups. Donation eligibility and special handling depend on the item and local program.

Prepare your trash

- The trash-valet flyer allows a maximum of two bags per night, stacked in the bin. Distribute trash throughout the week and follow your community’s current collection limits.
- Drain all liquids before bagging waste.
- Keep bags inside your WSI bin, off floors and landings. Leaking bags can cause stains and odors.
- Place needles, glass and other sharp objects in an appropriate cut- and puncture-resistant container. Loose sharp objects cannot be collected.
- Hazardous waste, loose trash and leaking bags cannot be picked up. Ask your community team about safe disposal options.

Flatten your cardboard

Flatten cardboard and place it behind the recycling bin against the wall. Reduce large pieces to 2 × 3 feet or take them to the designated dumpster area. If you have excessive cardboard, contact support before collection so our team can prepare. There is no fixed box limit.

Required: double-bag all pet waste

All pet waste, including cat litter and other animal litter, must be double-bagged. Keep it in a separate, securely tied bag inside your trash bin. Never put pet waste in recycling.

Required: safely contain needles & sharps

Place used needles, lancets and other medical sharps directly into a purpose-made, puncture-resistant sharps container, preferably FDA-cleared. It must resist leaks and have a secure, puncture-resistant lid.

Keep the container upright and away from children and pets. Never fill past its marked fill line; seal it securely for disposal. Never put loose sharps in bags or bins, or place sharps containers in recycling.

For disposal, follow local requirements and ask your health department about approved collection options. A sealed container does not automatically make sharps eligible for valet pickup.



Trash & recycling

service instructions & holidays.

English



Keep recycling clean

What goes in recycling



Paper & paperboard

Flatten paperboard and food boxes. Remove food residue and packaging materials.



Steel & aluminum cans

Empty and rinse clean before placing in your recycling liner.



Plastic containers

Empty and rinse bottles and containers. Plastic grocery bags and stretchy plastic are not accepted.

- Use your designated recycling bin and the clear liners provided by WSI. Extra liners are available from your community office.
- Use clear recycling liners only for recyclables. Opaque bags may be discarded as trash; do not put trash in recycling liners.
- Bag and securely tie all recycling except flattened cardboard, then place it in your designated bin. Recycling liners are for recyclables only; trash can tear them.

- Empty and rinse containers. Keep food, liquids, plastic grocery bags, Styrofoam and wax-coated materials out of recycling.
- Flatten paperboard and cardboard boxes and remove packing materials. Glass, stretchy plastics and Styrofoam are not accepted in this recycling service.
- If your community has trash valet only, use your community's designated recycling options or a local recycling or materials recovery facility.



Make collection easier to remember

Choose your service type and collection start time to prepare the right signup text. Enrollment is optional, and you can unsubscribe at any time.

[Get service reminders](#)

wsitrashvalet.com/sms/



No-service days

New Year's Eve & New Year's Day

Memorial Day

Juneteenth

July 4

July 24

Labor Day

Halloween

Thanksgiving

Christmas Eve & Christmas Day

Service may also be suspended during severe inclement weather. Keep bins inside on no-service days and check with your community team or WSI support about your next scheduled collection.



Report a pickup issue

Include your community name and unit number when contacting resident support.

[801.713.1306](tel:801.713.1306)

support@wsitrashvalet.com