

# Fairfax County Collection Customer Notices

More information can be found [here](#).

## Special pick-up delayed

Please be advised that we are running one day behind on special pick-ups (brush and bulk). Please continue to place your special pick-up at the curb on your scheduled collection day so that we can collect when collection crews are able to come through your neighborhood. **If you have a private hauler, please contact your hauler.**

Thank you for your continued support of our program.

## Cardboard Recycling

**The collection of cardboard placed outside of the county recycle cart resumed Monday, June 29, 2020.**

- All cardboard must be collapsed
- Styrofoam, packing peanuts, bubble wrap, plastic must be removed from the collapsed boxes

## Covid-19 Operational Changes

No changes have been made to our weekly trash (**grey cart**) and recycling (**blue cart**) collection schedule. To ensure that all trash and recycling is collected, please make sure that all materials are at the curb/street line by 6 a.m. on your regular collection day.

### Effective Monday, March 30, 2020 until further notice

1. Support for community clean-ups is suspended.
2. Customers who have been provided with trash carts must set-out waste in those carts only.
  1. **Trash or recycling, other than collapsed cardboard, placed outside the county-provided cart will not be collected. No privately-owned carts will be serviced.**
3. The creation of new sanitary districts has been suspended.
4. Support for Operation Stream Shield (litter removal program) is suspended.

Our customer service phone lines are open Monday through Friday, 7:30 a.m. to 4:30 p.m. Due to the high volume of calls, you may experience extended wait times.

If you have collection service through a private company, please contact them directly for service information.