

## Frequently Asked Questions

### **Q: When does the change to the curbside collection program start?**

**A:** Changes will take effect on January 5<sup>th</sup>, 2026.

### **Q: Who will be the new contractor?**

**A:** Valley Waste & Recycling Inc.

### **Q: Why did the Regional District change contractors?**

**A:** The Regional District's current curbside collection contract expires December 31<sup>st</sup>, 2025. In July of this year, the Regional District released a Request for Proposals (RFP) for collection contractors to submit bids. After careful evaluation of both technical and financial proposals, Valley Waste & Recycling Inc. was selected as the preferred service provider, offering a well-detailed collection service with pricing that minimizes costs for residents.

### **Q: Why is the Regional District modifying the curbside collection program?**

**A:** During the RFP planning process, several discussions were held with the leading curbside service providers in the Fraser Valley and the surrounding municipalities. The feedback received is that the industry is transitioning from manual collection to semi- or fully automated collection systems. To ensure our RFP received competitive bids, the Regional District deemed it a necessary requirement.

### **Q: Can I still use Tag-A-Bag stickers for extra Garbage?**

**A:** No, the Tag-A-Bag program will no longer be offered. Waste that does not fit in the designated garbage cart must be taken to a separate disposal site.

### **Q: Why is the Regional District switching to bi-weekly garbage and recycling pick-up?**

**A:** The decision to switch to bi-weekly garbage and recycling pickup was made to reduce the overall cost of the program. With larger bins, residents should be able to dispose of the same volume of waste.

### **Q: Can I place cardboard bundles beside my recycling cart?**

**A:** No, all recyclable material will need to be placed inside the recycling cart. Residents should break down or cut up cardboard boxes to put inside the recycling cart.

# Area B Curbside Collection



## **Q: Can I place yard waste bundles beside my organics cart?**

**A:** No, all yard waste will need to be placed inside the organics cart. Extra yard waste in bundles or brown paper bags will not be collected.

## **Q: What day is the new curbside collection?**

**A:** Curbside collection will take place on Mondays.

## **Q: What happens if Monday is a statutory holiday?**

**A:** Curbside collection will take place on all statutory holidays except for Christmas & New Years. Should either of these two holidays fall on a Monday, the following Monday both garbage and recycling will be collected the following week.

## **Q: Is there a collection calendar?**

**A:** Yes, [click here for collection schedule](#)

## **Q: When will my carts be delivered?**

**A:** Carts will be delivered mid-December.

## **Q: What happens if I don't receive carts?**

**A:** Please fill out a [Cart Request Form](#) and submit it to [engineering@fvrd.ca](mailto:engineering@fvrd.ca). A set of carts will be delivered as soon as possible.

## **Q: Do I have to pay for the carts?**

**A:** All residents with active utility accounts will be provided carts at no charge. Residents who do not have active utility accounts are eligible to receive carts at no charge, provided they submit a [Cart Application Form](#) before March 2<sup>nd</sup>, 2026. Cart requests after March 2<sup>nd</sup>, 2026 will be subject to a fee.

## **Q: What happens if my carts get lost or stolen?**

**A:** Each Cart will have an RFID tag that is assigned to the address it was delivered to. If a Cart is stolen and used at an incorrect address, the contractor will refuse service. If your cart is lost or stolen, it can be replaced by submitting a [Cart Request Form](#) to [engineering@fvrd.ca](mailto:engineering@fvrd.ca). A fee will apply.

# Area B Curbside Collection



## **Q: What do I do if my carts are damaged or require repair?**

**A:** Report the damage to [Valley Waste & Recycling](#). Depending on the severity and cause of damage, field repair may be suitable. If field repair is not possible, carts can be replaced by submitting a [Cart Request Form](#).

## **Q: Do I have to pay for a replacement cart if mine is damaged or broken?**

**A:** If your cart is damaged or broken beyond repair and requires replacement, a fee will apply.

## **Q: How much does it cost to replace a cart?**

**A:** \$226.00 per Cart. [Click here for Fee Schedule](#)

## **Q: What do I do with my old bins?**

**A:** Old bins can be disposed of at the Hope transfer station free of charge. Bins must be empty, or a disposal fee will be applied. (Proof of address is required for free disposal.)

## **Q: Do I have to use bags in the new curbside carts?**

**A:** No, bags are only required when disposing of sawdust in the Organics carts. Sawdust must be contained in a paper bag before disposal.

## **Q: What is a wildlife-resistant cart?**

**A:** Wildlife-resistant carts are carts that prevent access to the contents stored inside using durable materials and a locking mechanism. The carts you will be provided are made of industry-standard, high-quality plastic polymers and feature a gravity-lock mechanism that secures the lid when closed.

## **Q: What time do I need to set my carts out by?**

**A:** Carts must be placed curbside no later than 7 a.m. on collection days to guarantee collection.

## **Q: What do I do if I can't fit all my waste in the cart?**

**A:** Additional Waste will need to be disposed of at the Hope Transfer Station. Valley Waste is not obligated to collect waste that is not contained within carts and may not collect it. The FVRD encourages diversion as the first step to avoid a full bin. If residents continue to run out of room, they can contact [engineering@fvrld.ca](mailto:engineering@fvrld.ca) to discuss the next steps.

# Area B Curbside Collection



## **Q: Where can I find out what is accepted?**

**A:** The full list of Accepted and Prohibited Items is available here: [Garbage Regulation Bylaw](#)

## **Q: Who do I call if my pickup is missed?**

**A:** If your carts have been missed on collection day, please call Valley Waste at 604-792-6070 or complete a contact request form [click here](#).

## **Q: Does this service apply to all FVRD residents?**

**A:** No, the service is provided only to Electoral Area B residents, excluding Sunshine Valley & commercial properties.

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