

## Information / FAQs

### 1. I am new here / I can no longer bring my waste to the barracks and need (a) new waste container(s) – what can I do?

In the district of Esslingen waste is sorted – please consider first which container(s) you need – see our sorting information "Survey – what goes where?"

Residual waste containers, organic waste containers and paper containers can be requested from us. Yellow containers and yellow bags can be requested from REMONDIS GmbH & Co.KG, Leintelstraße 5, 73262 Reichenbach/Fils (phone: 0800-1223255 or [dsd.reichenbach@remondis.de](mailto:dsd.reichenbach@remondis.de)).

Waste container(s) must be registered in writing via the owner using registration form. You can download the registration form on

[http://www.awb-es.de/pdf/Anmeld\\_Hausmuell\\_ausfuellbar.pdf](http://www.awb-es.de/pdf/Anmeld_Hausmuell_ausfuellbar.pdf)

You can choose whether waste container(s) should be *delivered* by the delivery service (€20 delivery charge per delivery, delivery time approx. 1-2 weeks) or you can pick up the waste container(s) yourself without charge. Pick-up stations:

- Entsorgungsstation Katzenbühl, Esslingen
- Kompostwerk, Kirchheim/Teck
- Recyclinghof Hohenheimer Straße, Esslingen
- Entsorgungsstation Blumentobel, Beuren
- Entsorgungsstation Leinfeldern-Echterdingen/Stetten
- Recyclinghof Eichholz, Filderstadt/Bonlanden
- LSK Logistik Spedition Walter GmbH, Nürtingen

Residual waste container and organic waste container can only be emptied if the corresponding waste label has been duly affixed to it – on the back side of the container. Containers delivered by the delivery service are already provided with the waste label. If you pick up the container yourself, you will receive the waste label(s) from us. Please affix the waste label(s) correctly.



After registration and handing over of the waste label(s) you will receive notification with waste collection charges by post.

After that you can pay the charges via bank transfer within one month or give us direct debit mandate (form) in writing.

## **2. There are / we already have containers – but we would like another size / another emptying cycle.**

If you want to keep your container size and "only" wish another emptying cycle, you have to remove the old waste label as safely as you can and bring or send it to us. Please indicate your address, your booking reference (see notification of charges) and the waste label you wish (2-week or 4-week emptying cycle).

If you want to replace the container/change the container size, you have 2 options:

- Container replacement through complete service: You notify us which container and which emptying cycle you wish and give us an order (this costs €20). You will receive the new complete container with the waste label, the old container will be picked up.
- Pickup by the customer: Please remove your waste label and bring or send it to us – please indicate which container size and which emptying cycle you wish. You will receive from us the new label(s) and a collection ticket for your new container(s). On the collection ticket you will also find addresses to which you can bring your old container / pick up the new container incl. opening hours. Please do not forget to affix the waste label to your container, otherwise it will not be emptied! (see picture below FAQ No. 1)

## **3. I am moving out / back and do no longer need the container(s) – what should I do?**

To deregister the container(s), we will need the removed label(s) – please send or bring the label(s) to us, bring the container(s) to one of our recycling stations (see Article 1) or leave it for the next tenant on your location.

You can also have the complete container(s) with the label picked up against payment of a fee of €20 – please give us a written order.

## **4. I am moving to another location and would like to take the container(s) with me – is it possible?**

If you are moving to another location within the administrative district of Esslingen, you can take the container(s) with you. Please register the container(s) using the form [http://www.awb-es.de/pdf/Anmeld\\_Hausmuell\\_ausfuellbar.pdf](http://www.awb-es.de/pdf/Anmeld_Hausmuell_ausfuellbar.pdf), page 4 – please do not forget the signature of the new owner.

If you have any questions – please do not hesitate to call us or write us an e-mail.

Phone: 0711-9312-526

E-mail: [service-awb@LRA-ES.de](mailto:service-awb@LRA-ES.de)

Postal address: Abfallwirtschaftsbetrieb, Pulverwiesen 11, 73726 Esslingen a.N.