

Frequently Asked Questions about Tolland Solid Waste and Recycling Disposal:

Further Information is available at www.tolland.org

Question: What if my refuse and recycling was not picked up?

Answer: Call our vendor Willimantic Waste at 800-286-5335 or 860-423-4527

Question: What do I do if my refuse or recycling rolling cart has minor damage like a broken wheel?

Answer: Call Willimantic Waste they can usually repair broken wheels.

Question: What do I do if my refuse or recycling rolling cart is damaged beyond repair?

Answer: If the damage is our vendor's responsibility, Willimantic Waste will provide a new rolling cart. Any other type of damage is the responsibility of the resident and they must call Willimantic Waste and purchase a new rolling cart (cost \$80).

Question: What if I want to buy a second refuse or recycling rolling cart?

Answer: Any resident can purchase a second refuse rolling cart at a cost of \$80. Just call Willimantic Waste to arrange payment and delivery. Up to only 50 residents can purchase a second recycling rolling cart for \$80. Just call Willimantic Waste to arrange payment and delivery if still available.

Question: How can I make a reservation for a bulky waste pick-up?

Answer: Call Willimantic Waste at 800-286-5335 or 860-423-4527 or go to their website at www.williwaste.com to make an online reservation. Reservation must be made 4 days in advance. Bulky waste is only picked up the first full week of the month on your normal pick up day.

Question: What if my refuse or recycling rolling cart is stolen?

Answer: If your refuse rolling cart is stolen it is the responsibility of the resident to call Willimantic Waste and purchase a new refuse rolling cart at a cost of \$80. If your recycling rolling cart is stolen, you need to contact the Tolland Resident State Trooper Office 860-875-8911 to report the theft and get an incident number. Then call the Director of Administrative Services at 860-871-3627 to initiate getting a new recycling rolling cart at no cost to the resident.