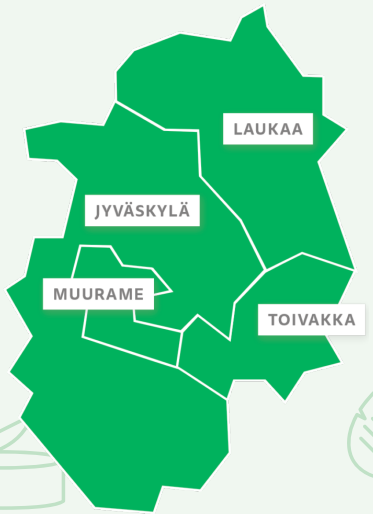


DETACHED HOUSES

Resident's waste guide





Communal waste management

Waste management is a large entity, which includes many operators. This is how waste management is organised in Jyväskylä, Laukaa, Muurame and Toivakka.

Hello from Mustankorkea

We have made this waste guide book for you so that recycling will be even easier and you will know how the waste management works. Every one of us can take part in protecting the environment by recycling. Due to recycling, waste can be reused as materials, components and energy.

THE AUTHORITY TASKS are performed by [Jyväskylän seudun jätelautakunta](#) determines e.g. the waste regulations and waste charges.

WASTE MANAGEMENT SERVICES are provided by [Mustankorkea Oy](#). The company is owned by four municipalities and it offers waste management services by taking care of the waste collection, delivery, processing and recycling as well as offering information for the residents.

SUPERVISION TASKS, inspections, license and permission are the responsibility of the municipalities' environmental protection authorities and [Keski-Suomen ELY-keskus](#).

Remember Mustankorkea waste collection points and Rinki eco points. You can find them on the website: kierratys.info



Waste management in detached houses



1 NECESSARY WASTE BINS: mixed waste and biowaste or a composter. You can buy a waste bin from e.g. a hardware store or other stores (supermarkets, home decoration stores), where they sell waste bins. [A shared waste bin](#) is also a good option. If you are using a composter, you must always fill in the [Composting notification](#). If you do not make a composting notification, you will automatically be charged the biowaste collection fee.

2 ORDERING WASTE COLLECTION is easy to do on our website: [Order Waste Collection](#)

3 PLEASE NOTIFY US ABOUT CHANGES by filling in [the forms](#) on our website:

- [Make a composting notification](#)
- [Changing the intervals of the waste collection](#)
- [Establish a shared waste bin](#)
- [End the waste collection when moving out](#)
- [Order pick up for large-size waste items](#)

4 WASTE IS COLLECTED mainly from **Monday to Friday from 6 am to 10 pm**. Waste is collected on certain weekdays depending on the area. Waste can be collected **one day before or after the normal collection day**. Exceptions are e.g. equipment failure, sickness, holidays or challenging weather conditions. If necessary, your waste can also be collected on Weekends.



✓ **Yes please:** dirty plastic packages, broken plastic goods, ash and cigarettes, diapers and sanitary napkins, pet feces, vacuum cleaner bags

✗ **No thank you:** recyclable waste, construction- and renovation waste, large objects, furniture, electronic equipment, hazardous waste



✓ **Yes please:** fish guts and vegetable peels, used coffee filters, coffee grounds, teabags, tissues and napkins, food leftovers, flower soils

✗ **No thank you:** liquids, pet feces, big bones, food packaging, biodegradable packaging, chewing gums, ash and cigarettes



✓ **Yes please:** empty, dry and clean household plastic packaging, detergent packaging, plastic bags and wrappings, tubes, PVC and styrofoam packaging (no construction styrofoam)

✗ **No thank you:** dirty plastic packaging, mixed waste, other plastic products (e. g. buckets, toys) or corporate plastic packaging



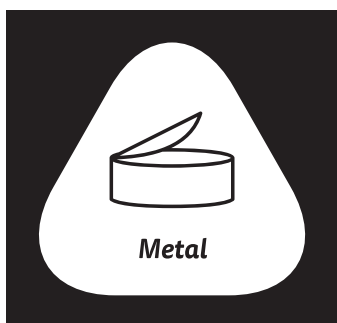
✓ **Yes please:** cardboard boxes, milk and juice cartons, cereal and cookie packaging, pizza boxes, egg cartons, toilet and kitchen paper rolls, paper bags (*Please flatten the packaging.*)

✗ **No thank you:** damp or dirty cartons, styrofoam and plastic, plastic bags



✓ **Yes please:** glass jars, non-deposit glass bottles
(Remember to remove the tops and lids.)

✗ **No thank you:** healthcare packages (e. g. vials and ampoules), drinking glasses, porcelain, crystal, bulbs and lamps, window or mirror glass



✓ **Yes please:** tins and cans, metal lids, non-deposit beverage cans, aluminium foil, candle covers, cutlery, pots and pans

✗ **No thank you:** hazardous waste, batteries, gas cylinders, large metal objects



✓ **Yes please:** newspapers and magazines, advertisements and flyers, office paper, copying paper, envelopes

✗ **No thank you:** wet or dirty paper, brown paper bags, soft tissues, cardboard package, gift wrapping paper



Hazardous waste: Mustankorkea waste centre, Laukaa minor waste station and collection points
kierratys.info



Pharmaceutical waste: pharmacies



Electronic equipment (SER): Mustankorkea waste centre, Laukaa minor waste station and shops selling these products



Batteries: Mustankorkea waste centre, Laukaa minor waste station and points of sale (tape the poles)

Detached house resident's check list



A SUITABLE WASTE BIN FOR YOUR HOUSEHOLD

- for mixed waste usually 240 litres
- for bio-waste usually 120–140 litres



SAFE AND BARRIER-FREE PASSAGE TO THE WASTE BIN

- remember **sanding and snow removal** during winter time
- the waste collection vehicle must be able to access the waste bin from as far as 10 metres



THE WASTE BIN IS NOT ALLOWED TO BE TOO HEAVY

- the maximum weight for a 240 litre waste bin is 40 kilograms
- the maximum weight for a 600 litre waste bin is 50 kilograms
- the maximum weight for a garbage bag is 15 kilograms



DO NOT PUT LIQUIDS IN THE BIOWASTE

- **biowaste should be as dry as possible**, so that it does not freeze inside the waste bin and complicate the waste disposal

Waste bins usually have a five year guarantee. Sometimes an old waste bin can break during mechanical emptying.



A suitable waste bin

- Lid (the lid must be closed)
- The neck must be suitable for mechanical emptying
- A sticker for each waste type (you can pick up stickers from Mustankorkea office, Mustankorkea waste centre, Laukaa waste centre and the communal information centres. (Also the address of the estate helps to allocate the waste collection))
- Waste bin with wheels



Frequently asked questions



WHAT DOES OBLIGATION TO INFORM MEAN?

Remember that, as our customer, you are obligated to inform us. This means that you notify us about necessary information, e.g. the right sizes and location of the waste bins. If you notice any errors, please contact us as soon as possible, so we can make the corrections. Unfortunately we are not able to make compensations retroactively, if the size of the waste bin was informed to be larger than the actual size of the waste bin.

HOW DO I MAKE A COMPLAINT?

If you notice any problems or deficiencies with the waste collection, please contact us as soon as possible. If your waste bin was not emptied, you need to make a complaint within in **5 weekdays** asiakaspalvelu@mustankorkea.fi or tel. 010 325 3900 (Mon–Fri from 9 am to 3 pm). Complaints made after this, will not be compensated.

The collection date can vary +/- one day depending on holidays, equipment failure, sickness or challenging weather conditions.

MY WASTE BIN IS BROKEN, WHAT DO I DO?

If the waste bin breaks during emptying and **your waste bin is under five years old**, you can contact our customer service. Waste bins that are older than five years, will not be compensated, because plastic can break over time. Waste bins usually have a five year guarantee.

WHAT DO I HAVE TO REMEMBER WHEN I MOVE?

If you are moving elsewhere, [remember to end your contract](#). Your information is not transmitted to us automatically, so it is important, that you notify us about moving. If the contract has not been terminated and the waste collection continues at the estate, we will charge the normal fee of the waste disposal and the charges will not be compensated retroactively.

WHERE CAN I FIND MORE INFORMATION?

Order our newsletter, so you know what is happening. At the topical issues page on our website you can find tips and information e.g. on the free of charge garden waste collection or the hazardous waste pick up tour.



MUSTANKORKEA

Jätteellä *on osoite.*



Our website:
mustankorkea.fi

All the waste collection points:
kierratys.info

Follow us on social media:



Information and e-services
www.mustankorkea.fi

Live chat customer service
www.mustankorkea.fi



Customer service
[@mustankorkea.fi](https://asiakaspalvelu.mustankorkea.fi)
 tel. 010 325 3900

Office
 Kivääritehtaankatu 6 C
 40100 Jyväskylä



Mustankorkea waste centre
 Ronsuntaipaleentie 204
 40500 Jyväskylä



Laukaa waste centre
 Katajamäentie 6
 41340 Laukaa