



Construction and Demolition FAQ'S from Contractors

1. Why does my trash hauler have to be Allied Trinity Waste Services for a roll off dumpster on my building permits, yet there are many choices for the C & D program?

Answer: Allied Trinity Waste Services is the City of Plano's trash hauler because of our contractual franchise agreement. C & D is a permitted process as is general office recycling such as single stream and organic hauling.

2. Am I making interest on my \$11,250.00 deposit and at what rate?

Answer: No

3. Why does it take up to 90 days to get my refund?

Answer: Deposits will be processed as soon as all required paperwork is validated and confirmed with weight tickets. Most will be processed within a month, but some projects will be larger in scope, and use a multitude of streams for recycling. 90 days was set to address some of those larger and more difficult projects to track.

4. I already recycle and have regular vendors that I use that aren't on your list. Why can't I continue to use them?

Answer: If they are hauling without a permit then they are operating illegally in Plano. They need to contact us at 972-769-4393. If they have containers in town, but pursue a permit in an expedited manner, we usually let them keep containers on the ground while paperwork is processed. If we encounter containers in violation we typically give them a day or two to remove them. If they express an interest to become permitted we will give them a week to do so. If this is for a facility to become permitted or authorized, there are no fees – we just need to visit the facility to view their operation.

5. This is a very large job, but the trash is minimal due to the type of project. Why do I have to pay a deposit?

Answer: It would slow the construction process down immensely if we structured the program with different requirements by project.

6. I'm not getting a Certificate of Occupancy for this job. How do I get my refund?

Answer: Submit refund request within 90 days of final inspection.

7. Can I recycle Gypsum board?

Answer: Only new cuts can be recycled, and your Commercial Recycling Coordinator can provide assistance. Call 972-769-4393 to inquire about this.

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8. The same GC is at the location with two different permitted jobs. Are multiple deposits required?
Answer: If this is a strip mall then only one permit fee is required. However, the same does not apply for unattached structures on the same property, even if the same GC is contracted for both projects.

9. There isn't a phone number for Environmental Waste on the permit to call for inspections? Do I call Building Inspections to schedule the inspection?
Answer: Inspections will be handled by your assigned recycling coordinator.
972-769-4393

10. If the scope of work changes and we have less recycle than originally estimated who do I contact to revise it, and how does it affect my refund?
Answer: Recycling refunds will be based on weight tickets and calculated at the end of the project by your assigned recycling coordinator. Call 972-769-4393 to request more information.

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Building Inspections Department ~ 1520 Ave K, Suite 140 Plano, TX 75074 ~ 972-941-7140 fax 972-941-7187
www.buildinginspections.org
FM624CG031 REV. 01/15/10