

Waste Services Management System: Request a Bin Repair or Replacement

Access the **Waste Services Management System (WSMS)** via the **City Services** web site.

Select the **Repair and Replacement Request** option. Read the form overview, then select

[Open New Form](#)

Enter your residential address.

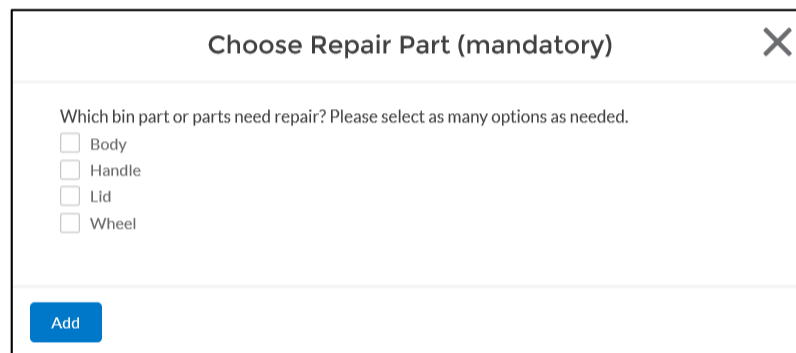
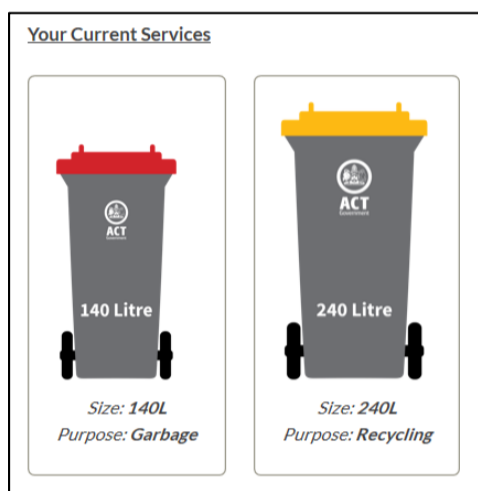


1 * Please select the address for this request (mandatory)

* Enter Address (mandatory)

Select the damaged bin...

...then select the bin part(s) to be repaired.



Choose Repair Part (mandatory)

Which bin part or parts need repair? Please select as many options as needed.

- Body
- Handle
- Lid
- Wheel

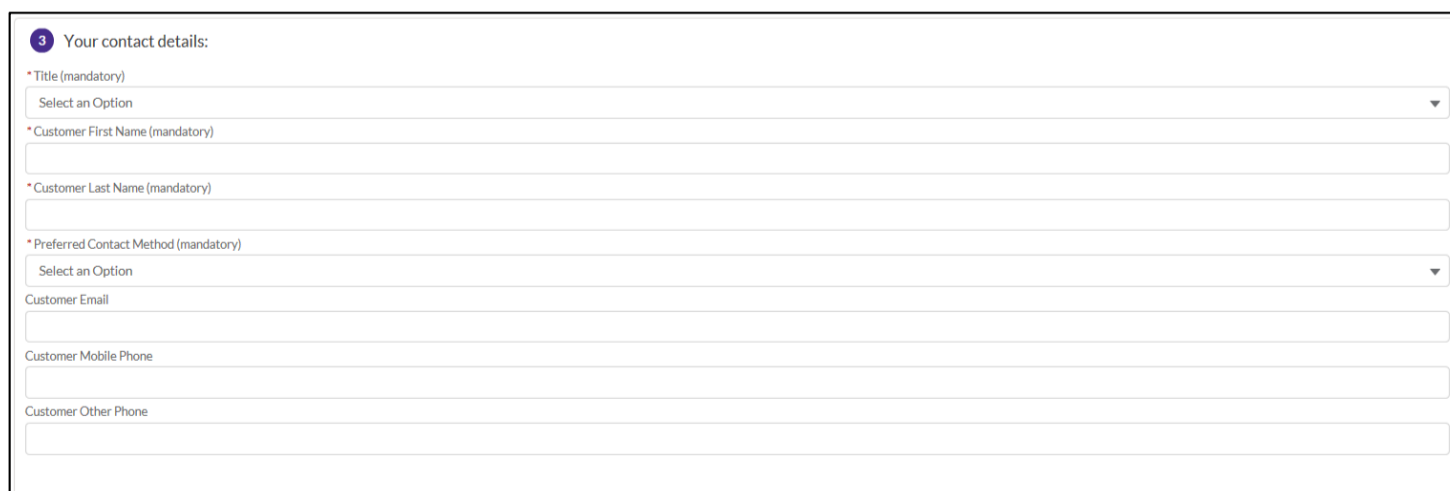
[Add](#)

Select [Add](#).

Optionally, select [Attach Files](#) to attach a photo of the damaged bin part. Multiple photos can be attached. If you need to change or delete a photo, do so before selecting [Confirm Attachments](#), which will upload the photo(s).

Select [Next](#).

Enter your name and preferred contact method.



3 Your contact details:

* Title (mandatory)
Select an Option

* Customer First Name (mandatory)

* Customer Last Name (mandatory)

* Preferred Contact Method (mandatory)
Select an Option

Customer Email

Customer Mobile Phone

Customer Other Phone

Select [Next](#), then review and [Submit](#). We'll provide a reference code for your request.

That's it – you're done! Your bin(s) will be repaired or replaced within five business days. To track your request, check your email or SMS messages for details.