



## Welcome to Red Oak Sanitation

Thank you for the opportunity to serve you.

We are happy to add you to our growing list of valued customers and want to assure you that providing you with superior customer service is our #1 priority.

Below are the service guidelines so that you are aware of the parameters:

**Red Oak asks that you have your carts out the night before your scheduled service day.** Having your trash out the night before will help cut down on service issues. Our route service time fluctuates due to volume of trash, traffic, time of day, and services offered. This is why we cannot guarantee an exact time for pickup, however, your pick up will come on your service day, or Red Oak will notify you.

## Household Waste Guidelines

- Trash must be bagged at the curb the night before your collection day as pick-up times may vary.
- Cart should be placed 3 feet of the curb, 3 feet from mailbox, with handles facing the house, with 1 foot separating each cart.
- Trash cart will have a brown lid with a tan body
- If your weekly volume of household trash exceeds the 1 can, please contact our office for a 2nd container at an additional cost if you exceed that on a weekly basis.
- All trash must be bagged. Any trash in boxes will NOT be taken and will be left for you to bag for your next service day.
- Christmas tree removal service is offered to our customers. Tree must be cut in sections shorter than 3 feet for disposal purposes. Multiple cuts may be necessary. Trees must be called in and scheduled in advance. If not scheduled, it will not be picked up. There is a \$25 fee to be paid at the time you schedule it. This is a seasonal service during the holiday season and not something we offer all year long.
- **Paint removal:** Places that will take your paint cans:
  - Home improvement stores, such as Home Depot or Lowes offer paint collection/recycling services
  - Habitat for Humanity accepts donations of paint as well

- **NOT ACCEPTED:** tires, batteries, paint, oils, construction debris, chemicals of any kind, Freon, rocks, sand, gravel, dirt, logs, carpet, hazardous or medical waste. Paint cans are not accepted and can be taken to your local home improvement store or donated to Habitat for Humanity.

## Recycling Guidelines

- Recyclables must be at the curb the night before your collection day as pick-up times may vary.
- Cart should be placed 3 feet of the curb, 3 feet from mailbox, with handles facing the house, with 1 foot separating each cart.
- Accepted: aluminum cans, tin, and steel cans (examples: soup & vegetable cans), newspapers and all inserts, corrugated cardboard (moving – pizza boxes), paper grocery bags, paper shopping bags, junk mail, writing & printing paper, and other paper products (anything that tears). Phonebooks and paperback books (no hardcover books), magazines, frozen food packages (please remove all contents), carton board (examples: cereal/food boxes, shoe boxes & beverage boxes), #1 Plastic soda and water bottles, #2 plastics, milk jugs, juice bottles, and other rigid containers, #3 through #7, plastic bottles and containers.
- Special Instructions: Please be sure to thoroughly rinse all food and beverage containers prior to recycling. Please remove all contents & flatten all boxes prior to recycling.
- Cardboard boxes must be broken down or cut up and placed inside the recycle cart.
- New customer box policy during your 1<sup>st</sup> month of service: If your cans are too full and boxes will not fit, please call our office to schedule our box removal service.
  - Onetime fee of \$35
  - 2 scheduled pickups – 1 pickup per week
  - 4 bundles of boxes broken down & duct taped together or very strong rope holding them together
  - 20 boxes per bundle

This is a service offered during your first month of service, after the first month, all your boxes will be required to be inside your container.

- **NOT ACCEPTED:** food container paper, tissue paper, hand towels, toilet paper, plastic bags, Styrofoam, window glass or mirrors, ceramics (plates, bowls, and cups), light bulbs, aluminum foil trays, all glass and glass products.
- **Trash and Recycle service is cart only. All items must be placed inside carts.**

## Bulk Item Removal

- Red Oak offers the option of bulk item removal at an additional cost. Bulk items must be called in and scheduled for pickup. Items not called in will be left at the curb. Please use discretion as some bulk items may need to be broken down or may not be considered bulk items. Call client services for rates and availability. 770-536-7868

Have more than a few bulk items, check out **The Pink Bag**: It is 3 Cubic Yards, 8ft in length, 4ft wide, & 3ft tall. If you are interested in this service, please call client services for rates and availability.

## **INCLEMENT WEATHER, HOLIDAYS, or any change to your pick-up day**

If there is ever a change to your pick-up day you will be notified by text, email, or phone blast to alert you of the change.

### **Holiday Schedule**

Due to landfill closures, Red Oak Sanitation DOES NOT service customers on the following holidays:

**New Year's Day / Memorial Day / Independence Day / Labor Day / Thanksgiving Day / Christmas Day**

If your regularly scheduled service day falls on or after an observed holiday, your service will be delayed by one day to ensure everyone is serviced. We will run on Saturdays those weeks to accommodate this schedule. *For example: only Thursday and Friday customers will be affected for Thanksgiving. Thursday customers will be picked up on Friday that week and Friday customers will be picked up on Saturday that week.*

Please contact us at any time if there is anything we can ever do to make your experience even better!

### **Ending Service guidelines**

- The account holder must be the one to call in and cancel the service
- One week notification is to be given for canceling the service
- Your trash & recycle can must be curbside the evening before, and it will be removed by our cart service on the last day of your service
- If we are unable to remove our cans, you will be billed \$75 per can

**Red Oak Sanitation Office - OPEN 8:00am to 5:00pm Monday thru Friday**

Phone: 770-536-7868      Email: [Info@redoaksanitation.com](mailto:Info@redoaksanitation.com)

Website: [www.redoaksanitation.com](http://www.redoaksanitation.com)

Text: 678-455-7819

Opt in for our text notification and communication; text:Redoak "your account # here" to 77453...

Message Example: Redoak 1234567 Text To (recipient): 77453

If there is a change to your phone, email address or credit card on file, please contact us to update your information. Red Oak sends out emails, phone blast and texts as reminders of upcoming holiday schedules and if there are any other changes to your service.

We look forward to providing you with consistent, high-quality waste and environmental services!

***Red Oak Sanitation***