



RED OAK

SANITATION & RECYCLING

<https://sanitation-services.com>

678-455-7819

WELCOME LETTER



Getting Ready for Service

Please place your carts curbside the night before your service day.

- Curbside Placement Guidelines

- * Each cart should be within 3 feet of the curb and 6 feet away from mailboxes, vehicles, or other obstacles.
- * Handles should face the house.
- * Leave at least 3 feet of space between each cart.
- * Placing your cart out the night before helps prevent any service delays.

- Trash Service Guidelines

All trash must be bagged before being placed inside the cart to prevent litter in the community. Red Oak is not responsible for unbagged trash or curbside cleanup. Thank you for helping keep your neighborhood clean.

- * Avoid overfilling your cart, as tightly packed materials can prevent the truck's tipper from fully emptying the cart.
- * Any items left outside the cart will not be collected.
- * Yard waste should be placed inside the trash cart.

- Recycling Service Guidelines

Recycling pick up schedules vary by location. Some areas receive bi-weekly recycling service. You will be informed at signup whether your recycling is collected weekly or on designated weeks shown on our [Recycling Calendar](#). If you are unsure, please contact customer service.

- * Avoid overfilling your cart, as tightly packed materials can prevent the truck's tipper from fully emptying the cart.
- * Any items left outside the cart will not be collected.
- * A complete list of **accepted and non-accepted recycling materials** is included in this welcome letter.

- Additional Carts

- * If you have more trash and/or recycling than what will fit inside of your cart, an additional cart is required.
- * Personal carts are not serviced, and all materials must fit inside the provided carts for collection.

- How to Set Up Service for Additional Carts

If you need an additional cart, please follow these steps:

1. **Contact our office** for pricing and availability.
 2. Payment may be required at the time of set up for an additional cart.
 3. Our representative will schedule delivery of the additional cart while you are on the call.
- * You may call to cancel this additional service at any time if it is no longer needed.





Yard Waste, Cardboard & Paint Disposal Guidelines

Following these guidelines helps ensure timely service and keeps your community clean.

- **Yard Waste Guidelines**

Yard waste must be placed **inside your trash cart**. If you have more waste than what will fit inside of your one trash cart, you may contact our office to order an additional trash cart.

Accepted yard waste includes:

- * Grass clippings
- * Leaves
- * Pine straw
- * Small plant and shrub trimmings



Please note:

Yard waste is **not accepted in recycling carts**. Recycling carts containing yard waste will not be serviced. Customers will be responsible for removing yard waste and cleaning the cart before the next recycling service.

- **Cardboard & Boxes**

All cardboard must be properly prepared for collection.

Guidelines:

- * Boxes must be broken down and cut to fit inside the cart.
- * Cardboard left outside the cart will not be collected.
- * Cardboard placed in the **trash cart** must be bagged.
- * Cardboard placed in the **recycling cart** does not need to be bagged.



Move-In Box Program:

New customers may take advantage of our move-in box program during their **first full month of service**.

- * Boxes must be broken down and bundled with duct tape.
- * Maximum of **20 boxes per bundle** and **4 bundles per pickup**.
- * Please call customer service for rates and scheduling.

- **Paint Removal**

Paint is **not accepted** in trash or recycling carts.

Proper disposal options include:

- * Participating home improvement stores such as Home Depot or Lowe's
- * Habitat for Humanity (for usable paint donations)

Please contact your local retailer for availability and guidelines.



[Click here to learn more.](#)





Bulk Pickup, Pink Bag Service, & Christmas Tree Removal

This page highlights special pickup services available for items that cannot be collected through regular weekly service. Please call our office for pricing, availability, and scheduling.

- **Bulk Item Pickup**

Bulk items are large household items that do not fit inside of your trash cart.

Common bulk items include:

- * Furniture
- * Mattresses and Box Springs
- * Appliances
- * Grills, Bikes, Rugs, and Similar Items

Important Guidelines:

- * Construction or remodeling debris is not considered bulk.
- * Appliances containing freon must be emptied and tagged by a certified HVAC technician.
- * Freon appliance removal is not available in Gwinnett County.
- * For safe and efficient collection, some items may need to be **bundled or secured**. When you schedule this service, our representative will provide clear instructions on how to properly prepare and place your items.

- **Pink Bag Service**

Pink Bags are available for larger cleanup needs and materials not suitable for regular cart service.

Ideal for:

- * Remodeling or renovation debris
- * Large household cleanouts
- * Excess waste beyond standard service

Pink Bags provide a convenient solution for substantial disposal needs.

- **Christmas Tree Removal**

Christmas Tree Removal service is available during the **two weeks following New Year's Day**.

Guidelines:

- * Prepayment and scheduling are required.
- * Artificial trees must be boxed and securely taped closed. If a box is not available, the tree must be fully wrapped to prevent loose limbs or pieces from falling during collection.

Recycling options may be available in your area. Please contact your local Lowe's or Home Depot for more information, or check with your local government for details on tree recycling programs near you.





Holiday Schedule, Notifications, & Account Guidelines

Helpful information to keep your service running smoothly.

- **Holiday Service Schedule**

Please note that we do not provide trash collection on the following holidays due to landfill closures:

New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

- * When a holiday falls on a weekday, your pickup will be delayed by one day, and all pickups for the rest of that week will also be pushed back by one day. If the holiday is on a weekend, your service will remain unchanged. We will run on Saturdays those weeks to accommodate this schedule.

For example: During Thanksgiving week, Thursday pickups will be moved to Friday, and Friday pickups to Saturday.

- **Service Delay Notifications**

Red Oak sends out emails, phone blasts and texts as reminders of upcoming holiday schedules and if there is any changes to your service.

*To receive text notifications and updates, simply text: “**Redoak [Your Account Number]**” to **678-455-7819**.

If there is a change to your phone number, email address, or payment information on file please contact us to update your information.

- **Service Cancellation Policy**

- * The account holder must be the one to **call in** and cancel the service with a live agent.
- * We do **not** accept letters, postcards, or voicemails left with our third-party answering service as valid forms of cancellation.
- * **One week notification** is required by the account holder to cancel service.
- * **Billing will continue until the carts are successfully removed**, except in cases where removal is delayed due to circumstances beyond our operational control.
- * The carts must be curbside the evening before. They will be **removed on your final service day** by our carts service team, not the regular pickup service truck.
- * After cart removal, it is the account holder’s responsibility to contact the office and request any applicable refund.
- * If we are unable to remove our carts, you will be billed \$100 per cart.

Thank you for choosing Red Oak Sanitation. We are grateful for the opportunity to serve your community and happy you’re part of our service family!

Please like us on Facebook to follow our informational posts.



www.facebook.com/RedOakSanitation

(678) 455-7819 4405 Canton Hwy, Cumming, GA 30040 www.redoaksanitation.com



Placing Your Cart

HOW TO POSITION YOUR CARTS CORRECTLY

1

Place each cart within 3 feet of the curb

2

Allow 6 feet from mailboxes or other objects, 3 feet between each cart, and 6 feet from cars

3

Face the metal bar toward the street

4

Make sure the lid is closed

Do not place cart underneath low, overhanging tree limbs or utility lines



Our trucks are automated with an electronic arm that grabs the cart

Additional Tips

- Handle Should Face the House.
- Cart Should be 3 Feet within the Curb.
- Place Cart Out Evening Prior to Service Day.
- All Waste Must Be Bagged and Placed in the Proper Cart.



WHAT GOES WHERE?

RESIDENTIAL WASTE MANAGEMENT GUIDE

TRASH

must be bagged inside cart

Light Bulbs



Diapers



Disposable Razors



Yard Debris



Non-Fluorescent



Juice Boxes/Pouches



Glassware



Plastic Bags



Pet Waste



Hoses and Wire



Packing Materials



Styrofoam



Food



Mirrors

Recycling

must be placed inside cart



Paper Bags



Cardboard

1	2	3	4	5	6	OTHER
PET	HDPE	PVC	LDPE	PP	PS	OTHER
POLYETHYLENE TEREPHTHALATE	HIGH-DENSITY POLYETHYLENE	POLYVINYL CHLORIDE	LOW-DENSITY POLYETHYLENE	POLYPROPYLENE	POLYSTYRENE	OTHER
WATER BOTTLES; JARS; CAPS	SHAMPOO BOTTLES; GROCERY BAGS	CLEANING PRODUCTS; SHEETINGS	BREAD BAGS; PLASTIC FILMS	YOGURT CUPS; STRAWS; HANGERS	TAKE-AWAY AND HARD PACKAGING; TOYS	BABY BOTTLES; NYLON; CDS



Books, Mail, Magazines, etc.



Aluminum and Steel Food and Beverage Containers

NOT ACCEPTED

Trash or Recycling



Batteries



Tires



Electronics



Paint/Spray Paint



Sand, Dirt, Gravel or Logs



Oils and Oil Filters



Carpet



Fluorescent Light Bulbs



Hazardous Waste or Medical Waste



ACCEPTED

Residential or Commercial Single Stream Recycling

Aluminum & Steel Food & Beverage Containers	Aluminum Baking Tins	Cardboard Boxes	Pizza Boxes
Soda, Beer & Other Drink Box Cartons	Shoe, Cereal, Tissue & Other Packaging Boxes	All Junk Mail	Kraft Paper (Grocery & Lunch Bags)
Mixed Paper (Calendars, School Papers & Other Forms)	All Other Paper (Computer Paper, Phone Books, Books)	Catalogs	Newspapers & Inserts
#1 Plastic Soda and Water Bottles	#2 Plastic Milk Jugs, Juice Bottles & Other Rigid Containers	#3 Through #7 Plastic Bottles & Containers	Magazines

NOT ACCEPTED

Residential or Commercial Single Stream Recycling

Hazardous Waste/Containers	Aerosol Cans Not Emptied	Glass Bottles & Panes
Bio Medical Waste & Containers	Construction/Demo Waste Materials	Compressed Gas Cylinders
Paint Buckets/Containers	Tires	Ammunition or Firearms
Chemicals or Containers	Batteries	Electronics
Garden Hoses	Cables	Food Waste
Metal Furniture	Yard Waste	Electronic Cases
Wood	Construction Debris	Liquids
Plastic Grocery Bags	Styrofoam	Auto Parts

