

RED OAK SANITATION

**Your Service
Is Tuesday.
Please have your carts
out the night before.**



Welcome to Red Oak Sanitation

Thank you for choosing Red Oak Sanitation. We are very grateful for the opportunity to serve you and our community and are happy you are part of our service community. Please like us on Facebook to follow our community information posts.

Please read the accompanying community letter for detailed information about your service updates. It will assist you with the general questions you may have regarding your service. We will share with you any updated requirements that have been implemented. Within each section, this letter will help you understand any changes and how we can better assist one another to make sure your waste is properly prepared each week so we are able to properly serve you and your family.

Please read this letter completely not only to understand your services, but also to learn how to have your waste prepared for service, and to see the changes that have taken place in the sanitation industry that may not have been previously shared with you.

You will also find the updated billing and payment procedures. These new rates will begin once your current quarter expires and we ask that you make the switch to auto draft as soon as possible, as quarterly billing is not offered at this discounted rate. To make this switch, please use the camera on your cell phone to capture this QR Code on your screen, TAP the link that appears, and follow the prompts.

**OR, copy and paste this link in
your address bar:**

bit.ly/Wynfield



If you have any questions, please do not hesitate to contact our office directly. When calling in, let us know if you would like to take part in our free text messaging program, or if email correspondence is your preferred form of communication. If texting or emailing, include your name and home address. We share our holiday schedule and other reminders through these methods.

We truly appreciate your business and encourage you to contact our office and let us know how we can assist you.

Please do not forget to read this community letter to discover your service details and our holiday schedule.

How to contact our Clients Services Team: Call or Text: 678-455-7819





RED OAK SANITATION



Dear Wynfield Homeowners:

Thank you for your business and for trusting Red Oak Sanitation as your community service provider. Our mission is to understand your needs and provide high service standards surpassing your expectations. Whether it's through our Neighbors Helping Neighbors program, or other programs within our community, the growth and understanding of the effect a local company has on its neighbors and local economy is fulfilling, yet humbling. We are extremely grateful for our clients and the relationships we have developed over the years that make our mission of service possible.

As the local hauling company competing with the publicly traded international companies for your business, we strive to provide you with the very best service experience, offering a complete range of waste removal service benefits. With safety, service, and savings as a top priority for your community, we encourage you to consider reducing truck traffic while increasing aesthetics. We invest in quality people and an equipment rotation program that ensures everyone's safety, service, and success. Our new equipment is state of the art, and each member of our service team must pass our screening process. We employ expertly skilled, family-oriented professionals in their field, and each are members of the same community we all call home.

Red Oak Sanitation is grateful for this opportunity to serve you and we thank you for allowing us to be guests in your community. We are here to assist you and ask that you please call, text or email our office directly if you ever need assistance. Remember, we are here to serve and it is our privilege to do so.

(678) 455-7819 & 4250 Keith Bridge Rd. Cumming, GA 30040 & www.redoaksanitation.com





Voted Best Of Forsyth & Hall County 2019, 2020 & 2021 In Our Industry

According to the Insurance Institute for Highway Safety: larger trucks, empty, can weigh 20 to 30 times more than a passenger car. The Institute found that loaded trucks take 20% to 40% farther to stop than cars. Further, 29% of all accidents involving large trucks are a direct result of aged and poorly maintained trucks experiencing mechanical or brake failure. Given this information as a hauler and asking the right questions as husbands and fathers, we looked at the overall picture and made decisions that best serve you, our families, and our community.

As the local hauler, safety, service, and community are the top priority. Safety is the reason we operate new trucks, all purchased new, under our 5 year rotating fleet program with comprehensive warranties. Our preventative maintenance program for our equipment is second to none, as we invest in safety and reliability. Our trucks are equipped with the electromagnetic braking system, Telma, which reduces stopping distances and instantaneously provides full braking power at any moment. Our trucks are also equipped with GPS and video monitoring that reports location, speed, and live feed images captured by a multi camera system with 360 degree viewable coverage outside the truck and inside the cab. As a member of our community, we spare no expense when it comes to the right equipment for safety and service. It's the safety of you and your loved ones that is our responsibility.

Red Oak Sanitation's business model is investing in your service, your safety, and our community. We strive to keep every aspect of our business local. This is important because what's spent local, stays local. Locally-owned businesses return roughly 80% of each dollar to their community. Each dollar spent at a local business will return up to 5 times the amount within our community through local taxes, employees' wages and purchases of materials, supplies and services at other local businesses. In contrast, using a non-local business sends roughly 60% of each dollar out of our local economy; this number could be greater for publicly traded companies, whose first priority is their shareholder.

Recognized for Dependable Service and Guaranteed Rates

Your Weekly Service Day is Tuesday

- ◆ **Guaranteed Rates:** The HOA Hauler Program is setup on a 12 month agreement with 2 one year extension options. Rate protection caps annual increases at 7% with the required 80% community participation.
- ◆ **Weekly Trash Only Service \$21.00/mth via ACH, Credit/Debit:** Your carts must be out curbside the night before the service day. Curbside: each cart is placed within 3 feet of the curb, 3 feet from a mailbox or other object, with handles facing the house and 1 foot plus separating each cart. Having your trash out the night before will help cut down on service issues. Please note, ACH is a free and secure service, however, there is a \$.50 fee per month for Credit/Debit Card processing. The ACH form on the last page of this letter.
- ◆ **Trash Service:** Clients receive a 95 gallon brown lid cart for trash. Trash taken per week: one 95 gallon cart. Extra trash that does not fit in the cart requires an additional cart, which are currently available for \$6 per month. All waste must be bagged and in the proper carts. Yard waste will also be placed inside your trash cart.
- ◆ **To Add Recycling Service is \$10.00/mth via ACH, Credit/Debit:** Recycling clients receive one 95 gallon cart. Recycling must fit in the cart and meet the recycling guidelines. Due to changes in the recycling industry, we are unable to accept glass. ***SEE RECYCLING GUIDELINES ON THE LAST PAGE.***
- ◆ **Cardboard Boxes:** All boxes must be broken down, cut up, and placed inside the cart to be removed. Boxes outside the carts will not be removed.
- ◆ **Moving Box Program:** This service must be special ordered. Please call the office or see our website for details.
- ◆ **Please Opt in to Our Text Notification & Communication Program.** For text notification of our holiday schedule or inclement weather, please text your name, email and home address to 678-455-7819. This number can be used to contact customer service with either texting or calling if you need assistance.
- ◆ **Please Like & Follow Red Oak on Facebook:** <https://www.facebook.com/RedOakSanitation/>





Bulk Item Removal Available:

- ◆ **Before you throw away an item, consider if someone in need can use it.** We have neighbors in need that are struggling through circumstances outside of their control. You might be surprised what they need, particularly the Women's Shelters. **Please** see the link ***Neighbors Helping Neighbors*** at the bottom of our website. Consider taking 10 minutes out of your day to help a family in need with items you no longer use.
- ◆ **Bulk item** removal is available. Please call the office for rates and to schedule the removal.
- ◆ Please consider if your bulk item is recyclable or may need to be broken down to be removed.
- ◆ **Christmas tree removal** service is offered the two weeks following New Year's Day. Your tree must be cut in sections shorter than 3 feet for disposal purposes and multiple cuts may be necessary. Please call to prepay and schedule. There are also several recycling options in the area, such as Bring One To The Chipper.
- ◆ Red Oak Sanitation does not yet remove construction debris, or items from remodels and clean outs at this time. Stay tuned as Red Oak prepares to offer their Pink Bag Service.

Weekly Yard Waste Removal:

- ◆ All yard waste must be inside the Red Oak trash cart provided.
- ◆ Any additional needs requires an extra trash cart from Red Oak, currently available for \$6/month.
- ◆ Any yard waste placed in the recycling cart will be left until the resident removes the yard waste and cleans the cart.
- ◆ Larger branches cannot exceed three (3) inches in diameter and two (2) feet in length and must fit in the cart with the lid closed.
- ◆ **Important notice:** The equipment is not able to take construction debris, rock, dirt, trees, stumps, logs, sod, mulch, rail road ties, pallets, concrete, paint or oil. Red Oak does not offer tree or brush removal.

Trash Service at Amenities:

- ◆ Red Oak offers trash service at a discounted rate for our HOA communities at their amenity center.
- ◆ Due to safety concerns, our crews are not permitted inside fenced in areas or parking lots where they must back up to turn around. All carts must be accessible curbside.
- ◆ **We ask that you have these trash carts out the night before** your scheduled pickup day. Having your trash out the night before will help cut down on service issues.
- ◆ To avoid suspensions, please be sure residents do not use the common area for their overflow trash.



Holiday Schedule:

- ◆ We observe six holidays per year starting with New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. With a Tuesday service day, if the holiday falls on a Monday or Tuesday, your service day will be on Wednesday.

Other Helpful Hints:

- ◆ **All waste must be bagged** and in the proper Red Oak carts to prevent the trash from blowing all over the community. Red Oak is not responsible for unbagged trash that litters the community or for curbside janitorial services. Please assist with taking pride in your community's aesthetics.
- ◆ **Don't hesitate** to check our Facebook Page, website, or to text, email, or call the office if you ever need our assistance, as we are here to serve.
- ◆ **Text or Email Customer Service for Assistance:** info@redoaksanitation.com and one of our customer service reps will assist you, or follow this link to choose from a list of options: <http://www.sanitation-services.com/contactus.php>. Please send your name and home address so we may properly assist you.

Service Commitment: We are committed to providing our clients with the very best service. The Red Oak team is available for our clients so that we may provide prompt solutions to our client's needs. We truly appreciate your business and always look forward to talking with you and serving Wynfield.





RED OAK SANITATION

ACCEPTED Residential or Commercial Single Stream Recycling

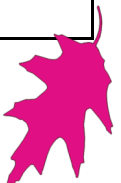
Aluminum & Steel Food & Beverage Containers	Aluminum Baking Tins	Cardboard Boxes	Pizza Boxes
Soda, Beer & Other Drink Box Cartons	Shoe, Cereal, Tissue & Other Packaging Boxes	All Junk Mail	Kraft Paper (Grocery & Lunch Bags)
Mixed Paper (Calendars, School Papers & Other Forms)	All Other Paper (Computer 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

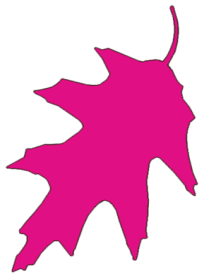
NOT ACCEPTED Residential or Commercial Single Stream Recycling

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

Please refer to the Website for holiday schedule and additional helpful information.

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RED OAK SANITATION

AUTHORIZATION AGREEMENT FOR PREAUTHORIZED PAYMENTS

I hereby authorize Red Oak Sanitation to initiate a debit entry to my checking account indicated below at the depository named below to debit the same such account. I am aware that my checking account will be debited any time between the 2nd through the 5th, of every month.

Depository Name _____

Branch _____

City _____

State _____ *Zip* _____

Routing Number _____

Account Name _____

Account Number _____

Amount _____

This authorization is to remain in full effect until _____ has received written notification from me of its termination in such time and in such a manner to afford reasonable time to act upon it.

By _____

Account# _____

Date _____

PLEASE ATTACH A VOIDED CHECK TO THIS FORM!!

Email this form to: billing@redoaksanitation.com

