

# RED OAK

SANITATION & RECYCLING



## Welcome to Red Oak Sanitation

Dear Grove Park Homeowners:

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

Please thoroughly read this community letter as it contains important details regarding updates to your service. Each section of the letter provides information on any recent changes in the sanitation industry that may affect you, and offers guidance on how we can work together to ensure your waste is properly prepared for collection each week, allowing Red Oak to effectively serve you, your family, and the community.

Your HOA Dues covers your weekly trash and yard waste removal service. Those interested in recycling that have not yet signed up for the service must fill out the online form to let us know you are interested in recycling and a member of Red Oak's team will call you to establish your account and set up payment. See all these details in this news letter.

**To sign up online for recycling or an extra cart please copy and paste this link into your internet browser search bar and follow the questions:**

<https://bit.ly/HOAgrovespark>

**Or Scan This QR Code  
With Your Cell Phone  
Camera and Tap The  
Link That Appears**



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.

### **How to contact our Customer Service Department:**

Email Red Oak at: [info@sanitation-services.com](mailto:info@sanitation-services.com) Website Contact: <https://sanitation-services.com/about/contact-us/>  
Call or Text: 678-455-7819

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.**



# RED OAK

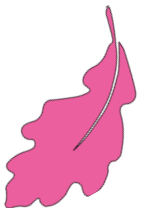
SANITATION & RECYCLING



Dear Grove Park Homeowners:

Thank you for considering Red Oak Sanitation as your sanitation service provider. Red Oak's mission is focused on serving you, our clients. Our goal is to change and surpass your conceptual expectation of just receiving the tolerated, basic, and expensive hit or miss trash service from the corporate giants. With intent, Red Oak's standard of service focus is to provide an exceptional full service experience for you. We are extremely grateful for you, our clients, and the relationships we have developed over the years of serving that have made our mission of community service possible.

As your growing local sanitation service provider with over 150,000 customers, Red Oak is competing with the publicly traded national and international corporations for your business. Red Oak specializes solely in your residential service and waste hauling with our focus on you and your needs while those larger name brand corporations are first focused on their shareholders and then on the commercial/industrial lines of business. To separate ourselves, Red Oak provides our HOA Partners with their own department that has HOA Account Liaisons waiting to take your calls from your Boards and Property Managers. Regardless of what our competitors do, we strive to work together to provide the very best service by offering a complete range of waste removal services at the best possible rate. We invest in your service by investing in our people that serve you as well as the automated equipment with unfailing safety features for service reliability, making the safety of your streets and the aesthetics of your community our top priority.







## **Voted Best Of Forsyth & Hall County In Our Industry**

The Insurance Institute for Highway Safety reports that empty larger trucks can weigh 20 to 30 times more than a passenger car, and loaded trucks take 20% to 40% longer to stop than cars. Additionally, 29% of accidents involving large trucks result from poorly maintained or aged trucks with mechanical or brake failure. As a responsible hauler and member of the community, we take these statistics seriously and prioritize safety, service, and community.

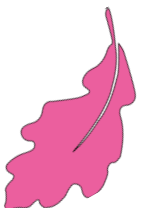
To ensure safety, we operate a fleet of new trucks purchased under our 5-year rotating program with comprehensive warranties. Our equipment undergoes a rigorous preventative maintenance program, and we invest in the latest safety technology, such as the electromagnetic braking system Telma, which reduces stopping distances and provides full braking power instantaneously. Our trucks are also equipped with GPS and video monitoring that reports location, speed, and live feed images for 360-degree viewable coverage outside the truck and inside the cab.

As a locally owned business, we are invested in the community and strive to keep every aspect of our business local. By supporting local businesses, you help to keep money circulating in the community, creating a ripple effect of up to five times the initial amount spent. In contrast, using non-local or publicly traded companies sends a significant portion of money out of the local economy.

## **Recognized for Dependable Service and Guaranteed Rates**

### **Your Weekly Service Day is Thursday**

- ◆ **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.
- ◆ **Clients receive** a 95 gallon cart with a brown lid for trash. Trash taken per week: one 95 gallon cart. Extra trash that does not fit in the cart requires an additional cart, which at this time is available for \$4 a month and must be requested through the online form. All waste must be bagged and in the proper carts. Yard waste will also be placed inside the trash cart.
- ◆ **Those interested in recycling must signup and pay individually to receive a recycling cart.** Recycling is currently available for an additional \$8/month and must be requested through the online form. We provide one 95-gallon cart for our recycling clients, and all recycling must meet our guidelines and fit inside the cart. 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. You can use this number to contact customer service with either texting or calling if you need assistance.
- ◆ **Please like and 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. See our ***Neighbors Helping Neighbors*** page on 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. **Please see our website for details.**
- ◆ If you have more than a few bulk items, remodeling debris, or excess waste to dispose of, Red Oak is now offering **Pink Bags** for your more substantial cleanup needs. **Please call the office for rates and details.**

### **Weekly Yard Waste Removal:**

- ◆ All yard waste must be inside the Red Oak trash cart provided, extra carts are available cheaper than the cost of a paper lawn back, which you will no longer need to use.
- ◆ Any additional needs require an extra trash cart from Red Oak.
- ◆ Any yard waste placed in the recycling cart will be left curbside until removed and the cart is cleaned.
- ◆ 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 insurance restrictions, 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. Service on these holidays will be completed the following day unless otherwise noted. Service for subsequent days in the same week will also be postponed by one day. However, if a holiday falls on the weekend, service for that week will continue as normal.

### **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.

**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 clients' needs. We truly appreciate your business and always look forward to talking with you and serving Grove Park.



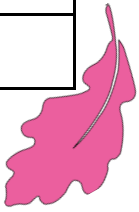


**ACCEPTED**  
**Residential or Commercial Single Stream Recycling**

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





## **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. I understand if at any time a payment is returned to Red Oak Sanitation by my bank, there will be a return payment fee and will be responsible for making that returned payment.

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Bank Name \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Account Name \_\_\_\_\_

Routing Number \_\_\_\_\_

Account Number \_\_\_\_\_

Amount \_\_\_\_\_

This authorization is to remain in full effect until *Red Oak Sanitation* 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.

Signature on Account \_\_\_\_\_

Service Address \_\_\_\_\_

Red Oak Account# \_\_\_\_\_

Date \_\_\_\_\_

**PLEASE ATTACH A VOIDED CHECK TO THIS FORM!!**