

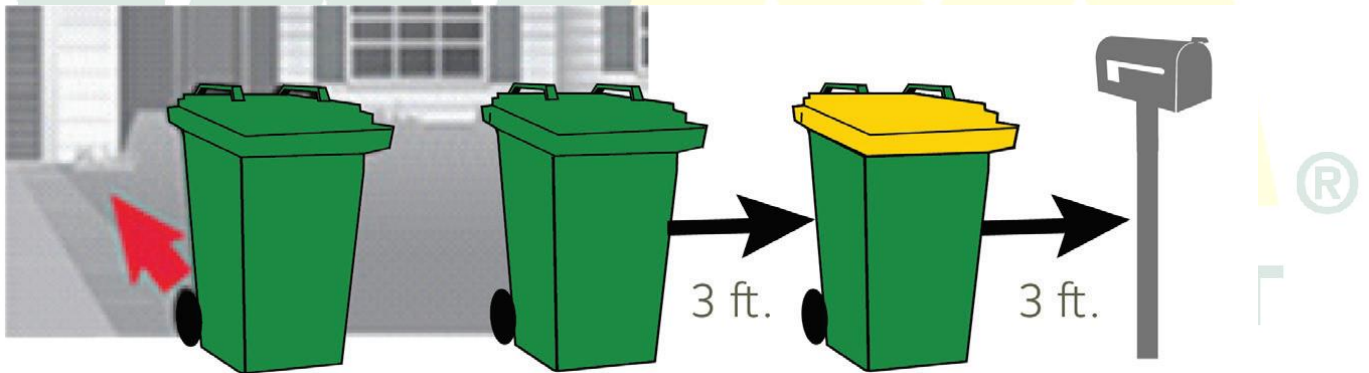
THANK YOU, BROOKSHADE FOR CHOOSING WASTE MANAGEMENT AS YOUR EXCLUSIVE HAULER!

Waste Management has collaborated with Brookshade Homeowners Association for years to offer your community a special group rate while providing services with one of the highest safety standards in this industry!

Per WM's notification dated 1/6/22, recycling and bulk services will be temporarily suspended until further notice. Please refer to the notification for service instructions.

OUR NEW SERVICE GUIDELINES BEGINNING FEBRUARY 1, 2022

- To ensure collection, please place your carts at the curb by 6 a.m. on your service day.
- Trash/yard waste must be bagged and fit inside of your trash carts.
- Always keep the carts lid closed to keep animals and moisture out.
- Carts should be placed at least 3 feet away from all objects including other carts, mailbox, car or tree.



- The automatic arms on our trucks lift and empty your carts; therefore, **no extra cans or bags may be accepted outside the cart for collection.** Customers may order extra carts if needed. Please contact our customer service center for pricing.
- If you miss the truck or your driveway is blocked, your service will resume on your next scheduled collection day.
If you need to be recovered before the next collection day, there will be a \$85 charge for the truck to return.
- **NOT ACCEPTABLE:** Includes but not limited to tires, batteries, paints, oils, construction debris, chemicals of any kind, Freon, rocks, sand, gravel, dirt, logs, carpet, televisions, hazardous and medical waste. You may dispose of latex paint in small amounts if it is completely dried, not liquid form. We suggest using cat litter to absorb the paint and allow plenty of time for the paint to dry. Place the dried paint containers outside of your

trash cart, so drivers can confirm that containers can be accepted. **Liquid paint is strictly prohibited.**

RECYCLE

- Current customers may contact our customer service center at **(404) 794-6707** to exchange their smaller containers for a 96-gallon recycle cart.
- All recyclables must fit inside the cart. Do not bag recyclables.
- **ACCEPTABLE:** Aluminum cans, tin and steel cans (i.e. soup and vegetable cans), newspapers and all inserts, corrugated cardboard (i.e. moving and pizza boxes), paper grocery bags, paper shopping bags, junk mail, writing and printing paper, and other paper products (paper that tears). Phonebooks and paperback books (no hard cover), magazines, frozen food packages (please remove all contents), carton board (i.e. cereal/food boxes, shoeboxes and beverage boxes), plastic containers with the recycle codes 1 through 7 (typically on the bottom of the container).
- **SPECIAL INSTRUCTIONS:** Please be sure to thoroughly rinse all food and beverage containers prior to recycling. Please remove all contents and flatten all boxes prior to recycling.
- **NOT ACCEPTABLE:** Includes but not limited to glass, food container paper and wrapping, tissue paper, hand towels, toilet paper, plastic bags, Styrofoam, window glass, mirrors, ceramics (i.e. plates, bowls and cups), light bulbs, hoses, aluminum foil and trays.

BULK ITEMS

WM provide customers curbside bulk removal service for up to 3 items, including Christmas trees for \$75.00. Residents need to call our customer service center, (404)794-6707 to schedule their pick up in advance.

INCLEMENT WEATHER

We will do everything possible to ensure that you receive reliable service. In the event of severe, inclement weather or natural disaster, we may be required to re-route services to an alternate day. Please leave your cart curbside as we will make every effort to pick you up as close to your original day as possible; do not remove cart unless it has been serviced.

You may call our customer service department for service information or visit our website, www.wm.com. Simply click on our “Weather Service Alert” banner at the top of the web page. Checking our weather banner is the best way to obtain up-to-date information.

OBSERVED HOLIDAYS

Please go to www.wm.com for observed holidays. Holiday schedules will be posted approximately a week prior.

Please note: If your regularly scheduled collection day falls on or after the observed holiday, your service will be delayed by one day to ensure everyone is serviced. We will run Saturdays to accommodate this schedule.

For example: Thursday customers will be serviced on Friday, and Friday customers will be serviced on Saturday. Only Thursday and Friday customers will be affected for Thanksgiving.

Customer Service Center (404) 794-6707

Hours: 7:30 AM to 5:00 PM, Monday-Friday

Please visit our website www.wm.com.

