

Waste Management Subscription Service Specifications

Waste Management Customer Service Phone # 985-643-7784 or 1-800-284-2451

River Oaks Property Owners Association has a sole source agreement with Waste Management for trash pickup. If you have any problems with the service please call their Customer Service at (985) 643- 7784. Waste Management also provides recycling as an additional service.

Terms of Service: Curbside service is provided twice per week on Mondays and Thursdays. Recycling is collected on Wednesdays.

Holidays: River Oaks residents will be serviced the day following a holiday. Waste Management observes New Year's Day, Thanksgiving Day, and Christmas Day as holidays.

Terms of Collection: Waste Management will provide a 96 gallon garbage cans.

- Service is limited to 1 96 gallon WM cart or 3 personal garbage cans (not to exceed 35 gal. per container), and 5 loose bags.
- Garbage must be placed at the curb by 5:00 am on the scheduled day of collection.
- All yard waste must be containerized in bags that are closed.
- Can weight must not exceed 35 pounds.
- Do not use 55-gallon drums for waste containers.

Items that cannot be collected:

- Tires and lead acid batteries
- Any and all types of fecal matter (Human or Animal Waste)
- Containers with free liquids such as paint, insecticides, pool chemicals, etc...
- Branches in excess of 4 inches in diameter, or logs of any size
- Concrete, cement, bricks, tile, shingles, sheetrock, auto parts, iron -steel, metal, fencing.
- Construction debris

Bulk item collection: Please be advised that we will provide bulk item collection to subscription customers in St. Tammany provided it is called in to our customer service department and scheduled or placed out on the 1st collection day each week. Stickers will be provided to all subscription customers and must be visible to the driver for garbage collection. New stickers will be mailed when service starts and replacement stickers will be sent out at each billing cycle once payment is received.

Residential Subscription service is billed tri-annually and is currently \$72 per billing cycle. Recycling is \$10 per cycle. If service is disrupted for nonpayment of invoices there will be a \$25.00 reinstatement fee. There is a \$40.00 NSF Fee on all returned checks. You must call customer service to cancel, transfer, or make changes in service. The customer service numbers may be found on the top of the first page of this letter.