



**GNO Property
Management, LLC**

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E. Bennie Daigle
Fran Daigle
202 Turnberry Drive
Covington, LA 70433

March 21, 2018

Dear River Oaks Property Owner:

Effective February 28, 2018, Waste Management bought the assets of Team Waste and is now our sole source provider for waste collection and recycling in the subdivision. Waste Management will honor our contract with Team Waste which was for 5 years at a price of \$18 per month inclusive of recycling and billed quarterly through December, 2022. Pickup days for waste remain Monday and Thursdays with recycling on Wednesdays. They will also provide a "spring cleaning" dumpster for 4 days in the clubhouse parking lot starting May 4, 2018, and host a grilling event which will be "a back to school party" in August, 2018. The date of this "party" will be furnished at a later date. The use of the Team Waste cart and recycle bin will continue for the present. Included with this letter is a flyer from Waste Management that provides additional details of their service. The Waste Management contact number is (985) 643-7784 or 800 284-2451 for service issues.

Waste Management observes 3 holidays: New Year's Day, Thanksgiving and Christmas Day. If a pickup day falls on a holiday, collection will be the next day. Waste Management will also take "white goods" (appliances), but you will need to contact them to schedule a white goods pickup. Freon from refrigerators or air conditioners must be drained and properly tagged indicating removal of the refrigerant. They will take other large items under 50 lbs. (rugs, tree limbs etc), but these must be bundled (4 foot width or less) to fit into the truck. Recyclable material includes plastic containers, newspaper, aluminum, mail, writing paper, tin cans and cardboard. Glass is not included in the recyclable materials.

River Oaks Board of Directors

Annette Curren, (985) 809-3005
Bennie Daigle, (985) 893-1318
Dane Geyer, (985) 773-4174
Henry Hunter, (985) 630-9300
Donnie Pate, (504) 994-6013
Jim Rowalt, (985) 867-8305
Tim Wright, (985) 234-9864

Enclosure

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 and recycling. If you have any problems with the service please call their Customer Service at (985) 643-7784.

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 can.

- Service is limited to 1 96 gallon 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.

Residential Subscription service is billed quarterly and is currently \$54 per billing 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.