

## **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 to schedule. White goods are no longer picked up.

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.