



**RED OAK
SANITATION
678-455-7819**



Important Information

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

Please read the accompanying community letter for detailed information about your services. You will find that it will assist you with the general questions you may have regarding your service.

Your official first day of service is Monday, December 31, 2018

Those interested in recycling, must contact the Red Oak office via phone, email, or text, by Friday, December 21st, to let us know if you are interested in recycling. Those that contact us after this date will get their recycling carts on Saturday, January 12th.

When calling in, please let us know if you prefer text messaging or email for our holiday schedule reminders. If you are texting, you must text your name, address, request a recycling container, and your email address. By texting you will be opting into our free text service. If you are emailing, please email us at: info@redoaksanitation.com with your name, address, request a recycling container, and your mobile number if you elect to use our free texting program.

Carts will be delivered on Saturday, December 22, 2018.

Please do not start to use the Red Oak carts until the *Sanitation Solution* carts have been removed & please do not put out until 12/31/18.

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.

Please like us on Facebook to receive community posts.

Happy Holidays



(678) 455-7819 & 2 Ruby St., Gainesville, GA 30501 & www.redoaksanitation.com





RED OAK SANITATION 678-455-7819



Dear Riverbrooke Homeowners:

Thank you for your business and for trusting Red Oak Sanitation as your sanitation service provider. Our mission is to provide a service that is focused on giving, helping and supporting others in our community that are in need by utilizing our resources at hand. Whether it's through Recycle For The Cure, Neighbors Helping Neighbors, or any of our other programs within the community, our growth and understanding of what affect a local company can have on its neighbors and local economy is fulfilling, yet humbling. Our goal is to surpass our client's expectations of service: listening to your needs and meeting those needs. We are extremely grateful for our clients and the relationships we have developed over the years that make our mission of service possible.

As the local company competing with publicly traded national and international companies for your business, we strive to provide you with the very best service experience while offering a complete range of waste removal services with the most benefits. With safety, road wear and aesthetics as a top priority for your community, we recognize the responsibility we have at surpassing your expectations. Thus, we invest in quality people and an equipment rotation program that ensures everyone's safety, service and success. Each member of our team passes our screening process and is family oriented. We employ expertly skilled professionals in their field and each of them are members of the same community we all call home.

Red Oak Sanitation is grateful for this opportunity to serve you and we thank you for allowing us to be guests in your community. We are here to assist you and ask that you please call, text or email our office directly if ever you are in need of assistance. Remember, we are here to serve and it is our privilege to do so.



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Voted Best of North Georgia in our industry

According to the Insurance Institute for Highway Safety, larger trucks, empty, can weigh 20 to 30 times more than a passenger car. The Institute found that loaded trucks take 20% to 40% farther to stop than cars. Further, 29% of all accidents involving large trucks are a direct result of aged and poorly maintained trucks experiencing mechanical or brake failure. Given this information as a hauler; asking the right questions as husbands and fathers, we looked at the overall picture and made decisions that best serves you, our clients, and our families that make up our community.

As the local hauler, safety, service and community are the top priority. Safety is the reason we operate new trucks, all purchased under our 5 year rotating fleet program with comprehensive warranties. Our preventative maintenance program for our equipment is second to none, as we invest in safety. Our trucks are equipped with an electromagnetic braking system, Telma, that reduces stopping distances and instantaneously provides full braking power at any moment. Our trucks are also equipped with GPS monitoring that reports location, speed and live feed images captured by a multi camera system with 360 degree viewable coverage outside the truck and inside the cab. As a member of our community, we spare no expense when it comes to the right equipment for safety and for service. It's the safety of you and your loved ones that is our responsibility.

Red Oak Sanitations business model is investing in your service, your safety and your community. We strive to keep every aspect of our business local. This is important because what's spent local stays local. Locally-owned businesses return roughly 80% of each dollar to their community and each dollar spent at a local business will return up to 5 times the amount within your community through local taxes, employees' wages and purchases of materials, supplies and services at other local businesses. In contrast, using a non-local business sends roughly 60% of each dollar out of your local economy; this number could be greater for publically traded companies, who's shareholder is their first priority.

Recognized for dependable service and guaranteed rates

Your Weekly Service Day is Monday

- ◆ **We ask that you have your trash out the night before** your scheduled pickup day. Having your trash out the night before will help cut down on service issues. Our route service time fluctuates due to volume of trash and yard waste collected weekly. This is why we cannot guarantee exact times for pickup, however, your pickup will come on your service day.
- ◆ **Clients receive** a 95 gallon cart with a brown lid for trash. Trash taken per week: one 95 gallon cart, plus extra trash. Extra trash cannot consistently exceed 50 gallons on a weekly basis or an additional cart will be required for \$7/month billed to the individual homeowner via monthly draft.
- ◆ **Those interested in recycling must call in to order a recycling container.** **Recycling clients** receive one 95 gallon pink lid cart for recycling. Recycling taken must meet the recycling guidelines. Due to changes in the recycling industry, we are unable to accept glass. **SEE RECYCLING GUIDELINES ON THE LAST PAGE.**
- ◆ **Recycling program "Recycle For The Cure":** In May, 2010, Red Oak Sanitation partnered with the American Cancer Society in a program called "Recycle For The Cure". This program has donated over \$125,000 to the American Cancer Society to support it's Patient Resource Navigator Program in North Georgia. Patient Resource Navigators provide support and assistance to cancer patients during their cancer walk. There is no other company partnering with the American Cancer Society in the state of Georgia. You can learn more about the Patient Resource Navigator program at: Cancer.org.
- ◆ **Please Opt in for our text notification and communication program;** For text notification of holiday schedule or inclement weather, please text your name, email and home address to 678-455-7819. This number can be used for both texting and calling, so you will only need to store one phone number for Red Oak in your phone.
- ◆ **Please like and follow Red Oak on Facebook.**





No Hassle, Weekly Bulk Item Removal Included with Trash:

- ◆ **One bulk item per week** is removed at no charge. Please have it out the night before your service day with your trash cart. This does not include construction debris, or items from remodels.
- ◆ Please use discretion as some bulk items may need to be broken down or will need to be recycled.
- ◆ If you would like help with a clean up job, recycling an item, or need assistance removing larger items like white goods, Call Jerry; Carefree Salvage at 470-302-0064 his recycling service is typically free of charge.
- ◆ **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 their control. You might be surprised what they need, particularly the Women's Shelters. **Please** see the link ***Neighbors Helping Neighbors*** at the bottom of our website. Consider taking 10 minutes out of your day to help a family in need, with what you no longer do.

Weekly Yard Waste Removal Included with Trash:

- ◆ 15 bundles/bags of yard waste per week.
- ◆ All yard debris must be contained in bags, bundled, or small containers designated as yard waste.
- ◆ All yard waste must be cut and bundled in sections no greater than three (3) feet in length. Bundles may be no larger than twelve (12) inches in diameter. Bags, cans, or bundles cannot exceed twenty (20) pounds in weight.
- ◆ Larger branches & limbs cannot exceed (3) inches in diameter and 3 feet in length.
- ◆ FREE Christmas tree removal service is offered the two weeks following New Years. Tree must be cut in sections shorter than 3 feet for disposal purposes. Multiple cuts may be necessary.
- ◆ **Important notice:** our equipment is not able to take any construction debris, rock, dirt, trees, stumps, logs, sod, rail road ties, concrete, paint or oil. Red Oak does not offer tree or brush service removal.

Free Service at Amenities:

- ◆ Free amenities service is provided at the pool and tennis area.
- ◆ Due to safety concerns our crews are not permitted inside the fenced in areas. All carts must be accessible in a designated parking area or 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.
- ◆ Please notify the office if there are special pickups out of the norm at the common areas.



Holiday Schedule:

- ◆ We observe six holidays per year starting with New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. With a Monday service day, if the holiday falls on a Monday, your service day will be on Tuesday. You will NOT be affected by holidays that fall on the weekend.

Other Helpful Hints:

- ◆ All waste must be bagged and in the proper containers. Recycling doesn't need to be bagged, but can be.
- ◆ Packing Peanuts must be bagged and tied off to prevent the packing peanuts from blowing all over.
- ◆ Moving boxes must be empty; **if not recycling boxes**, up to thirty (30) are accepted per week and must be broken down completely flat, tied with twine and placed curbside. **If recycling the boxes**, unlimited boxes broken down completely flat, tied with twine in manageable bundles and placed curbside.
- ◆ If our client's forget to put their trash out, and call the office requesting assistance, we will send our scout truck out to service them before their next service day when available.
- ◆ Don't hesitate to check our website, 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 owners and management make themselves available to our clients so that we may provide prompt solutions to our client's needs. We truly appreciate your business and always look forward to serving Riverbrooke.





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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

